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**COMPLETE**

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Page 1: Classified Position Request Form

**Q1** Please enter the following:

Department	<b>Career Center</b>
Position Title	<b>Student Services Specialist (Career Center Specialist)</b>
Salary Range	<b>28</b>
Annual Salary at Step B*	<b>3,505</b>
Hours/week and # of months	<b>40 hours/12 months</b>

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**Q2** Provide the following information for the new position or the increase in FTE for an existing position that is being requested, or the request to fill a vacant, frozen or defunded position:

Position classification and number	<b>CL-28</b>
Proposed FTE	<b>1.0</b>

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**Q3** Contract type **12-month****Q4** What type of position is being requested? **New general fund position****Q5** Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).**Student Services. Career Center Specialist.pdf (56.3KB)****Q6** What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

This position will work with the supervisor to provide administrative coverage for the Career Center, which includes the ability to coordinate office activities and train and provide work direction to others as assigned. Greet visitors and answer telephones; screen and refer calls, schedule appointments and meetings or take messages as appropriate. Answer questions and provide specialized information and assistance to students, instructors, and employers. This person will create marketing materials and schedule employer tabling for recruitment. They will manage the online job board and support career events which include the Career Expo.

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**Q7** Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload? (200 words or less) (Rubric Criteria 1)

This position has been vacant since 2012. At this time, two hourly student workers provide minimal office coverage with significant gaps in scheduling. The current center is shared with the Transfer Center and the absence of this position has also impacted the Transfer Center's hourly workload. This greatly impacts the quality and reputation of our program when phone calls, emails, and walk-ins are not taken care of on the spot or promptly. The lack of classified coverage has historically impacted counseling appointments in previous years, as appointments were often interrupted to greet students and employers. The center will relocate to a new space in spring 2020, without classified support, and we will no longer be able to rely on back up coverage from the Transfer Center. This will affect the workload of other Career Center employees, (e.g. the counseling and supervisor, who may have to work outside of their roles to greet visitors when student workers are not available. However, most of their time will be focused on appointments, out of office meetings and outreach, so classified coverage will be needed to prevent center closures.

**Q8** How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? \*\*Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.\*\* (200 words or less) (Rubric Criterion 2)

Staffing has had a direct impact on the number of students served. With the new location of the center, access to a full-time counselor, and the continued implementation of Guided Pathways the number of students served is expected to increase. We will need someone to greet and assist our students. Data shows there is a positive correlation between using career services and student success (see attachment). Students who utilized career services were shown to have higher course success and persistence rates in comparison to all other students. In July 2019, an Interim Career Center Supervisor was hired. A full-time Career Counselor (new position) and Supervisor (vacant since 2012) will be hired in spring 2019. See VI. 2. attachment.

Academic Years:

2016-2017: 1,045 students (.2 Career Coordinator & Adjunct Counselor, 18 hours a week)

2017-2018:734 students ( Adjunct Counselor hours decreased to 8 hours a week)

2018-2019: 473 students (Center lost its coordinator and adjunct counselor due to reassignments and promotions)

**Q9** How would this position's main duties specifically support the institution's strategic priorities? Acceleration Guided Student Pathways Student Validation and Engagement Organizational Health (200 words or less) (Rubric Criterion 3)

Guided Student Pathways: This position directly supports Guided Student Pathways by promoting career planning before academic planning for a smooth onboarding process. As the first point of contact for students, this person will articulate services offered in order to schedule students with the appropriate career service. This specialized service applies to all students (CE and non-CE) and regardless of their degree or transfer goals.

Student Validation and Engagement: The specialist will directly assist students, as well as organize workshops, develop and maintain partnerships with instructors, Student Services, and employers.

Organizational Health: Students who utilized career services were shown to have higher course retention and course success rates. As a result, this can positively impact the college's overall enrollment and retention rates. The organization's focus should be centered on fostering student career goals. The Career Center will be moved from Building A to Building I; a centralized location with higher student traffic and in closer proximity to classrooms. The number of students served is expected to increase. The restructure and expansion of the Career Center will also help alleviate the counselor wait times (i.e. General Counseling EOPS, CalWORKs, DSPS) and reduce the number of Ed plan revisions due to major/career changes.

**Q10** How will the position impact the ability of the program or service area to innovate and meet changing needs? (150 words or less) (Rubric Criterion 3)

A Career Specialist would allow for smoother and timelier correspondence and scheduling requests from students, employers, instructors, and categorical programs/specialized populations. This would allow the supervisor and counselor to foster and enhance relationships with students, businesses, and employer organizations. The demands required to host career fairs, campus related events, and meet faculty requests will improve. This position would advance our marketing and outreach efforts. Career materials, assessments and research tools can be updated and maintained on a consistent basis. The online job board would be effectively managed and utilized to its maximum. The absence of this position will negatively impact the ability to meet the changing needs and growing demands to the expansion and restructure of the Career Center. Moving into a new center without classified coverage will undermine the work and many years this college has worked for to have a fully functioning Career Center.

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**Q11** Please confirm that you have discussed this faculty position request with the Division Dean and that you understand that Division Deans will be providing feedback to help inform the prioritization process.

**Yes, I have discussed this position request with the Division Dean**