

FOR CENTER FOR HUMAN RESOURCES USE ONLY

Classified by:



SAN DIEGO STATE UNIVERSITY

POSITION DESCRIPTION

The Center for Human Resources

Note: A current and accurate Position Description is required for each staff position on campus, and must be on file in The Center for Human Resources. The Position Description should be completed by the supervisor with the assistance of the incumbent. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor, the Resource Manager, and Dean or Director prior to submission to The Center for Human Resources.

DATE: 8/05/24

A. REASON FOR SUBMISSION:

New Position Recruitment

Classification Review

Existing Position

Update of Position Description

B. POSITION INFORMATION:

In-Range Progression

Employee Name (leave blank if vacant):	Alexa Gutierrez
Department:	Office of Student Success
College/Division:	College of Education
Working Title (if other than class title):	COE Analyst/Specialist
Classification:	Administrative Analyst/Specialist
Skill Level:	NE
Time Base:	1.0
Position Number:	10001451
Name, Title & Classification of Person Employee Reports to (Lead):	
Name, Title & Administrative Level of Appropriate Administrator:	Sarah Garrity, Senior Associate Dean
Subject to Background Check:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Positions subject to a background check are those that may involve, but are not limited to the following: responsibility for the care, safety and security of people, including children and minors, or property; direct access to, or control over, cash, checks, credit cards, and/or credit card account information; authority to commit financial resources of the university through contracts greater than \$5,000; control over campus business processes, either through functional roles or system security access; access to detailed personally identifiable information about students, faculty, staff or alumni, which might enable identify theft; access to controlled substances; or possession of building master or sub-master keys for building access.

C. FUNCTION OF EMPLOYING UNIT:

(Describe briefly the function of the employing unit. Indicate the size of the department in terms of employees.) The College of Education (COE) prepares skilled personnel for positions in teaching, administration, counseling, and other roles in Pre-K-12 schools, community colleges/ postsecondary education, public agencies, and the entrepreneurial sector. We serve urban, suburban, and rural communities richly diverse in culture, language, and ability/disability through partnerships designed to improve life outcomes of children, youth, adults, and their families. The College has one school, the School of Teacher Education, and six departments— Administration, Rehabilitation, and Postsecondary Education; Child and Family Development; Counseling and School Psychology; Dual Language & English Learner Education; Educational Leadership; and Special Education. There are 80 tenured/tenure-track faculty, more than 250 lecturers, and 33 full-time staff. We serve over 2,300 full-time equivalent undergraduate, post-baccalaureate, master’s, and doctoral students on the state side. College programs are accredited by national accrediting organizations in teacher education, school psychology, marriage and family therapy, and rehabilitation counseling. All programs providing credentials for school professionals are accredited by the California Commission on Teacher Credentialing. The Office of Student Success (OSS) serves as the College’s “one-stop shop” for marketing, communications, recruitment, undergraduate advising, financial aid and credential admissions, advising and evaluation.

D. PURPOSE OF POSITION:

(Summarize the overall purpose and objectives of the position, the results the incumbent is expected to accomplish and the degree of freedom to act.)

Under the supervision of the Senior Associate Dean and Director of Accreditation, Program Review and Assessment, the admissions analyst/specialist provides high-level administrative and analytical support to the Office of Student Success and College of Education student processes. The primary responsibilities of the position are:

- 1) Create and maintain administrative systems to support college-wide processes.
- 2) Assist the Senior Associate Dean and Director of Accreditation, Assessment and Program Review, and other campus partners with student data analysis and campus reporting.
- 3) Coordinate recruitment, admissions, and post-admission tracking of credential students to ensure progress towards credential completion.
- 4) Monitor, maintain and update credential student records.

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.

E. CHANGES IN RESPONSIBILITIES:

(What changes have occurred in the assigned duties and responsibilities since the position was filled or the last review? Be specific. If responsibilities have increased, which ones and in what way? Were new duties added? What did they replace? **Leave blank if this is a brand new position.**) The following responsibilities were removed: Office Lead, Events Coordination, and Social Media. Removed supervision of student assistant. More specificity was added to the role and duties related to the support of credential programs were clarified.

