



2020-21

Non-Instructional
Department Review
Student Services

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1. SUPPORT OF THE COLLEGE MISSION

1A. SUMMARIZE DEPARTMENT IN TERMS OF KEY FUNCTIONS AND RESPONSIBILITIES.

The Student Services Department facilitates access to higher education and degree completion by providing registration, advising, information, and guidance that advance academic goal-setting and personal responsibility. Student Services manages the front desk walk-in traffic, main incoming phone number, admissions module, in-person registration, portions of early alerts, retention outreach efforts, data entry for dual credit registrations, data entry for high school credit recovery registrations, and academic advising for approximately 300 students.

1B. DESCRIBE HOW THE DEPARTMENT SUPPORTS THE OVERALL MISSION OF THE COLLEGE AS ADOPTED BY THE BOARD OF EDUCATION.

Whether it is by walking in the front door or applying online, Student Services is the first contact for many of those seeking out the educational services of Klamath Community College. Through learning a student's goals, appropriate advising for courses, or connecting the student with other college staff and faculty, the department puts the student in touch with the quality learning opportunities KCC provides.

1C. DESCRIBE THE POPULATION SERVED BY THE DEPARTMENT

Student Services serves all student populations at the college. Primarily our services are provided to academic students. However, Student Services also provides support to non-academic enrollment at various levels and time periods.

New students either apply online or by walking in the front door. The department supports students by helping them identify their intended program of study, appropriate placement in writing and math, supplying an academic plan and enrollment in the terms that are open for registration. In many cases, this is achieved during multiple visits, of which some may be virtual and others in person. KCC anticipates approximately 90 new academic students for Summer, 400 for Fall, 150 for Winter, and 90 for Spring.

Students returning and registering for a subsequent term are required to gain clearance for registration from their assigned advisor. Student Success Advisors are the assigned advisor of approximately 350 students of the anticipated 1,200 academic students enrolled. Students are encouraged to register online after meeting with their academic advisor. For Fall 2020, 12% of the students registered completely online, 15% used online and in-person registration, and 73% completed all registration with in-person registration.

High school dual credit and College Now registration forms are collected by the K12 Support Coordinator and then delivered to Student Services for registration. Dual Credit classes are available in Fall, Winter, and Spring terms with Winter and Spring being the majority of registration. High School students

enrolling in regular college classes can occur each term of the year. In academic year 2019-20, 24 high school students enrolled in summer classes, 474 in Fall, 938 in Winter, and 868 in Spring.

Credit recovery high school registrations are processed by Student Services. Through External Service agreements with local high schools, students who receive credit recovery education are registered with KCC. In Winter terms, this included registrations for approximately 400 students and 450 for Spring term. About 150 students also enroll in a Summer term course.

Currently, enrolled students who may need extra support in their classes are identified by the Early Alert system. Early alerts are referred to college resource providers to help students find success. In addition to the Learning Resource Center Director, the Student Success Associate manages many of the alerts by either calling or emailing the student directly and also contacting the student's advisor and other college resource providers for appropriate action.

New Student Orientation is managed by the First Year Experience Coordinator. New student orientation provides students with a high-touch first access to finding college success. The NSO sessions discuss the top things students absolutely need to know: becoming actively involved as students, developing positive relationships with instructors, accessing financial aid portals, Oregon Promise Grant, and student accounts such as MyKCC (student portal), Outlook, and Canvas (the College's Learning Management System). Presenters include Student Services, Student Life, Financial Aid, and the First Year Experience Coordinator (FYE). In addition to in-person or Zoom orientation, students are added to the NSO Course on Canvas where they will complete their mandatory orientation.

1D. DESCRIBE DEPARTMENT RESOURCES INCLUDING USAGE METRICS.

Student Services utilizes the Jenzabar student information system as its main shared college resource. Data is entered and managed through the J1 Web and Jenzabar One desktop application. Access is gained through networked desktop and laptop computers. Qless scheduling software is used to manage the queue for students scheduling appointments and walking in for registration and advising support. Document scanners are at each Student Success Advisors desk which are used to digitally collect items for a student's academic file. The new academic file is stored digitally instead of in a hard copy format. The electronic file is stored in a secure location on SharePoint. Student Services employees also have access to several printers across campus. The most commonly used printer is located in the hub of Student Affairs which is also frequently used by Financial Aid staff. Telephones are also a high use device especially for the Student Success Associate and part time support at the front desk.

2. DEPARTMENT MISSION/GOALS AND LINK TO STRATEGIC PLAN

2A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

Goal	Goal Title	Initiative	Explanation
1	Transition completely from transactional advising to holistic advising	Excellence	Historically, the advising model used was transactional and mainly academic. The department is transitioning to a holistic approach that focuses on relationships and is pro-active in approach to recognize and remove barriers to student success.
Action Items			
<ul style="list-style-type: none"> Develop and implement an intake form that allows for an open-ended question and conversational approach between SS Reps and Students to discover potential barriers to success and connect students to the resources prior to them becoming an issue. Transition to Jenzabar 1 so all academic plans are accessible by all advisors. Develop and implement a mentoring program between senior advisors and SS Reps. 			

Goal	Goal Title	Initiative	Explanation
2	Improve student academic planning skills and success; decrease time to completion	Prosperity	Provide accurate academic advising that increases academic success, while empowering students to own their academic career.
Action Items			
<ul style="list-style-type: none"> Implement Advising J1 (roles, academic plans, scheduling tools) Redesign high school advising to be more intentional Implement best practices of Guided Pathways (improve multiple measures placement testing, career communities, increase number of full-time students, integrate career tools, etc.) 			

Goal	Goal Title	Initiative	Explanation
3	Improve intervention and retention; reduce attrition	Planning	Use best practices to plan interventions for students to increase the retention rates.
Action Items			

- Improve Early Alert system through faculty training and campus partner participation
- Fully implement notepad in Jenzabar, with campus partners, for the calling campaign
- In collaboration with the Registrar, systemize completion tracking
- Assess the experience of student services (i.e. focus groups, customer service surveys, etc.)

Goal	Goal Title	Initiative	Explanation
4	Increase enrollment	Prosperity	Through the point of contact through the student services employees (SS Reps and Receptionist) work to increase enrollment numbers in various ways.
Action Items			
<ul style="list-style-type: none"> • Continue to train on the customer service and ensure every potential student who has a point of contact receives all options for educational opportunities and the best experience possible. • Advise students into the 15 to finish program and increase number of students who enroll full time to complete quick • Increase opportunities for relationship building and holistic advising to high school students. • Work toward increasing the Hispanic populations to ensure we are fully serving the community. 			

