

#8

COMPLETE

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Page 1: Classified Position Request Form

Q1

Please enter the following:

Department	Veterans Services
Position Title	Veterans Specialist
Salary Range	\$43,320
Annual Salary at Step B*	B-28
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	12 months

Q2

What type of position is being requested?

Increase in the FTE for the position, specify the position classification and number::
This position is currently funded through a grant at .45 FTE.

Q3

Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

Respondent skipped this question

Q4

What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?(200 words or less)

1. Assists and meets with students applying for various programs, services, and benefits including Veterans and dependents; processes military tuition requests for tuition assistance; refers students to various programs and services.
3. Maintains thorough knowledge of Veterans educational benefits to provide the best possible information to prospective and enrolled student veterans to help them maximize their eligibility and achieve educational goals.
4. Work with relevant enrollment offices to develop and implement strategies to enroll and retain highly successful student Veterans.
5. Assists student veterans with filing of disability documentation and advocate on behalf of their special needs.
6. Assist in the planning and conduction of recruitment activities for veterans including, providing information on the admissions, testing, and enrollment procedures to prospective students.
7. Develop, maintain, and disseminate informational and instructional handouts to assist military students with understanding, applying for benefits, and maintaining eligibility.
8. Counsel students on their potential eligibility for various chapters of the GI Bill and assist with coordination of military benefits with financial aid.

Q5

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)

Many duties are not performed due to the lack of resources. Veterans Services has a temporary VRC specialist that assists with some of the duties and is employed at 19 hours week. A challenge facing our Veterans Services program is that we currently only have one full time employee. We currently employ a Veterans Services Specialist at .45 FTE that performs a variety of technical duties to assure eligible students receive available veteran benefits and educational services; evaluates military experience and advises student applicants on veterans educational benefits; explains program regulations and policies; provides assistance and information in person and on the telephone regarding various General Issue (G.I.) Bill programs, VA tutorial assistance, work-study benefits, and other services. However, the ability to perform the duties as outlined in the duties and responsibility description is greatly affected by the limited the hours the .45 FTE temporary Veterans Services Specialist.

Veterans services currently has only one full time employee. Below is a list of employee at Veterans Services:

- One fulltime Certifying Official
- One counselor at .5 FTE
- Veterans Center Coordinator at .5 FTE (Grant Funded)
- Veterans Center Specialist at .45 FTE (Grant funded)

The Veterans Center coordinator and specialist positions are grant funded and are temporary. Services such as outreach, monthly workshops, assists student veterans with filing of disability documentation would be greatly reduced. On-going education and training for students, faculty, staff, and the greater community on issues and opportunities relevant to student veterans, military personnel, and their family members that foster a deeper awareness and understanding would also be impacted. A Veterans Services staff that only has one fulltime certifying official and on .5 FTE counselor is unable to sustain the services that are currently offered.

Q6

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)

A 2018-2019 comparison report showed that student veterans have a lower percentage rate of course success and GPA versus the general college student population. A similar report for 2017-2018 and 2016-2017 showed similar results:

- Veteran course success rates are lower than the college-wide average (72% versus 75.7%)
- Veterans mean academic year GPA is lower than college wide average (2.79 versus 2.94)

Although our college strives to address the needs of our student veterans, additional staffing is needed to help support our veteran population. A veteran focused bond measure was passed by the city of El Cajon, California in 2012. Funds from the bond measure was used to remodel our Veterans Center. The construction bond helped improve our Veterans Center facilitates by increasing the overall size of our floor plan from 870 square footage to 2487 square footage. The remodel relocated the certifying official and counselor to one central location. As a result, Counseling services and VA benefit certification have become more accessible to students. Student veterans and military affiliated students have access to a "one-stop shop" to get all of their student needs met. It is critical to student success that student veterans have a fully staffed center.

Q7

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

Student Validation and Engagement,

Organizational Health

Q8

Please explain how the requested position will support the college strategic priority(ies) identified above. (200 words or less) (Rubric Criterion 3)

The Veterans Center Specialist primary duties is to maintains thorough knowledge of Veterans educational benefits to provide the best possible information to prospective and enrolled student veterans to help them maximize their eligibility and achieve educational goals. The Veterans Center Specialist is a key member of the student success team. Veteran students are attending on educational benefits and need support along the path. The position supports guided pathways as a member of the veterans student success team, providing classified support and a first point of contact for veteran students, and dependents. At Cuyamaca College student veterans are impacted by an identified range of academic and non-academic barriers including: difficulty in transitioning from military to civilian life, mental health issues, limited finances, poor study habits, and familial challenges. As a result, our student veterans face unique social, academic and physiological issues that differ from our typical student population. The Veterans Center Specialist is aligned with Student Validation and Engagement and Organizational Health. The engagement aspect of this position occurs in the support this position provides to engagement activity coordination, outreach to the veteran community in east county and at military bases and student support referrals to on and off campus services. Additionally, the organizational health of the veteran center is extremely important. This program was launched over ten years ago and it has grown tremendously to support one of our most vulnerable and disproportionately impacted student groups. This program needs to be institutionalized and positions moved away from grant funding. When grant funding goes away, the services will be impossible to maintain for students. The organizational health, strategic goals of the institution and the morale of the veteran students and employess will be adversely impacted. The duties outlined in this staffing request will help promote a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. Veterans Services Specialist would provide on-going education and training for students, faculty and staff. Thus, supporting the institutions strategic priorities.

Q9

How will the position impact the ability of the program or service area to innovate and meet changing needs? (200 words or less) (Rubric Criterion 3)

The Veterans Center Specialist primary duties is to maintains thorough knowledge of Veterans educational benefits to provide the best possible information to prospective and enrolled student veterans to help them maximize their VA benefit eligibility and achieve educational goals. At Cuyamaca College student veterans are impacted by an identified range of academic and non-academic barriers including: difficulty in transitioning from military to civilian life, mental health issues, limited finances, poor study habits, and familial challenges. As a result, our student veterans face unique social, academic and physiological issues that differ from our typical student population. The Veterans Center Specialist is directly allied with the Student Validation and Engagement Organizational Health. The duties outlined in this staffing request will help promote a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. Veterans Services Specialist would provide on-going education and training for students, faculty and staff. Thus, supporting the institutions strategic priorities.

Q10

Please confirm that you have discussed this faculty position request with the dean or manager and that you understand that deans and managers will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Dean or Manager