F. MAJOR RESPONSIBILITIES/DUTIES:

(Describe major responsibilities as duties essential to accomplish the purpose of the position, listed in order of importance, from most to least important, and include percent of time for each responsibility. Duties must total 100

Responsibility/Duty	% of time
<p>Credential Program Recruitment, Admissions, and Tracking Support</p> <ul style="list-style-type: none"> • Respond to questions related to credential application and enrollment processes submitted by email, phone, video conference or in person. Topics range from basic admissions requirements to specific questions about campus processes and departmental requirements. • Host in-person and virtual recruitment events and information sessions for prospective credential students. • Enter students' application data into university systems; sending appropriate paperwork to, and following up on, the status of admissions requirements with faculty and/or staff. • Follow up with students through email regarding any missing admissions items. • Collaborate and communicate with other campus offices including, but not limited to, Enrollment Services, the Registrar's Office, the Office of Student Success, and the College of Graduate Studies, regarding the credential program application and admission processes, status towards meeting credential milestones, and providing information regarding credential programs and student status when needed. • Maintain student files and maintain filing system for student records to include the entry of new information as part of established workflow. Ensure files are in compliance with university and CTC policies and procedures. • Communicate with appropriate department or credential analyst regarding student progress towards credential completion. • Ensure proper notification of deadlines, general office communication and status of processed documents to students and departments. • Triage and gather supporting information for petitions and requests that will be reviewed by a Dean or the Director of Accreditation, Assessment, and Program Review. Notify students of further actions needed for review, following up when necessary. 	45
<p>Student Data and Systems Support</p> <ul style="list-style-type: none"> • Develop surveys and other tools for collecting and analyzing student teaching evaluations and other course assessments. • Work with degree programs to develop systems to analyze and utilize assessment data to improve student outcomes. • Create queries in SDSU enrollment systems, including my.sdsu, to collect and aggregate credential student data as required for state and federal reports, and to support grant funded activities. • Create systems to track and report on teaching credential students as they meet specific milestones. • Update the College of Education Accreditation and Department Credential Program websites. 	30

Enrollment Monitoring and Support <ul style="list-style-type: none"> Collect and analyze College enrollment data to ensure programs are financially solvent, enrollment targets are met, course caps are adhered to, and wait lists are properly managed. 	15
Undergraduate Data Systems and Support <ul style="list-style-type: none"> Create, support, and maintain systems to support undergraduate success, including the California Promise program and the Accelerated Curriculum for Educators pathway. 	10
Other duties as assigned. Duties may include some evening or weekend work.	5

G. WORK DIRECTION:

This position leads (or manages/supervises if MPP) the following individuals:

Employee Name	Classification	Time Base

Type of supervision received by this position (check one):

- Greatest amount of supervision; methods of performing tasks are well established; assistance readily available if a problem occurs.
- Definite work objectives are set by the supervisor; the methods of performing tasks are frequently left to the judgment of the employee with a supervisor giving occasional instruction or advice on decisions.
- Has responsibility for planning and organizing the methods and details for accomplishment; determines priorities; selects methodology from various approaches; recommends actions that may impact the work of others.
- Responsibilities are defined by the scope of the function; responsible for formulating operational Policy for a separate, comprehensive and diversified program; implements programs.

H. POSITION REQUIREMENTS

Minimum Qualifications:

(The minimum level of education and experience required to perform the job. Please note that for staff positions, generally, the minimum qualifications listed in the CSU Classification and Qualification Standards are used.)

Entry to this classification requires general knowledge and skills in the applicable administrative and/or program field with a foundational knowledge of public administration principles, practices, and methods. This foundation would normally be obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.

General knowledge and skills in operations and academic processes with a foundational knowledge of public administration principles, practices, and methods. This foundation would normally be obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices or programs.