Goal	Goal Title	Initiative	Explanation
A	Increase retention	Excellence	Increase the percentage of students who enroll term to term and Fall to Fall.
Action Items			
<ul style="list-style-type: none"> • Continuous improvement in the use of early alerts • Accurate placement testing • Create a sense of urgency for registration through Registration Events and other campus-wide communications 			

Goal	Goal Title	Initiative	Explanation
B	Increase Completion	Prosperity	Student Services will actively participate in initiatives that increase the completion rate and promote graduation through accurate advisement.
Action Items			
<ul style="list-style-type: none"> • Greater awareness of advisees in the IPEDs cohorts • Intentional planning for 'completion scholarships' 			

- Increased use of Advising J1 tool by all advisors (faculty and staff)
- Advise students before the registration period begins to promote urgency for completion

2B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

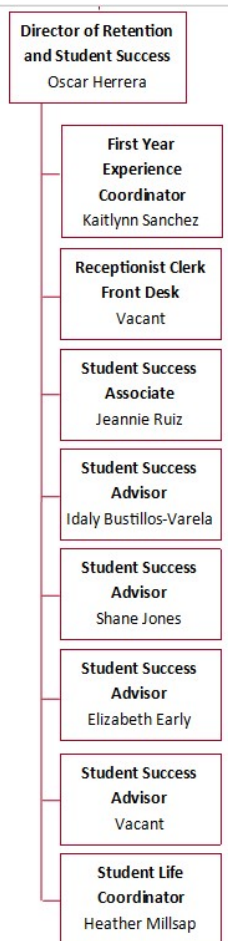
☒ Yes

☒ No

All goals fall under the classification as ongoing. In many cases an increase has been seen where an increase was the goal. With that said, the goal is in continuation as another increase is in the works. The Action Items listed with each goal indicate the plan for continuing to pursue the goals.

3. PERSONNEL SUMMARY

3A. PROVIDE AN ORGANIZATIONAL CHART OF THE DEPARTMENT.



3B. ARE CURRENT MANAGEMENT AND STAFF ADEQUATE TO PERFORM FUNCTIONS AND RESPONSIBILITIES SATISFACTORILY TO ACHIEVE DEPARTMENT GOALS? EXPLAIN THE JOB FUNCTIONS OF EACH POSITION.

☐ Yes

☐ No

☒ Somewhat

The organizational chart for Student Services has included four Student Success Advisors. While the organizational chart has included the four positions, at most three have been filled positions at any time. Additionally, with the Summer 2020 COVID related furlough of positions, Student Services was down to two Student Success Advisors for three and a half months of 2020. Recently, one Student Success Advisor has resigned and there are currently two Student Success Advisor positions filled. The loss of staff and not fully filled positions create bottlenecks in registration and advising at high traffic dates. Additionally, the Front Desk Receptionist Clerk position has been filled with 20 hour per week student workers. This position has been filled with some great student workers, but our students graduate and move on creating a position that is regularly in transition to a new person.

3C. DESCRIBE ORGANIZATIONAL CHANGES THAT WILL IMPROVE DEPARTMENT PERFORMANCE, PROVIDE TIMELINESS FOR THE ACHIEVEMENT OF SUCH CHANGES, AND DESCRIBE MEASURES THAT WILL ASSESS THE EFFECTIVENESS OF SUCH CHANGES.

The department has recently been reorganized; the Student Life and First-Year Experience Coordinator positions are now working for the same supervisor. While this does create an additional position within the arm of the organizational chart, it provides great opportunity for efficiencies of effort where First Year Experience and Student Life share events. Student Life has its own separate Program Review, so the details of that position and contribution to Student Services are not explicitly listed in this review.

4. STAFF DEVELOPMENT

4A. DESCRIBE SPECIFIC PROFESSIONAL DEVELOPMENT ACTIVITIES IN WHICH DEPARTMENT MEMBERS PARTICIPATE, AND EXPLAIN HOW SUCH ACTIVITIES BENEFIT OR ENHANCE THE DEPARTMENT.

All Student Service Advisors attended the National Academic Advising Association (NACADA) national conference that promotes and supports quality academic advising in institutions of higher education.

The Student services advisors participate in weekly team meetings that have special guests such as program leads, program coordinators, and special event leads for our college. This assures our team has the most updated information and are aware of any mid-year changes. Information gathered through these meetings provides more resources and accurate information to our student population like: grants, scholarships, internships, apprenticeships, SNAP, or Step program benefits. (The meetings have stopped since COVID-19, but we might re-start them again virtually).

The Director of Retention and Student Success holds weekly one-on-one sessions with each Student Success advisor to review performance and opportunities, while also celebrating success and professional growth. (Meetings have stopped since COVID-19, but we might re-start them again virtually).

4B. DESCRIBE AREAS OF UNMET PROFESSIONAL DEVELOPMENT NEEDS AMONG PERSONNEL IN THIS DEPARTMENT AND OUTLINE PLANS TO ADDRESS THOSE NEEDS.

A reference training manual for our student registration software (Jenzabar) does not yet exist. The Director of Retention and Student Success along with Admission module manager Elizabeth Earley are currently working on the first draft of the training manual for Jenzabar for Student Success Advisors at Klamath Community College. This will include information to assist a new student, current student, underage student, international student, returning student, and transition student from GED, ESL, or High School Student.

The lack of a training manual makes onboarding training difficult for new Student Success Advisors. Elizabeth Earley, and Jeannie Ruiz are working on making a new hire folder with a timeline of training and tools.

As the migration from Jenzabar One Desktop to J1 Web continues, so will the need for more training.

5. FACILITIES AND EQUIPMENT

5A. ARE CURRENT FACILITIES, SUCH AS CLASSROOMS, OFFICES AND EQUIPMENT, ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

- ☐ Yes
☐ No
☒ Somewhat

Appropriate modifications have been made to establish social distancing protocols. As we move forward in time, the ability to be flexible with our workspace will be paramount. The Student Services workspace was designed with the intention of Student Success Advisors having an office appropriate for private conversations with students. Under current operating conditions, meeting with students inside of existing office space is difficult to do and the open space of Student Services is highly utilized. Facilities and Information Services have been great partners in providing quick improvements to meet the needs of COVID operational plans. As we develop a better understanding of what the future of working with students in a face-to-face advising/registration model will look like, we will need to continue to modify and plan. Balancing issues of social distancing required by COVID and maintaining student confidentiality in a private office can be challenging.

