

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: Program Technician

Program/Department/Area: EOP&S/CARE/CalWORKs

Number of Hours per Week: 40

Number of Months per Year: 12

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

EOP&S has historically served between 700-1000 students per academic year. The state regulations require students to have at least three counseling contacts each semester, out of which two must be with a Faculty Counselor. In 2016-2017, the program increased its student population to 1,443 students by the end of the academic year. In 2017-2018, the program started the fall 2017 semester with 1,863 students. Historically, the program staff continues to recruit students throughout the year, serving a lower number of students during the fall term and growing throughout the year. This means that it was easier to meet the contacts requirement with less students served each semester. The unduplicated student headcount is recorded whether they were served for one term or three terms, including summer. The program increased its recruitment efforts at high schools and in our Bakersfield College classrooms. They will continue the recruitment efforts to increase the number of students served for the CARE and CalWORKs programs. The increasing number of students served impacts the daily responsibilities of the current support staff paid within the three programs.

2017-18 Student Services Trend Data

Extended Opportunity Programs & Services (EOP&S)

Student Headcount, Unduplicated ¹	2012-13		2013-14		2014-15		2015-16		2016-17		Collegewide	
	#	% change- prev. yr	2016-17									
EOP&S Students	714	--	939	32%	858	-9%	1,078	26%	1,443	34%	32,645	
Demographic Information	#	%	#	%								
Gender²												
Female	537	75%	698	74%	614	72%	777	72%	1004	70%	17,703	54%
Male	177	25%	241	26%	244	28%	299	28%	426	30%	14,501	44%
Age²												
19 & Younger	131	18%	257	27%	266	31%	384	36%	581	40%	11,844	36%
20-29	321	45%	400	43%	383	45%	468	43%	574	40%	14,739	45%
30-39	132	18%	149	16%	116	14%	126	12%	175	12%	3,611	11%
40 & Older	130	18%	133	14%	93	11%	100	9%	113	8%	2,449	8%
Ethnicity												
African American	95	13%	96	10%	65	8%	86	8%	106	7%	1,350	4%
American Indian	4	1%	1	0%	1	0%	2	0%	4	0%	126	0%
Asian/Filipino/Pacific Islander	14	2%	23	2%	26	3%	35	3%	57	4%	1,460	4%
Hispanic / Latino	470	66%	668	71%	648	76%	821	76%	1089	75%	22,002	67%
White	108	15%	119	13%	98	11%	108	10%	147	10%	6,452	20%
Two or more races	22	3%	30	3%	20	2%	26	2%	39	3%	862	3%
Not Reported	1	0%	2	0%					1	0%	391	1%

Enrollments – Productivity - Outcomes	2012-13		2013-14		2014-15		2015-16		2016-17		Collegewide
											2016-17
Enrollment at Census ³	4,716		5,932		6,534		6,859		8,944		135,098
Average Enrollments/Student	6.6		6.3		7.6		6.4		6.2		4.1
FTES ⁴	508.8		641.4		744.0		778.4		1,018.7		15,822.9
Retention Rate ⁵	86%		88%		89%		90%		90%		89%
Success Rate ⁵	69%		72%		74%		72%		70%		71%

Current Staff Responsibilities:

Educational Advisor - responsible for program recruitment and serves as the CARE Program Coordinator/Advisor, providing the required contacts and organizing CARE activities such as Personal and Professional Development Workshops, College and Educational Field Trips, and Family Days. The Educational Advisor provides assistance during Book Voucher awarding and distribution process. The Educational Advisor also provides 3rd advising contacts to EOP&S students.

Department Assistant III - processes all fiscal documents, travel arrangements, scheduling of meetings and student appointments, enters MIS data for EOP&S/CARE/CalWORKs, and provides other administrative support to all staff.

Department Assistant II - provides the initial review of applicants' eligibility, maintains constant communication with the Department of Human Services for Student Certification into the CARE and CalWORKs programs, develops and maintains the SARS grid for four Faculty Counselors, Educational Advisor, and Peer Mentors, assists with Book Voucher eligibility verification and awarding, and maintains the Excel and Access Databases to track number of students served, number of counseling contacts, and processes and maintains a tracking spreadsheet of new applications received.

Both DAs also provides customer service to students on the front counter for four hours each every day, leaving them with only half a day to complete their other tasks.

While the three classified employees are maintaining current services, it has become difficult for any of them to keep up with MIS/Excel/Access data entry, regular maintenance to the webpage, update flyers and forms, and provide regular data management and analysis for the Director to determine real time program improvements. Three full-time classified support staff is no longer sufficient for the growing office that consists of a Director, Program Manager (vacant), four Faculty Counselors, Educational Advisor, DA III, DA II, seven student assistants, and close to 2,000 program student participants. There is a great need to increase the number of support staff to improve program efficiency and productivity.

