

## **Student Services Structure and Position(s) Assessment**

Update 7/26/21 – does not require and organizational re-structure.

In summary, with the vacancy of the Director of Admission and Student Success there are a number of staffing positions that should be addressed in order to continue providing the services and needs to the students.

For Reference: The Director of Admissions and Student Success has the following departmental responsibilities. Recruiting, Admissions, Testing Center, Accessibility and Accommodation Services, Counseling, Compliance and Training, and Title IX Coordinator.

### **Director of Admissions and Student Success - Immediate**

The primary roles of this position would include providing direction to Admissions/Recruiting and Student Success Center (Accessibility and Accommodations and Testing Center). Direct reports would include the Recruiting Coordinators and Accessibility and Student Success Manager. Responsibilities removed from this position would include Compliance, Training and Title IX Coordinator. Added to the responsibilities of the position is Student Intervention. This responsibility fits naturally within the Student Success Center.

Justification: The current Director of Admissions and Student Success position and departmental responsibilities is a culmination of promotion within the institution and carried responsibilities through such promotions with one individual. Compliance and Training would naturally transition to Human Resources. The Title IX Coordinator Role can stay with the Vice President of Student Services in the interim until an appropriate position on campus is identified to take-on that role. Many small Community College Vice President of Student Services hold the role of Title IX Coordinator as well, so it is not out of the norm.

### **Identify Registrar Responsibilities with the Vice President of Student Services, Assistant Registrar, and other positions within Student Services - Immediate**

An analysis of Registrar responsibilities within Student Services would prove beneficial. With the imminent retirement of the individual currently in the Assistant Registrar position in the Spring of 2022 and our contracted Transcript Evaluator leaving in October of 2021, it is critical to identify what responsibilities need to be assigned accordingly. Specific responsibilities that need to take priority are Transcript Evaluations, Veterans Certification and continuity training.

Justification: With the knowingly transition of employees in the Registrars Office, it will allow Student Services to correctly allocate functions that should properly fit within the Registrars Office. For example, Course Scheduling currently sits in the Registrars Office and the College Catalog sits in the Vice President of Academic Affairs' Office. This might provide a time to transition such responsibilities appropriately. Additionally, there are functions of Registrar that currently lie within the Director of Advising. An analysis of these responsibilities will allow Student Services to transition with current vacancies of positions.

### **Financial Aid Advisor Position Adjustment – Request Fall 2021**

Upon review of current Student Services positions and compensations, it was identified that the current position of Financial Aid Advisor is not appropriately classified and compensated. It will be requested to move this position from non-exempt to exempt, consistent with our Academic Advisors and other professional positions within Student Services. Additionally, the compensation needs to be adjusted accordingly to bring it up to fair compensation.

Justification: The responsibilities and training required for this position is extensive, has a lengthy training period, continued training responsibilities, thus, requires a financial investment by the institution with this individual in this position. In order to retain employees, specifically in this position, compensation should be competitive and appropriate for the duties of work needed. Additionally, moving the position to Exempt status will allow the position to have the flexibility within their scheduled duties to attend evening and weekend Financial Aid events and assist in other areas within Student Services as needed on an emergency basis.

### **Full-Time Testing Center Coordinator – Request during 2021-2022**

Justification: There is a forecasted increase in demand for more available testing hours in the Testing Center. As we return to more in-person courses/seats and COVID-19 restrictions are being changed, there will be an increase in demand for additional hours of service for the Testing Center. Additionally, there are a number of TVCC Faculty who have expressed concern and trust with the Respondus Lockdown Browser testing options, no longer will be using this option, and have notified us they will be having their online students back testing in our center for testing integrity.

Currently, we are operating the Testing Center with a 29/hr position with support from the P/T Proctor/Tutor in the Success Center. There is a significant push from Faculty to increase the hours of availability. Additionally, the increased hours would allow accessibility for our students.

### **Compliance Responsibilities to Human Resources – Request during 2021-2022**

Justification: The original Compliance Officer position was created in response to a Title IV audit and since evolved in to serving as the Title IX Coordinator and Clery Coordinator. The Clery Coordinator responsibilities have since shifted to the Vice President of Student Services and the Director of Student Conduct, Residence Life and Food Service. The Title IX Coordinator Responsibilities could remain in Student Services. The move would consist of directing compliance issues, policies, processes, audits, concerns, training, etc. as the primary contact to the Legal and Human Resources division, which would feel like a more natural fit for the nature of this work.