5B. IS AVAILABLE EQUIPMENT ADEQUATE TO SUPPORT THE DEPARTMENT? EXPLAIN.

☒ Yes

☐ No

☐ Somewhat

Student Services fully utilizes the available facilities and technology and as needs arise, we find solutions. As needs arise they are addressed.

5C. DESCRIBE PLANS FOR FUTURE CHANGES IN SUPPORT FACILITIES OR EQUIPMENT.

Currently a wireless headset is on order for the front desk which was identified as a need. Additionally, the old file room which at one time was the office of the Outreach Coordinator is being considered for reassignment. This is an underutilized space that can be better used and is under review by Student Services and Financial Aid.

6. BUDGET

6A. PROVIDE A FINANCIAL REPORT. EXPLAIN DEVIATIONS FROM BUDGET EXCEEDING 10% OF ANY LINE ITEM.

KLAMATH COMMUNITY COLLEGE DISTRICT
Fiscal Year 2020-2021

1-001-30-3002

3002 - Advising

Actual 2017-18	Actual 2018-19	Budget 2019-20	Acct#	Account Description	Proposed Amount	Approved Amount	Adopted Amount
0	24,729	53,558	6600	Administrative Salaries	54,570	54,570	54,570
152,320	125,197	127,275	6700	Full Time Support Staff	88,348	88,348	88,348
5,398	1,053	0	6900	Student Wages	0	0	0
11,845	11,598	13,834	1	FICA	10,933	10,933	10,933
90	86	120	2	Worker's Compensation	90	90	90
1,110	937	1,809	3	Unemployment	1,429	1,429	1,429
29,413	30,254	55,494	4	PERS	39,117	39,117	39,117
437	357	452	5	Life Insurance	326	326	326
699	727	216	6	Accident/Disability Insurance	162	162	162
45,573	42,636	67,200	7	Health Insurance	52,200	52,200	52,200
246,885	237,574	319,958		Total Personnel Services	247,176	247,176	247,176
1,699	370	1,000	7050	Supplies	3,000	3,000	3,000
0	0	500	7060	Books	500	500	500
157	0	0	7100	Printing	0	0	0
837	177	2,000	7240	Travel	0	0	0
2,549	10,643	10,000	7250	Training & Continuing Education	10,000	10,000	10,000
260	0	500	7350	Dues / Memberships	500	500	500
52	175	0	7925	Tools & Equipment < \$5,000	0	0	0
0	0	1,800	7935	Software < \$5,000	1,800	1,800	1,800
5,553	11,365	15,800		Total Materials & Services	15,800	15,800	15,800
4,095	0	0	8000	Equipment	0	0	0
5,583	2,444	1,000	8040	Software	1,000	1,000	1,000
9,679	2,444	1,000		Total Capital Outlay	1,000	1,000	1,000
262,116	251,383	336,758		Total Expenditures	263,976	263,976	263,976

There are currently no deviations above 10%

6B. DESCRIBE BUDGETARY CHALLENGES.

The identifiable challenge is the ability to anticipate software and supply needs one year or more in advance to ensure they are in the budget. Additionally, the ability to fully budget the division for the positions that exist in the organizational chart has proven to be a challenge.

7. CONCLUSION

7A. DESCRIBE DEPARTMENT STRENGTHS.

Student Services is a very diverse team using each individual's unique set of strengths to improve the whole team. The leadership team is accessible by the department to give quick feedback, answers, and guidance on procedures regarding student matters. The team has multiple bilingual members who provide support to Spanish speaking students in their native language. The team is flexible and willing to try new ways to tackle problems or new ideas for improving student success. (examples J1 web, QLess) The team is full of excitement and is willing to advocate for the student. Everybody on the team is well aware and fully invested in achieving our main goals: enrollment, retention, engagement, and completion.

7B. DESCRIBE DEPARTMENT WEAKNESSES.

In six years, the Student Success department has reported to five different Vice Presidents. The change of leadership creates stress. Student Success Advisors also see a large quantity of direct advisees. In addition, these advisees are regularly changing. In some cases, the student moves on and in other cases the student determines a CTE major and is reassigned to a faculty advisor. The Student Success Advisor position can be viewed as an entry level position at the college leading to a high turnover rate. Many former Student Success Advisors are now in various key positions throughout the college. While that is great to see, it comes at the price of retraining new Student Success Advisors.

In the onboarding of Student Success Advisors over the past few years, each individual was brought on with a unique onboarding process. This has been identified and a more stable onboarding program is being developed.

While there is an attempt to build a bond with the students from a Student Success Advisor to the advisee, the advisor is too busy to make connections outside of their office and build the strong mentee relationships with the students. The ability to find more time to build those relationships is needed. These relationships can be difficult to build because many students are reassigned to a CTE faculty advisor and no longer need advising from Student Services.

When faculty and other staff advisors are not on campus during off times, access to developed academic plans by the Student Success Advisors can be challenging. Some advisors' academic plans are more accessible than others. We need to move to a system where all students' academic plans are available.

7C. DESCRIBE SUPPORT NEEDED.

We desperately need a full-time receptionist, since Jeannie's position was changed to Student Support Associate to focus solely on credit recovery, dual credit, calling campaigns, and help all student success advisors on their many side duties or error reports. The full-time receptionist will allow Jeannie to focus

more on these areas and would improve the work flow of the entire area. The front desk receptionist would help with early alerts, calling campaigns, and archiving.

Additionally, more state training and networking assistance for the student success representatives to make connections with others in their same role across the state.

We need a lead or senior Student Success Advisor to assist in day-to-day Jenzabar processing and writing policies. Currently Elizabeth Early as the Admission Module Manager has been the most consistent in our process and understands how each step affects the student profile. This would benefit greatly in reducing our daily error reports across campus.

As we move into the upcoming year, a fully staffed team will be of great benefit. It is understood that there will always be movement and turnover. As the front line for welcoming new students, moving into the upcoming year, a full team will provide a strong foundation for in-taking new students and registering returning students.

It has been a tough year. The ability to have a team re-group or retreat for goal settings, celebrate victories, and adjust our practices would be welcomed. We need to make their overall mental and physical health an important aspect for the team.

