

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SERVICES SPECIALIST – EVALUATOR

BASIC FUNCTION:

Under the direction of the Student Services Director of Admissions & Records, performs confidential and technical duties involved in the analysis and evaluation of academic records and transcripts for associate degree, certificates, transfer and general education certification.

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 other colleges/universities to determine if prerequisite requirements for IVC courses have been met; input into computer systems. Also works with electronic transcripts sent from other colleges.

Research and verify the accreditation status of colleges and universities as needed for transcript evaluation.

Under the direction of Director, interpret and explain District policies and procedures, and state regulations related to degrees, majors and certificate requirements, and academic and transfer policies to counselors, faculty, administrators, students and the public.

Determine final eligibility for Associate degrees and certificates; assist students and counselors with the appropriate course of action to resolve denied petitions.

Prepare and maintain degree and certificate award lists, files and records; ensure accuracy and completeness of official college documents; coordinate production and distribution of diploma and certificate awards; provide appropriate reports as needed.

Maintain program and supplies for diploma/certificate printing system.

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.

Process general education certification requests and maintain appropriate records.

Process Change of Program requests from counselors for individual students.

Monitor Degree Verify via the National Student Clearinghouse website and respond to requests.

Build academic history from microfilm for students as requested.

Complete verification of Associate Degrees for Transfer (ADT's) for primary terms via the e-Verify website.

Serve as a committee member and/or consultant on the implementation and maintenance of the automated degree audit system (DegreeWorks).

Monitor catalog regarding degree and certificate requirements; course additions and deletions; course numbers, titles, content and unit values: monitor the degree audit system and report issues to the DegreeWorks Committee.

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

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

Initiate and compose correspondence as appropriate.

Under the direction of the Director, implement Family Educational Rights and Privacy Act of 1974 (FERPA) and Title 5 regulations as they pertain to a student's right to privacy and accuracy and retention of academic records.

Scan and index transcripts, evaluations and other academic records.

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:

An Associate's degree is required.

EXPERIENCE:

Four years or more 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.