A Program Technician will help maintain the current growth of the program and maintain the application pool as they come, instead of waiting for Department Assistants to complete their other tasks before this can be completed. Last summer, our Freshman Day event was rescheduled to a later date because the DA II could not keep up with the tracking of high school applications received while processing Book Vouchers and scheduling summer contacts. The Cal-SOAP Program Technician had to step in to help develop a tracking spreadsheet and enter all the application data fields, which took a couple of months to enter every application on a tracking spreadsheet, provide written communication to all applicants, and ensure that every eligible applicant was invited and confirmed to attend the Freshman Day event. There were 2,900 new applications that needed to be entered into a tracking spreadsheet manually, processed for eligibility, and maintained communication with in order to get to the Freshman Day event. All other assignments, including the regular student services were dropped for all staff to assist with this process. In addition, ten Cal-SOAP staff had to help in order for this task to be completed throughout the summer. With a Program Technician, applications can be processed immediately upon receipt and programming will be timely. This new position will allow other support staff to continue to provide services to students and maintain their own program responsibilities. The Program Technician will be responsible for developing and maintaining a new database that will meet both reporting and programming needs, which will eliminate the excel and access databases currently maintained by the DA II. This position will also be responsible for entering the MIS data and working collaboratively with KCCD to ensure that every student served is included into the final number submitted by KCCD to the Chancellor's Office. The MIS numbers equates to the year-to-year allocation level of categorical funding to EOP&S, CARE, and CalWORKs. This position will be responsible for processing applications, maintaining the database and webpage, updating and developing forms online, and leading the department to eventually become paperless.

The programs' goals include continued growth from year-to-year. However, without adequate support staff, this will not be possible.

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 EOP&S Program is a state funded categorical program that provides a comprehensive set of intrusive services for low-income and academically disadvantaged students. The program includes:

- academic counseling
- personal advisement
- career guidance
- academic mentoring

- follow-up services
- college transfer counseling
- priority registration

The goals of the EOP&S Program are directed towards (a) ensuring open access, (b) enhancing student retention, (c) developing systems to increase students success, and (d) providing counseling and support services to achieve vocational training or transfer success.

The program is mandated to provide counseling and guidance in:

- developing student educational plans
- personal counseling
- career planning and selection of courses
- progress monitoring and advisement

The program regulations outline the following, which align with the EOP&S/CARE/CalWORKs Program Technician’s responsibilities (Title 5 and Education Code).

Outreach, Orientation and Registration Services (Title 5, section 5632, sections 69648, 69648.7 and 71020 Education Code, reference sections 69640 through 69655 Education Code):

- Each EOP&S program is mandated to provide the following services at a minimum which align with the EOP&S/CARE Educational Advisor’s duties;
 - (a) outreach and recruitment to increase the number of potential EOP&S eligible students who enroll at the college
 - (b) orientation to familiarize EOP&S eligible students with: the location and function of the college and EOP&S programs and services; the college catalog, application, and registration process, with emphasis on academic and grading standards
 - (c) registration assistance for priority enrollment

MIS Data Reporting for EOPS, CARE, and CalWORKs:

The reporting of MIS data elements for the EOPS, CARE, and CalWORKs programs is an essential part of determining the number of students served and the service level of these statewide categorical programs’ efforts. The reporting of MIS data is critical in the process of allocating program funds to these individual college programs. The Chancellor’s Office requires each district to submit all of its student data, including EOPS and CARE data, within thirty (30) days after the end of each reporting term. These programs are responsible for completing the MIS data elements for each served student and forwarding the data to the district in a timely manner to allow district to meet the established due dates. The MIS data management and a new student database must be managed by a Program Technician with technological skills to manipulate the database to help meet the programs’ requirements.

Impact on College/District if position is not filled: (Include how having the position or not having the position impacts FTES, services to students.)

The following services will be impacted to EOP&S students if the position is not filled:

- Follow-up services and program timeline will be delayed
- The required outreach mandate will always be delayed
- There will always be difficulty in generating data required for reporting and program improvement
- There will be continued impact on the quality of student services due to inability to analyze real-time student data
- There will be a severe decrease in the number of new applicants due to the untimely processing of new applications
- It will be difficult for the program to communicate with students, organize events and need-based activities without a data tracking system
- The program will not be able to focus on student success without adequate staffing

Total Cost:

Salary	\$ <u>41,154.72</u>
Benefits	\$ <u>28,152.06</u>
Computer/office space etc.	\$ _____
Total Amount:	\$ <u>69,306.78</u>