7D. OUTLINE NEW GOALS INCLUDING TIMELINESS FOR COMPLETION, MEASURES FOR EVALUATING ACHIEVEMENT OF SUCH GOALS, AND A PROCESS FOR IMPLEMENTING IMPROVEMENTS.

Goal	Goal Title
1	Transition completely from transactional advising to holistic advising.
	Progress Notes
	Student Services hired a Director of Retention and Student Success to implement and lead by example the holistic advising efforts. All Student Success Advisors, including the Director were able to attend the National Academic Advising Association conference in Louisville, Kentucky. This conference was centered around the theme of "In Their Corner: Advising Students to be the GREATEST". Everything was focused on breaking down barriers and advising beyond the next term. (12/6/2019)
	Our progress of transforming from a transactional service to a holistic approach was interrupted with the COVID-19 pandemic. We switched our efforts and focus to become "virtual advisors". Expanding on our regular jobs, we switched from face-to-face meeting with students to online interactions only. We successfully switched our Student Success Advisors to work from home and assist our students via Skype for business, zoom, email, and phone calls. We have worked hard to provide the best service to our students and respond to all their needs within a reasonable timeline. We look forward to continue growing in the area of intentional and holistic advising model. (5/28/2020)

Goal	Goal Title
2	Improve student academic planning skills and success; decrease time to completion.
	Progress Notes <p>Incorporated a student start-up session during our New Student Orientation to explain the tools offered to each student like Canvas, Outlook, and MyKCC. Involving Student Success Advisors to take part in some of the First-Year Experience events to check-in with students' needs and academic progress. Implementing one-year academic plans for each student has helped our department to plan and adjust future plans to assure students complete their academic goals on time. Our new academic tool (J1) has allowed students to see their academic plan electronically and make any changes to be reviewed by their primary academic advisor. (12/6/2019)</p> <p>The Director of Retention, the First-Year Experience Coordinator and the Career Center Coach traveled to Washington D.C for their annual First-Year Experience conference and how to combine Career services with all First-Year Experience events and programs. We have implemented some team approach to new students, and undecided students who are currently enrolled to transfer them to our Career Center first to help reduce the number of students who are undecided or using our Associate of General Studies as place holder. (5/28/2020)</p>
Goal	Goal Title
3	Improve intervention and retention; reduce attrition
	Progress Notes <p>We are currently working on purchasing a texting platform to communicate with students regarding their level of comfort. Currently, we are using (J1) to send personalized emails to each student with their advising worksheet, unofficial transcripts, and their primary advisor contact information. We have seen an increase in retention by 2% from Fall 2018 to Fall 2019. (12/6/2019)</p> <p>In Fall of 2019, we were successfully able to increase retention by 2%. We have also re-organized our front desk position to give more focus and follow through with our internal early alerts program. (5/28/2020)</p>
Goal	Goal Title
4	Increase enrollment
	Progress Notes

<p>Students Success Advisors are visiting all the high schools to speak with students about their progress through our dual credit program and encourage them to continue with Klamath Community College, and complete a degree, certificate, or a pathway certificate. We currently have 3 bilingual speakers in the Student Success department to outreach to our community that has a large portion of Spanish speakers. (12/6/2019)</p> <p>We did not have much movement in this area since the K-12 school year was cut short due to the COVID-19 crisis. Many outreach events and campus-wide efforts to bring new students to our campus were cancelled. (5/28/2020)</p>	
Goal	Goal Title
A	Increase retention
	<p>Progress Notes</p> <p>Retention was increased from Fall 2018 to Fall 2019 by a total of 2%. (12/6/2019)</p> <p>We won't know our final Fall to Fall retention until the end of the term to determine if we have increased. As a division, we have done a better job working with faculty, deans, and other co-workers in our campus to reach our current students and encourage them to keep registering every term. We have also done a better job identifying who our "IPEDS" cohorts are, so we can focus on those students to complete and retain. (5/28/2020)</p>
Goal	Goal Title
B	Increase Completion
	<p>Progress Notes</p> <p>Student Success Advisors have adapted to present 15 to finish as our normal full-time load. This has helped students stay on track to complete their degrees on time. We also use our (J1) tool to show students how the timelines move when students attend school during the Summer. (12/6/2019)</p> <p>We have divided all advisee's into career communities to assure we have a faculty program lead and a student success advisor to assist our students with completing their degree. Our J1 tools allow us to be able to identify who is almost complete with their degree and help them plan out their final term, fill out a petition to graduate, and narrow down who those students are. This has helped us be more intentional with our messaging and academic planning. The Director of Retention and Student Success has created small training modules for the Student Success Advisor to understand the importance and value of adding certificates and pathways to students' associate degrees. We have adopted the idea of making sure our students leave KCC with the best value possible which would include their associate degree, certificate, and pathway, if it is applicable. (5/28/2020)</p>

8. APPENDICES

8A. ADVISOR COUNTS AND REGISTRATION CLEARANCE

Advisor Clearance Report FA 2020 Looking to WI 2021

ADVISOR ID	Advisor	Active Advisees	Active Advisees Enrolled	Active Advisees Enrolled Next	% Enrolled Next	Active Advisees Cleared	Active Advisees Cleared By Advisor	% Active Cleared
Totals -->>			1290	12		11		
546867	Anthony Brown	23	23	0	0%	0	0	0%
524418	Cathy Saunders	17	17	0	0%	0	0	0%
522611	Eleazar Gutierrez	14	14	0	0%	0	0	0%
557054	Elizabeth Earley	276	272	0	0%	0	0	0%
533913	Idaly Bustillos	87	86	0	0%	0	0	0%
567066	James Gravley	41	41	0	0%	0	0	0%
531629	James Scott	21	21	0	0%	0	0	0%
523618	James Stoutamore	26	26	0	0%	0	0	0%
567002	Janice Silvestri	29	29	0	0%	0	0	0%
520270	Jennifer Briscoe	45	45	0	0%	0	0	0%
537368	John Appolonio	27	26	0	0%	0	0	0%
530770	Kasey Lanning	19	19	0	0%	0	0	0%
518659	Katherine Hewitt	36	36	0	0%	0	0	0%
549320	Kathleen Walker Henderson	23	23	0	0%	6	6	26%
527155	Keith Duren	19	19	0	0%	0	0	0%
515843	Kelly Kline	265	247	12	5%	0	0	0%
524402	Linda Williamson	54	54	0	0%	3	3	6%
512395	Lindsey Mosley	16	16	0	0%	0	0	0%
509715	Matthew Walter	19	18	0	0%	0	0	0%
519395	Nicholas Scala	17	17	0	0%	0	0	0%
523431	Oscar Herrera	2	2	0	0%	0	0	0%
539255	Patricia Springer	35	35	0	0%	0	0	0%
518696	Peggy Bullock	68	68	0	0%	2	2	3%
514621	Ryan Dickerson	18	18	0	0%	0	0	0%
561251	Stanley Pence	11	11	0	0%	0	0	0%
516825	Thomas Nejely	25	25	0	0%	0	0	0%
520436	Tracy Heap	39	39	0	0%	0	0	0%
560464	Troy Lanning	25	25	0	0%	0	0	0%
552103	William Brandsness	18	18	0	0%	0	0	0%

