Degree Progress Evaluator

POSITION INFORMATION

Type of Action Requested:* Replacement
Internal Team:* SL-APP-Office of the Registrar-120900
Job Code/Employee Classification:* SSP II
  Job Code: 3082
Classification Title: Student Services Professional II
MPP Job Code:
Position Number: SSP II
  Position no: SL-00008633
CSU Working Title:* Degree Progress Evaluator
Salary Range/Grade: 3082-RANGE A-Grade-1
  Minimum: $ 4,304.00
  Maximum: $ 5,120.00
  Pay Frequency:
Reports To: Associate Registrar
Campus:* San Luis Obispo
Division:* Academic Affairs-Provost
College/Program:* Academic Programs & Planning
Department:* APP-Office of the Registrar - 120900
FLSA Status:* Exempt

SENSITIVE POSITION

Sensitive Position:  
  Yes  No

Job Summary/Basic Function:* The Degree Progress Evaluator works independently, under a moderate degree of supervision, to make decisions on transfer credit equivalencies and determination of student progress to degree. This position within the Evaluation's Unit of the Office of the Registrar plays a critical role in assisting students and the university community with progress-to-degree services and advising on all policy matters related to progress to degree. This assistance largely consists of working with students' records in the database as those records relate to all progress-to-degree matters. Most interactions with students occur over the phone and at the office service window, rather than in advising appointments, and comprise at most 15% of the average workweek. The incumbent also is a subject matter expert in state and university policies and procedures and advises faculty and professional advisors on appropriate resolutions for students. She maintains a college-specific caseload, as do all Degree Progress Evaluators, and may also have other specialized work assignments (examples include serving as back-up for NCAA Athletics certification, performing international evaluations, etc.).

The Degree Progress Evaluator works with a high degree of self-direction to plan her/his workload, solve problems and take action in situations where independent judgment and critical thinking skills are necessary, and resolve issues where there is not clear precedent. Based on state, university, and program requirements, the Degree Progress Evaluator makes the final determination of degree completion and confers degrees.

The Degree Progress Evaluator proactively identifies barriers to degree and collaborates closely with Cal Poly colleges and departments and internal colleagues to help remove those barriers, for example, curricular impediments, advising issues, training, etc.

Minimum Qualifications:* Bachelor’s degree and two years of professional experience in one of the student services program areas or in a related field, OR a Master’s degree and one year of experience.

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Required Qualifications:

- Working knowledge of, or the ability to quickly acquire general knowledge of, the overall operation, policies, practices, procedures, and activities of the Office of the Registrar.

- General knowledge of methods and problems of organizational and program management.

- General knowledge of principles of individual and group behavior.

- Ability to research, interpret, and apply complex written directives, guidelines, and policies (e.g., Title 5, Chancellor’s Office Executive Orders and Coded Memoranda, catalogs, articulation agreements, in-house policies and procedures manuals).

- Ability to focus on the details that are critical for successful assistance in student progress to degree, and also to rise above those details—to be able to take a more global perspective in identifying problem areas, issues, etc., and in suggesting solutions.

- Ability to understand the logic and relationships that exist within the automated degree audit, to make exceptions that adhere to program and university requirements, and to make suggestions for enhancing the audit.

- Ability to work in an environment which requires a high degree of analytical ability and problem-solving skills, with multiple responsibilities and deadlines.

- Proven ability to gather and analyze data, ability to reason logically, draw valid conclusions and make appropriate recommendations. Ability to troubleshoot student records, researching anomalies within the student database, to reach a resolution. Highly developed critical thinking skills.

- Ability to successfully interact with a diverse student population and to assess student needs.

- Ability to manage a heavy workload and to set priorities under moderate supervision. Ability to accept that there will always be overlapping priorities, and to manage pressures exerted by the various constituent groups whom we serve.

- Ability and willingness to work as an effective team member in all aspects of the Evaluations Unit and of the Office of the Registrar as a whole. Dedication to the common goals of the office.

- Demonstrated ability to effectively communicate and advise, both verbally and in writing, with diverse populations, such as current students, faculty, staff, advisors, prospective students, returning students, and parents.

- Excellent interpersonal skills. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

- One-on-one and group communication skills. Group presentation skills.

- Knowledge of word processing, spreadsheets, databases, electronic mail and calendaring; general office protocols and equipment. Ability to apply software required for student records processing and tracking.

- Willingness to accept and embrace change.

- Demonstrated ability to maintain a high degree of confidentiality.

- Ability to organize a wide variety of tasks, to analyze outcomes and set own priorities, and follow through to completion of tasks, even in the face of multiple competing priorities.

- Demonstrated ability to make decisions and carry through on actions having implications with regard to other departments, colleges, and the university.
Preferred Qualifications:

- Experience working at a university or community college.
- Experience using student administration systems such as PeopleSoft.
- Experience using automated degree audit software.
- Experience analyzing student academic records, and working with students and advisors regarding progress to degree.
- Experience with NCAA Athletics regulations and certification.

Special Conditions:

- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to work, focusing on very detailed and precise work, in an area with a high level of noise distractions and limited aural privacy.
- Must adhere to business hours and routines established for all office staff.
- Must be willing to accept reassignment of duties if needed, and to participate in cross-training and special projects.
- Must be flexible and able to work extended hours, during high-pressure deadline periods and to meet organizational needs.
- This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- Must be able to successfully pass a pre-employment background/fingerprint check.
- Must be willing to travel and attend training programs off-site for occasional professional development.

