# Classified Position Request Form

**Instructions:** Complete one form for each classified position requested

- ☐ New Position (not in last year's budget)
- ☐ Replacement Position (in last year's budget)
- ☐ Conversion Position (from grant to general funds not in last year's budget)
- ☐ Formerly Eliminated Position (not in last year's budget)

Title of Position Requested: Department Assistant I

Program/Department/Area: Delano Campus

Number of Hours per Week: 19

Number of Months per Year: 12

**Commented [CG1]:** Title should read "Department Assistant I (Delano Campus)"

**Commented [CG2]:** Department should read "Rural Initiatives"

**Brief Abstract:** (How does position impact present area status, affect workload reduction, impact students or provide support/services?)

Because of recent rapid growth in enrollment both at the Delano Campus and through Dual Enrollment, our student welcome center/admissions and records office has experienced an increase in workload. As a result, students have longer wait times to see counselors/advisors, resolve admissions and records matter, or resolve general issues. Additionally, this has impacted our ability to answer student calls and provide the necessary support. Although we are looking at resolving this matter via student workers, we would like a highly trained and consistent presence at our front office to improve the customer service experience for our students.

**Rationale and Applicability to College Strategic Goals:** (**Substantiate recommendations with data and the guidelines listed in the Budget Decision Criteria document and College Strategic Goals.** Does this need fulfill a compliance/mandated position, i.e. State, Federal, regulatory boards, contracts? Does this need address grant partnership commitments and/or critical community needs?)

The enrollment trend for Delano shows continued growth. In 2017-2018 FTES jumped to 1,448 from 1,310 the previous year. With an influx of dual and concurrent enrollment, as well as growth in enrollment from new programs, our team's workload has increased dramatically in just the last year. In order to ensure that students receive quality services in Delano without feeling the need to drive to Bakersfield, we would need to provide support at the front end of the process to expedite student services. By increasing support to ensure students are able to meet with counselors, advisors, and financial aid staff in a timely manner, the campus will support the college's strategic goal of persistence and completion.

**Impact on College/District if position is not filled:** (Include how having the position or not having the position impacts FTES, services to students.)
If we do not increase the support at the Delano Campus front office, students will continue to deal with an over-worked and understaffed team. Although our team aims to provide quality customer service, being unable to see students in a timely manner, or even being unable to answer all phone calls, creates a frustrating environment for students. We have anecdotally learned from students that they sometimes resort to enrolling at other colleges where they feel they are better served. Sometimes a student's experience at the front end of student services is the deciding factor in continued enrollment.

**Total Cost:**

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|---|---|
| Salary | $ 12,155.41 |
| Benefits | $ 777.95 |
| Computer/office space etc. | $ 2500 |
| ***Total Amount:*** | ***$ 15,533.36*** |