8B. METHODS OF REGISTRATION

Please refer to the graphs on: <https://info.klamathcc.edu/AM/Program%20Review%20Documents/2020-21/Student%20Services/Method%20Of%20Registration.pdf>

8C. JOB DESCRIPTIONS

DIRECTOR OF RETENTION AND STUDENT SUCCESS | JOB DESCRIPTION

Employee Name: _____ Status: Exempt

Department: Student Affairs Location: Main Campus Reports to: VP of Student Affairs

JOB SUMMARY

The Director of Retention and Student Success plans, organizes, and manages all activities related to admissions, advising, registration, first year experience, student life, and ASKCC in support of College programs, goals and regulatory compliance; fosters an environment that promotes an effective and responsive registration program that meets institutional goals and students' needs; manages all aspects of registration, student IDs, and retention in support of College programs and goals; plans and manages the strategic direction and operational effectiveness of advising; and determines disability accommodations. The Director of Retention and Student Success, is also responsible for recommending new hires and for training and supervising Student Success Advisors, and the First Year Experience Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform satisfactorily each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Plans, organizes, and manages all activities related to records and registration in support of institutional programs, first year experience goals, and regulatory compliance.

- Oversees Student Success Advisors to ensure a smooth admittance of new students, registration, and accurate, holistic advising for all students.
- Oversees the First Year Experience Coordinator and programs for all first year students.
- Oversees the Student Life Coordinator
- Supports implementation and continuation of Guided Pathways within the Student Affairs Division
- Ensures compliance with state laws and administrative code regulations regarding records retention and disposal.
- Interprets and enforces College, state, and federal regulations regarding academic records.
- Works closely with department leads, faculty, and staff to support advising services from a systemic perspective.
- Ensures that official College publications clearly articulate policies and processes associated with policies and procedures.

Klamath Community College Non-Instructional Department Review:

- Assists with the ongoing accreditation processes as assigned.
- Produces enrollment and graduation reports and projections as needed.
- Leads advising training plan and outcomes for staff advisors.
- Leads and supports campus wide retention efforts.
- Supports the development of, and ongoing work of, SEM planning.
- Provides registration support for remote sites.
- Participates in cross-training initiatives within Student Affairs and other areas of the College.
- Assists with the development of departmental budgets and manages budget for areas of responsibility.

Manages all aspects of registration, student IDs, and retention in support of College programs and goals; serves as the College's lead for disability accommodations.

- Manages the Early Alert program and web pages in support of student success and institution enrollment objectives.
- Manages the "no-show" drop process.
- Organizes, conducts, and assesses the results of interventions, such as calling campaigns for non-registered students.
- Coordinates College resources, local high schools, and students in support Oregon Promise and other high school enrollments.
- Coordinates assigned activities with other departments to ensure that services for students, faculty, and staff are provided.
- Develops corrective academic plans for students to meet program and contract objectives.

Fosters an environment that promotes an effective and responsive registration program that meets institutional goals and students' needs.

- Oversees and leads the registration and admissions process ensuring that the policies and procedures maintain the proper balance between effectiveness, efficiency, and student friendliness.
- Establishes written communications to students regarding academic plans for graduation requirements.
- Supports the institutional annual Commencement program, coordinating details, training staff and volunteers, attending to all logistics, and overseeing the actual event.
- Leads the Summer / Fall Registration kickoff event annually.
- Assists with College-wide events such as open houses, student activities, community events, and so forth.

Plans and manages the strategic direction and operational effectiveness of advising.

- Maintains and oversees the implementation, usage, and troubleshooting of Advising systems.
- Works closely with program leads, faculty, and staff to improve advising services from a systemic perspective.
- Develops and implements a comprehensive advising education program with documented outcomes and ensures that all students have access to the resources necessary for academic success.
- Designs and provides training for advisors, with a focus on best-practices and developing advising techniques.
- Maintains advising materials/resources to ensure the utilization of a variety of effective delivery systems and methodologies.
- Assesses, monitors, and tracks student advisement needs and recommends new initiatives to meet students' needs to facilitate a successful transition to the College.
- Uses software and other tools to perform degree audits for student progress and train others to use those tools.

Klamath Community College Non-Instructional Department Review:

- Works directly with the Vice President of Academic Affairs, faculty, staff, and partners to implement short- and long-term goals.
- Develops, compiles, interprets, and submits regular reports to the Vice Presidents of Student Affairs and Academic Affairs on program accomplishments and activities.

Determines disability accommodations.

- Coordinates various activities, services, and resources in support of disability services.
- Requests, receives, and evaluates medical documentation and requests for accommodations.
- Arranges for and tracks accommodations.
- Monitors budget for accommodations.
- Educates the College community on visible and invisible disabilities.
- Maintains current understanding of the principles of Universal Design and advances those principles where appropriate.

Recommends new hires; trains and supervises staff members.

- Manages department and direct reports, ensuring that department deliverables and quality standards are met.
- Conducts performance appraisals, recommends the hiring of new staff when needed, and monitors conformance to institutional policies.
- Contributes to the development of direct report(s) by providing frequent performance feedback, opportunities for professional growth, encouraging input, empowering decision-making, and equipping employees to succeed in their role.
- Manages the daily duties and performance of student workers, as applicable.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves on College committees and participates in the institutional governance process.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Ability to maintain expert level of knowledge of FERPA and all federal and state laws and regulations pertaining to student records and student access.
- Ability to communicate clearly, effectively, and professionally in oral and written formats, including effective presentation skills.
- Proficient with general office skills as well as using technology, computer applications including MS Office and a student information system.
- Excellent interpersonal skills and the ability to work effectively with faculty, staff, students, and the public to create a diverse, inclusive office and campus.
- Ability to represent the College in an outstanding, professional, and positive manner. Personal and educational philosophy compatible with the goals, objectives, and mission of the College.
- Ability to manage and coordinate multiple projects and use resources to meet critical deadlines.
- Ability to develop and apply flexibility, resourcefulness, and creative approaches to unique problems while prioritizing delivery of superior customer service.
- Understands and demonstrates a passionate interest in the success of community college students; able to relate to students by understanding their needs.