License / Certification:

- N/A

Mandated Reporter:

- General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

- Yes

Conflict of Interest:

- None

Supervises Employees:

- Yes

Job Duties

JOB DUTIES

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Transfer Credit Evaluation: Review all transcripts, enter course-by-course equivalencies into the student database, determine course equivalencies for single and many-to-many courses. Apply judgment to determine appropriate credit where articulation does not exist, to facilitate progress to degree. Using the automated degree audit, provide a degree progress report to each student. Clarify all aspects of transfer credit for students and advisors, including identifying and suggesting possible substitutions, and completing work away from Cal Poly after matriculation.

Progress to Degree: Update the degree audit with all curricular exceptions received for students, while ensuring the accuracy of the audit in all areas. Provide assistance to students and advisors regarding the interpretation of the audit, and suggest appropriate actions to facilitate progress to degree. Identify areas where the audit coding could be modified, based on expertise in the majors assigned.

Advising Support: Provide ongoing support to campus community (department faculty and staff, associate deans and deans, administrators, and professional academic advisors) in understanding the degree audit, and in resolving complex curricular questions, both student-specific and global. Communicate to them the appropriate governing policies and regulations.

Determination of Degree Completion: Based on all applicable policies and requirements, determine degree completion via a thorough, independent, final review of the audit (or manual evaluation, for some students). Provide workup of remaining degree requirements to former students with unfinished degrees and offer guidance on how to complete requirements.

Curriculum Review: Using the expertise afforded by deep knowledge of the majors that constitute the work assignment, work closely with the Catalog and Curriculum staff within the Office of the Registrar to identify and resolve curricular issues that can interfere with student progress to degree. Collaborate with Degree Audit Analysts within the Office on the coding of degree requirements into the audit, to achieve maximum efficacy of this tool. Research anomalies and troubleshoot with Degree Audit Analysts and others in the office.

Provide training on the use of the automated audit to students, faculty, and staff, both in one-on-one and group settings.

Participate in advising- and progress-to-degree related campus committees, focus groups, working groups, etc., to ensure complete representation of departmental priorities and concerns (e.g., department curriculum committees, summer advising program, advising success work team)

Make formal presentations to students, faculty, and staff regarding all relevant academic credit policies

Perform other job-related duties and special projects as assigned (e.g., testing new software, reviewing new curriculum).

SELECTION CRITERIA

SL - Values diversity
Demonstrates skill in engaging with multiple groups to identify and solve issues and ensure mutual benefit

POSTING DETAILS

Advertising Summary:
The Office of the Registrar is seeking a detail-oriented, analytical, collaborative, and problem-solving Degree Progress Evaluator to join a team of ten other individuals who are at the hub of progress-to-degree efforts, ensuring the accuracy of campus tools that track progress-to-degree, and serving as a resource for campus on policies and procedures.

Advertisement text:*
Job Summary

The Degree Progress Evaluator within the Evaluations Unit of the Office of the Registrar plays a critical role in assisting students and the university community with progress-to-degree services and support to advising on all policy matters related to progress to degree. The role is at a critical juncture between the more technical and policy aspects of progress-to-degree (the degree audit, curricular expertise, Expected Academic Progress, etc.) and the advising community.

Department Summary

Within Academic Affairs, the Office of the Registrar serves the entire campus community and its alumni. It is responsible for the integrity and maintenance of all aspects of the student academic record from the point of admission to the University, progressing through the evaluation of transfer credit, registration, program and enrollment changes, verification of enrollment activity, tracking of degree progress, degree conferral, diploma preparation, graduation, and transcript production. The Office of the Registrar is also responsible for the administration of the University's courses, curricula, and academic scheduling that support student enrollment and progress to degree.

Key Qualifications

- Ability to research, interpret, and apply complex written directives, guidelines, and policies (e.g., Title 5, Chancellor's Office Executive Orders and Coded Memorandum, catalogs, articulation agreements, in-house policies and procedures manuals).
- Ability to focus on the details that are critical for successful assistance in student progress to degree, and also rise above those details—to be able to take a more global perspective in identifying problem areas, issues, etc., and in suggesting solutions.
- Ability to understand the logic and relationships that exist within the automated degree audit, to make exceptions that adhere to program and university requirements, and to make suggestions for enhancing the audit.
- Ability to work in an environment which requires a high degree of analytical ability and problem-solving skills, with multiple responsibilities and deadlines.
- Proven ability to gather and analyze data; ability to reason logically, draw valid conclusions and make appropriate recommendations. Ability to troubleshoot student records, researching anomalies within the student database, to reach a resolution. Highly developed critical thinking skills.

Education and Experience

Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and one year of experience

Salary:

Anticipated Hiring Range: $51,648 - $54,000 per year

Classification Range: $51,648 - $73,440 per year

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.

Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly's values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly's commitment to diversity informs our efforts in recruitment, hiring and retention. California Poly is an affirmative action/equal opportunity employer.
Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be "Designated" under California State University's Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

Cal Poly, San Luis Obispo is not a sponsoring agency for staff positions (i.e. H-1B visas).

**USERS AND APPROVALS**

| Justification for Position: | This recruitment is to fill a vacant position. As Cal Poly's overall student population increases, it is even more important than in the past to have full staffing in Evaluations, in order to meet critical deadlines. Not only is the overall student body increasing, but also certain populations are increasing in percentage: study abroad (150% increase in the past 4-5 years); first-time students entering with transfer work (from approximately 300 students 4-5 years ago, to over 1,100 in 2019); continuing students completing work at community college post-matriculation; and BMS (blended) students, who require manual evaluations and whose processing is very labor-intensive. All of these populations must be served in a timely fashion |
| Hiring Administrator:* | Helen Bailey |
| Approval process:* | SL - Staff - Replacement PD - Edits |
| 1. Appropriate Administrator: | Helen Bailey ✓ Approved Feb 27, 2020 |
| 2. A&F Human Resources: | Quinn Tanner ✓ Approved Feb 27, 2020 |
| HR/Faculty Affairs Representative:* | Quinn Tanner |