

Student Services Structure Assessment (6/9/2021)

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.

Revise Director of Admissions and Student Success to Director of Enrollment Services and Registrar

The primary roles of this position would include being the College Registrar and Admissions. Direct reports would include the Assistant Registrar/Veterans Certifying Specialist and Recruiting Coordinators.

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. By creating a Director of Enrollment Services and Registrar, it would address the need for a designated full-time registrar and enrollment management. Additionally, the Full-Time Assistant Registrar position will be retained.

Promote Accessibility and Accommodations Manager to Director of Student Success and Intervention

Currently the primary roles of the Accessibility and Student Success Manager has oversight of Student Accessibility, Accommodations and the Ontario Testing Center. The primary oversight of the new title would include Student Accessibility and Accommodations, Ontario Testing Center, Counseling, Intervention and Veterans Services.

Justification: This would be the other division of the current Director of Admissions and Student Success position to focus primarily on Support Services. With the creation of this position, it allows TVCC to add attention to areas currently not focused on. Specifically, Student Intervention processes and services and Veterans Support Services.

Full-Time Testing Center Coordinator

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

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.