EDUCATION AND EXPERIENCE

- Bachelor's degree in education, counseling, or a related field is preferred, or proven leadership experience of first year experience, advising, recruitment, and admissions.
- At least three (3) years of related professional experience and an understanding of the higher education environment.
- Experience with students with disabilities or the ability to learn and be trained regarding compliance with legislation related to disabilities.
- Familiarity and/or experience with proven student success programs is preferred.
- Able to maintain current expert-level competency on federal regulations and laws, including FERPA, Americans with Disabilities Act Amendments Act of 2008 (ADAAA), Health Insurance Portability and Accountability Act (HIPAA), Title IX, due process, First Amendment rights, and other relevant laws, regulations, and principles.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking.

Employee
Signature: _____

Date: _____

MM/DD/YY

Supervisor
Signature: _____

Date: _____

MM/DD/YY

FIRST YEAR EXPERIENCE COORDINATOR | JOB DESCRIPTION

Employee Name: _____

Status: Exempt

Department: Student Life

Location: Main Campus

Reports to: Director of Retention and Student Success

JOB SUMMARY

The First Year Experience Coordinator oversees the first year experience of all students. This position will develop, plan, and implement mandatory New Student Orientation for all degree-seeking students. The First Year Experience (FYE) events and programs will be lead through this position as well as all student welcome activities. Student leaders who support this area will directly report to this position. This position works collaboratively with the Student Life Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the

position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Provides leadership, support systems, processes and procedures in the following areas:

- Provides support in presenting Student Life opportunities to students in the CGS100 (College Success) classes that most new students are required to take.
- Develops, Plans and Implements New Student Orientation on campus. This includes but is not limited to:
 - Develop plan for schedule and activities for quarterly NSO
 - Connect and recruit support from the various departments at KCC for College-wide participation in welcoming and orienting our new students
 - Develop and manage an online Orientation program to be utilized as support of – or in place of – the in-person NSO as needed
- Organizes and Oversees the KCC Welcome Brigade. This coordinate activities & resources to share with students during the first week of each term (like the Welcome Back BBQ)
- Lead the First Year Experience (FYE) events & programs which includes but is not limited to: developing a plan and schedule for ongoing, regularly scheduled connection activities for FYE participants, tracking participation and assess impact/effectiveness of programs and coordinating with Student Life Coordinator for optimization of funding and resources for events and programs.
- Selects students for service on College governance councils.
- Develops and maintains diversity and inclusion events on campus.
- Works collaboratively with the Student Life Coordinator. Collaborative efforts include but are not limited to overseeing and promoting campus Student Life events, sharing of overseeing club activities, and managing college assets for events and student activities.
- Assists and at times will lead outreach and recruiting events at high schools and other locations.
- Plays an active roll in retention planning and activities.

Hires, trains, and supervises student employees.

- Leads, mentors, and develops student employees.
- Conducts performance appraisals, hires student employees when needed, and monitors conformance to College policies.
- Contributes to the engagement of student employees by providing frequent performance feedback, providing opportunities to develop and grow, encouraging input and empowering decision-making, displaying concern for the student employees' well-being, and equipping the student employees to succeed in their roles.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates on College committees or special projects as assigned.
- May provide guidance and support to students regarding academic progress, placement tests, and achieving personal goals.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Ability to communicate clearly, effectively, and professionally in oral and written formats with a demonstrated ability to make effective public presentations.
- Strong ability to manage and coordinate multiple projects and activities, self-direct, make effective use of resources, and meet deadlines with minimal supervision.

Klamath Community College Non-Instructional Department Review:

- Excellent computer skills, ability to troubleshoot technical issues, and proficiency with Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).
- Excellent interpersonal skills with the ability to work effectively with colleagues, students, and the community to create a diverse, inclusive office and campus.
- Ability to develop and apply flexibility, resourcefulness, and creative approaches to unique problems while prioritizing delivery of superior customer service.
- Must be enthusiastic, organized, and demonstrate a positive, “can-do” spirit.
- Ability to work independently and as a team player.
- Willingness to work on a flexible schedule as required (includes evenings, weekends, and summers).
- Proven ability to apply leadership and motivational strategies in a higher education setting.

EDUCATION AND EXPERIENCE

- Bachelor’s degree in education, counseling, or a related field required. Master’s degree preferred. Similar, significant experience may be acceptable in lieu of required education.
- Requires at least two (2) years related professional experience and an understanding of the higher education environment. Community college experience is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking.
- Ability to lift 20 lbs.

Employee
Signature: _____

Date: _____

MM/DD/YY

Supervisor
Signature: _____

Date: _____

MM/DD/YY

STUDENT LIFE COORDINATOR | JOB DESCRIPTION

Employee Name: _____

Status: Exempt

Department: Student Life

Location: Main Campus

Reports to: Director of Retention and Student Success

JOB SUMMARY

The Student Life Coordinator provides support, advising, and direction for Student Involvement through the Associated Students of Klamath Community College (ASKCC), campus clubs, and mentors; manages the operations

of the Student Life Center; and works collaboratively with the First Year Experience Coordinator. The Student Life Coordinator is also responsible for hiring, training, and supervising student employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Provides support, advising, and direction for student involvement through the Associated Students of Klamath Community College (ASKCC), campus clubs, and mentors.