Specialized Skills Required:

(Skills/experience that are not listed in the CSU Classification and Qualification Standards, but are required in order to perform the job.)

- Strong Excel and database skills

Knowledge, Skills and Abilities:

(Knowledge, skills and/or abilities required. These should generally be taken from the CSU Classification and Qualification Standards if applicable.)

- Working knowledge of and ability to apply standard theories, principles, practices, and techniques applicable to the program and/or administrative specialty to develop conclusions and make recommendations.
- Thorough knowledge of policies, procedures, and outside regulations pertaining to the applicable program and/or administrative specialty.
- Working knowledge of operational and fiscal analysis and techniques.
- Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Skill in the research, development and evaluation of policies and programs, including skill in the collection, evaluation, and interpretation of data to develop sound conclusions and make appropriate recommendations.
- Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.
- Demonstrated ability to effectively interpret, organize, and present information and ideas in written or presentation form.
- Ability to train others on new skills and procedures and provide lead work direction.

Preferred Qualifications:

(Education, experience, knowledge, skills and/or abilities which are preferred but not required.)

- Master’s degree in related field
- Experience working with higher education programs and systems
- Experience creating queries and aggregating data

Licenses and/or Certifications Required:

Machines, tools, equipment, software, and motor vehicles used in the performance of duties:

Software: Microsoft Office Suite, Google applications, online application systems, Cal State Apply, Peoplesoft, Interfolio, On Base, mysdsu, and WebAdmit.

I. WORK ENVIRONMENT:

(The environment in which the work is performed, especially any unique conditions outside a normal office environment).

J. SIGNATURES:

My signature is an acknowledgment of reading and receiving a copy of this job description.

Alexa Gutierrez

Incumbent

Aug 5, 2024

Date

Signatures below indicate position description is an accurate and correct statement of duties and responsibilities assigned to position

Sarah Garrity

Lead/Supervisor

Aug 5, 2024

Date

Sarah Garrity

Dean/Director

Aug 5, 2024

Date

Patricia Micciche

Resource Manager

Aug 5, 2024

Date

ATTACH COPY OF CURRENT ORGANIZATION CHART

ACTIVITY REPORT

Please respond to the following activities and factors. N/A = not applicable. Check the appropriated box for each of the following items that most accurately describe the extent of the specific activity by this employee on a daily basis.

HOURS PER DAY	NA	1 – 2	3 – 4	5 – 6	7+
PHYSICAL EFFORT:					
Sitting				X	
Standing		X			
Walking		X			
Bending Over	X				
Crawling	X				
Climbing	X				
Reaching Overhead	X				
Crouching	X				
Kneeling	X				
Balancing	X				
Pushing or Pulling	X				
Lifting or Carrying: 10 lbs or less		X			
11 to 25 lbs	X				
26 to 50 lbs	X				
51 to 75 lbs	X				
76 to 100 lbs	X				
Over 100 lbs	X				
Repetitive Use of Hands/Arms			X		
Repetitive Use of Legs	X				
Eye/Hand Coordination	X				
MENTAL EFFORT:					
Directing Others		X			
Writing			X		
Using Math/Calculations		X			
Talking				X	
Working at Various Tempos				X	
Concentrating Amid Distractions				X	
Remembering Names			X		
Remembering Details				X	
Making Decisions			X		
Working Rapidly				X	
Examining/Observing Details				X	
Discriminating Colors	X				
ENVIRONMENTAL FACTORS:					
Inside					X
Outside		X			
Humid	X				
Hazards	X				
High Places	X				
Hot	X				
Cold	X				
Dry	X				
Wet	X				
Change of Temperature	X				
Dirty	X				
Dusty	X				
Odors	X				
Noisy	X				
Working with Others				X	
Working around Others				X	
Working Alone		X			

Driving Cars, Trucks, forklifts, and other Equipment	YES		NO	X
Being around Scientific Equipment and Machinery	YES		NO	X
Walking on Uneven Ground	YES		NO	X