

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST - EVALUATOR

BASIC FUNCTION:

Under the direction of the Student Services Director of Admissions & Records,, perform specialized duties regarding student academic records and assure student eligibility for a variety of programs and purposes; process and evaluate student records/transcripts.

REPRESENTATIVE DUTIES:

Review, evaluate and maintain academic records/transcripts for a variety of purposes including eligibility for degrees and/or certificates, certification of general education requirements, and prerequisite verification.

Analyze transcripts for courses and units completed; determine level, content, unit value and grading system from catalogs, telephone, and written communication and other appropriate reference materials.

Evaluate transcripts from high schools and other colleges/universities to determine if prerequisite requirements for IVC courses have been met; input into computer systems.

Interpret course descriptions; assist departments in evaluating courses for certification programs.

Process general education certification request and maintain appropriate records.

Verify completion of requirements and print diplomas and certificates; disseminate to students.

Maintain software and supplies for diploma/certificate printing system.

Prepare and maintain graduation list and files and records relating to graduation; maintain graduation statistics and reports.

Monitor, review and maintain file of articulation agreements with California State University. University of California, and California community college systems; apply articulation policies to the evaluation process of general education certification and degree and certificate completion.

Serve as lead person on implementation and maintenance of automated degree audit system; develop and provide training manuals for computerized program regarding degree and certificate requirements.

Update database to assure compliance with changes relevant to student academic progress; update, maintain, and facilitate changes in computer data base.

Monitor catalog regarding degree and certificate requirements; course additions and deletions; course numbers, titles, content and unit values; update degree audit system accordingly, inform/train Admissions and Records Supervisor and Director on changes.

Provide assistance and information to students, staff, and public regarding policies, guidelines and regulations relating to student academic records, graduation and certificate requirements, and other Admissions and Records policies and procedures, meet with students to review credit given from other institutions and resolve issues.

Instruct students in correct procedures for completion of forms and applications; explain application requirements and restrictions; review completed form for accuracy and completeness.

Process application forms; review records for changes in status; request transcripts, records, and other information necessary to determine status of application.

Prepare and transmit correspondence verifying student status and other information; respond to request from other educational institutions and agencies involving the verification of student status and records.

Assist students with registration procedures and problem solving.

Process late registration and enrollment changes; enter grade changes to update student records.

Collect, compile, verify, and record information for the preparation of reports.

Train and provide work direction to student and other hourly workers as assigned.

Order and maintain supplies and forms as needed for assigned duties.

Initiate and compose correspondence as appropriate.

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

State and College regulations, policies and procedures related to certificate and degree requirements; articulation agreements between CSU, UC and California community college systems and Imperial Valley College; equivalencies of courses from other institutions to IVC courses.

Academic policies and procedures

Rules, regulations, policies and procedures of the Admissions Office

Community college courses, curriculum, graduation and transfer requirements

Community college evaluation policy and procedures

Modern office practices, procedures, and equipment

Oral and written communication skills

Correct English usage, including grammar, spelling, and punctuation and vocabulary interpersonal skills using tact, patience, and courtesy

Telephone techniques and etiquette

Letter and report writing

Record-keeping techniques

Operation of computer, printer, copier and other office machines.

ABILITY TO:

Interpret, apply and explain rules, regulations, procedures, and policies regarding student admissions, transcript evaluation, and degree requirements.

Perform difficult specialized and technical records evaluation duties

Operate modern office equipment, including computers and computer software

Maintain appropriate office records and generate reports as needed or requested

Meet schedules and time lines, establish appropriate task priorities

Work independently with minimal direction.

Communicate effectively both orally and in writing.

Communicate policies, guidelines, regulations and laws to staff, students, and public.

Analyze situations and adopt an effective course of action.

Establish and maintain cooperative and effective working relationships with others.

Maintain appropriate confidentiality.

EDUCATION AND EXPERIENCE: Any combination equivalent to: associates degree or graduation from high school and four years of increasingly responsible office experience involving the interpretation and application of rules and regulations, preferably in a community college admissions and records office.

WORKING CONDITIONS: Duties are primarily performed in a Student Services environment while seated at a desk, computer terminal or counter. Incumbents have extensive interactions with students, staff, and the public, and are subject to constant interruptions, noise from talking or office equipment, and demanding timelines.

PHYSICAL DEMANDS: Incumbents regularly sit for long periods of time, walk short distances, use hand and fingers to operate office equipment, reach with hands and arms, stoop, kneel, or crouch to file, are required to speak clearly and distinctly for the purpose of providing information directly or over the telephone; see to read fine print and operate a computer; hear and understand voices over the phone and in person; lift, carry, and/or move objects weighing up to 25 pounds.