- Works with student leaders, staff, and faculty to plan, organize, promote, supervise, and evaluate the effectiveness of Student Life programs, events, support services, and activities to meet the needs of students.
- Monitors ASKCC and Student Involvement budgets to ensure fiscal accountability; manages facilities and equipment assigned to Student Life.
- Coordinates statewide training and certification through CSSA and other organizations for ASKCC; establishes and maintains effective working relationships with faculty, staff, community resources, and vendors.
- Assists in the establishment and advisement of student organizations; provides training and experiences which help develop leadership skills and abilities in students.
- Coordinates various Student Life events and activities, including conducting campus tours, coordinating student involvement meetings, start-of-term activities, finals period support, and attending leadership conferences.
- May provide guidance and support to students regarding academic progress, placement tests, and achieving personal goals.
- Assists student organizations in following departmental and College guidelines; provides support and guidance in the expenditure of student organization funds.
- Develops and maintains web pages for Student Life information.
- Proposes and develops flyers and promotional items in collaboration with College marketing.
- Performs annual assessment and 360-degree evaluation of ASKCC, Student Success Mentors, self, and other staff.
- Provides programs for College compliance, such as rape prevention, domestic violence, and substance abuse.
- Provides acute crisis intervention to students and makes referrals to community resources.
- Selects students for service on College governance councils.
- Works with community partners to secure discounts for College students.
- Arranges and conducts regular student forums and focus groups.
- Communicates information to students via publications, newsletters, e-mail, and other modalities.
- Recommends and assists in the implementation of goals and objectives for the Student Life program.
- Oversees peer student tutoring services.
- Assists students with resolving web account problems.
- Plays an active roll in retention planning and activities.
- Works collaboratively with the First Year Experience Coordinator. Collaborative efforts include but are not limited to overseeing and promoting campus Student Life events, sharing of overseeing club activities, and managing college assets for events and student activities.

Manages the operations of the Student Life Center.

- Coordinates coverage and office hours for the Student Life Center.
- Coordinates with other departments for advising, registration, admission, interviewing, and selection of student employees.
- Maintains work records, including time sheets, and provides required documentation to Payroll.
- Arranges, provides, and keeps track of volunteer hours for multiple College events and activities.
- Directly purchases and transports supplies, prizes, refreshments, and similar items, for the Student Life Center.
- Develops and presents annual budget proposals.
- Creates procedures for Student Life Center operations.

Hires, trains, and supervises student employees.

- Leads, mentors, and develops student employees.
- Conducts performance appraisals, hires student employees when needed, and monitors conformance to College policies.
- Contributes to the engagement of student employees by providing frequent performance feedback, providing opportunities to develop and grow, encouraging input and empowering decision-making, displaying concern for the student employees' well-being, and equipping the student employees to succeed in their roles.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates on College committees or special projects as assigned.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Ability to communicate clearly, effectively, and professionally in oral and written formats with a demonstrated ability to make effective public presentations.
- Strong ability to manage and coordinate multiple projects and activities, self-direct, make effective use of resources, and meet deadlines with minimal supervision.
- Excellent computer skills, ability to troubleshoot technical issues, and proficiency with Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).
- Excellent interpersonal skills with the ability to work effectively with colleagues, students, and the community to create a diverse, inclusive office and campus.
- Ability to develop and apply flexibility, resourcefulness, and creative approaches to unique problems while prioritizing delivery of superior customer service.
- Must be enthusiastic, organized, and demonstrate a positive, "can-do" spirit.
- Ability to work independently and as a team player.
- Willingness to work on a flexible schedule as required (includes evenings, weekends, and summers).
- Proven ability to apply leadership and motivational strategies in a higher education setting.

EDUCATION AND EXPERIENCE

- Bachelor's degree in education, counseling, or a related field required; relevant work experience may be substituted. Master's degree preferred.
- Requires at least two (2) years related professional experience and an understanding of the higher education environment. Community college experience is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking.
- Ability to lift 20 lbs.

Employee
Signature: _____

Date: _____

MM/DD/YY

Supervisor
Signature: _____

Date: _____

MM/DD/YY

STUDENT SUCCESS REPRESENTATIVE (BILINGUAL) | JOB DESCRIPTION

Employee Name: _____

Status: Non-Exempt

Department: Student Affairs

Location: Main Campus

Reports to: Dean of Enrollment and Registrar

JOB SUMMARY

The Student Success Representative (Bilingual) provides comprehensive advising and support for special defined populations in both English and a College designated second language of need; carries out retention efforts; provides registration and systems access services to students; manages the student ID card system; contributes to College promotion and recruitment activities within the College and local schools and communities in support of Admissions and the College's overall enrollment objectives; manages forms, publications, and supplies; and provides the College with oral and written translation services, as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform the job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position description satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Provides comprehensive advising to students.

- Provides an open, friendly, and helpful environment for students, potential students, and other guests
- Provides academic advising and planning to students and prospective students, including off-campus advising services, in both English and a designated second language, and backs up faculty advisers and other staff advisors as needed
- Leads group advising workshops, including those affiliated with New Student Orientation
- Runs and explains degree audits to students, faculty, and staff
- Maintains adequate records of advising and other notes on graduation requirements
- Provides general information on financial aid and other College resources
- Researches accurate and up-to-date information on degree, certificate, diploma, transfer, and other programs.

Klamath Community College Non-Instructional Department Review:

- Consults with vice presidents, deans, department heads, and faculty about changes to courses, programs, scheduling, admission, and graduation requirements
- Works with the Financial Aid Office to develop sound academic plans with students in order to optimize the use of financial aid
- Provides training and coordination for faculty and staff advisors
- Develops and interprets Academic Planning Guides which serve as a learning tool for students and staff
- Makes appropriate referrals to other resources for at-risk students
- Applies current transfer articulation agreements in advising and aids students in preparing to transfer to other institutions
- Applies the tools and techniques of Appreciative Advising, Intrusive Advising, and other proven advising tools
- Annually assists the Dean of Enrollment and Registrar to update the advising handbook for the College
- Helps students complete petitions, such as petitions to graduate or to appeal adverse decisions
- Provides advising support and training to distance sites
- Assists with the administration of student engagement and success surveys on an annual basis
- Advocates for Students when appropriate

Provides intensive support for special defined populations.

- Admission, registration and academic advising for underage students according to established college procedures
- Serves special populations as assigned for advising and registration needs
- Provides support services within this job description to students, families, and others in English and one of the College's designated areas of second language needs.
- Monitors progress for each student in special populations and coordinates intervention
- Keeps accurate records
- Recommends actions and advances concerns to the Dean of Enrollment and Registrar or to a Vice President, as needed
- Surveys special populations annually in the Spring

Carries out retention efforts.

- Makes a record of specific student situations that signal barriers or challenges to success
- Assists the Dean of Enrollment and Registrar in following up with Early Alert and other interventions
- Helps the Dean of Enrollment and Registrar and Vice President to accumulate retention-related information and input via direct observation, surveys, and advocacy for students
- Assists with structure and implementation of the Jenzabar Retention Management System
- Collaborates with other College departments to implement retention measures
- Calls, emails, writes, or otherwise engages with students in difficulty
- Works with students who have fully withdrawn to establish a return date commitment

Provides registration and systems access services to all students.

- Registers students in credit classes
- Answers incoming calls, takes messages, responds to general inquiries, and directs calls to appropriate staff for assistance
- Ensures that all admission, registration, and financial aid forms have been filled out accurately and completely
- Enters enrollment data and confidential student records into the computer system using established procedures

Klamath Community College Non-Instructional Department Review:

- Interprets placement testing results relevant to course enrollment decisions
- Determines student readiness for College courses and programs
- Helps students learn to register themselves online
- Registers non-credit (Community Education) courses when assistance is needed by the Admissions Department
- Assists students with drops and withdrawals
- Assists with transcript orders
- Assists students in accessing the National Student Clearinghouse online “self-service”
- Maintains records and documentation as needed under Oregon’s record retention rules
- Follows the Family Educational Rights and Privacy Act (FERPA), and helps educate students, parents, and others on FERPA
- Assists students in getting access to College online tools, such as MyKCC and other resources
- Manages telephone calls and monitors call waiting queues as part of the Student Affairs call workgroup
- Provides registration training and support to distance students and sites

Manages the student ID card system.

- Provides faculty, staff, and student ID cards and takes photographs as needed
- Manages correct ID number assignment
- Assists student workers in managing the ID system
- Uses software and hardware at desk or other locations to photograph and properly catalog photographs of students
- Maintains stock of cards and printer toner for ID processing equipment

Contributes to College promotion and recruitment activities in support of Admissions and the College’s overall accessibility and enrollment objectives.

- Participates in on- and off-campus recruitment programs and activities coordinated with the Admissions Department
- Visits area high schools and middle schools to provide information through presentations
- Provides overview of programs and services to prospective students
- Provides general support for Admissions as coordinated with the Vice Presidents and other College administrators
- Provides academic advising in the high schools for dual credit students
- Collaborates with middle school and high school counselors and staff in college and career preparation activities associated with College recruitment, admissions, and student support programs.

Manages forms, publications, and supplies; and provides translation.

- Assists the office in keeping an adequate supply of office materials
- Helps keep all informational publications stocked and available in the main campus lobby area
- Helps update all publications and web pages at least annually
- Applies standards of good writing and effective publication layout to all materials
- Helps maintain a digital library of all Student Services forms, form letters, and other recurring publications
- Provides the College with oral and written translation services in designated language of need.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists Dean of Enrollment and Registrar as needed in recommending new hires, and training, supervising, and scheduling student workers

- Serves on College committees as assigned
- Assists as needed with Reception coverage
- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Ability to understand academic and graduation requirements that may have exceptions and change from year-to-year
- Complete understanding of the advising handbook and how to apply it
- Global understanding of services and procedures for students at the College
- Capacity to read, understand, and retain large quantities of rules, regulations, and requirements and apply them accurately
- Capable of professional discernment as to when to recommend exceptions and process changes
- Critical thinking and analytical reasoning skills
- Ability to communicate clearly, effectively, and professionally in oral and written formats with a demonstrated ability to make effective public presentations to populations of diverse age, culture, and interests in both English and a College designated second language of need.
- Ability to maintain a working knowledge of admissions and transfer processes of top institutions to which College students transfer, and general information on other main feeder university admissions processes and transfer rules
- Keeps current on and is able to apply advising tools and techniques, such as Appreciative Advising and Intrusive Advising. Ability to manage and coordinate multiple projects and detailed information, self-direct, and meet deadlines with minimal supervision
- Understands and can apply articulation agreements between institutions
- Excellent computer and data entry skills, including proficiency with computer applications and Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint)
- Excellent interpersonal skills with the ability to troubleshoot, provide exemplary customer service, work effectively with colleagues, students, secondary school students and staff, and the community and create a diverse, inclusive office and campus
- Ability to develop and apply flexibility, resourcefulness, and creative approaches to unique problems while prioritizing delivery of superior customer service
- Ability to understand and empathize with the issues confronting prospective, new, and continuing students
- Valid Oregon driver's license with legally-registered and reliable transportation.

EDUCATION AND EXPERIENCE

- Associate's degree or equivalent certification in school/career/technical advising required
- At least two (2) years of related professional experience including successful experience working with the public
- Bachelor's degree preferred
- Demonstrated fluency in a College designated second language of need
- Demonstrates sensitivity and experience working with individuals from diverse social, economic, ethnic, academic, and cultural backgrounds

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently moving from stationary sitting positions to standing and walking
- Ability to lift 20 lbs
- Ability to drive to K-12 schools and community sites to fulfill duties of this position.

Klamath Community College Non-Instructional Department Review:

Employee
Signature:

Supervisor
Signature:

Date:

MM/DD/YY

Date:

MM/DD/YY

9. NON-INSTRUCTIONAL DEPARTMENT REVIEW RUBRIC

	Highly Developed	Developed	Emerging	Initial
1—Support of the College Mission	Exhibits ongoing and systematic evidence of mission achievement.	Exhibits evidence that planning guides program and services selection that supports the College's mission.	Evidence that planning intermittently informs some selection of services to support the College's mission.	Minimal evidence that plans inform selection the of services to support the College's mission.
2—Accomplishments in Achieving Goals	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence that planning guides services selection that supports goal achievement.	Evidence that planning intermittently informs some selection of services to support the goal achievement.	Minimal evidence that plans inform selection of services to support goal achievement.
3—Personnel Summary	Employs a sufficient number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position.	Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position.	Staffing is insufficient to meet needs.
4—Staff Development	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
5—Facilities and Equipment	Facilities and resources meet current and future needs of the College.	Facilities and resources meet current needs of the College	Evidence of a plan to have facilities and resources meet current and	Minimal evidence that facilities and resources meet current and

			future needs of the College.	future needs of the College.
6—Budget	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
7—Strengths and Weaknesses	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
8—New Goals and Plan	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
9—Overall Evaluation	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the College.	There is evidence that planning intermittently informs some selection of services to support the College.	Minimal evidence that plans inform selection the of services to support the College.
	Highly Developed	Developed	Emerging	Initial