

## **MATRICULATION COORDINATOR**

### **BASIC FUNCTION**

Provides specialized support to the District's student success and matriculation programs ("programs"); reviews and processes a diverse range of forms for program services; generates reports and data; and provides information on program services.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing specialized duties in support of the District's student success and matriculation programs. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Provides specialized assistance in maintaining student services and support and matriculation programs, policies, and procedures; interprets and communicates matriculation policies, procedures, and regulations for faculty, students, staff, and community members.
2. Ensures submission of management information systems (MIS) data for Student Success and Support Programs (SSSP); coordinates with counseling and other departments for timely submission; processes batch uploads; spot-checks data and verifies data is correct for submission to the state.
3. Processes student educational plans, which includes updating the student's program of study, catalog rights, and educational goals in an automated system; follows up with counselors and counseling staff for corrections/revisions to ensure the accuracy of the data.
4. Runs academic standing for students; analyzes student files to determine need for matriculation follow-up activities; makes independent judgments in the evaluation of student records as required by state and District policies and regulations; identifies and resolves errors.
5. Coordinates the probation/dismissal process including setting timelines, registration holds, and sending notifications through communications management; makes recommendations for system and software improvements.
6. Processes Matriculation Appeal Petitions and Prerequisite Validation forms; researches and evaluates course equivalencies and other course prerequisite criteria to complete matriculation appeals to prerequisites; determines if a course is equivalent based on several sources and/or sends the forms for approval.
7. Conducts the Early Alert process which details communications with students referred for counseling and tutoring; generates Early Alert reports at the end of fall and spring terms, as well as a statistical report which outline whether the students referred sought specific program services and if they successfully completed the class that was the basis for the referral.

8. Generates information for students from the pre/co-requisite drop reports; identifies students who met the pre/co-requisite and should not be dropped; verifies accuracy of each report; within established procedures, takes action to drop students who failed the pre/co-requisite.
9. Troubleshoots issues with student information system and scheduling software; escalates issues to information services as needed; completes system uploads and verifies/audits MIS data before submission.
10. Performs a variety of administrative tasks such as preparing and maintaining files and records, entering data into automated systems, generating and auditing reports, preparing letters and business documents, and attending assigned meetings; maintains program contact information.
11. Provides updates on changes with matriculation forms and processes.
12. Participates in District-provided in-service training programs.
13. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Operations and services of matriculation and student success programs, including student equity and achievement programs.
2. Student educational plan policies and procedures.
3. Purpose and intent of student educational plans.
4. Matriculation rules, regulations, policies, and procedures.
5. Methods and techniques of implementing program services, policies, and procedures.
6. Methods and techniques of developing early alert reports.
7. General business and office administrative procedures.
8. Record keeping principles and practices.

### **Ability to:**

1. Provide specialized support to the District's student success and matriculation program services.
2. Process Matriculation Appeal Petitions and evaluate course equivalencies.
3. Work collaboratively with District faculty, staff, students, and administrators on program services.
4. Generate and maintain accurate computerized records, databases, reports, and files.
5. Identify and process student status for drop reports, academic standing, and probation/dismissal.
6. Establish and maintain filing, record keeping, and tracking systems.
7. Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
8. Exercise independent judgment within general policy and procedural guidelines.
9. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
10. Communicate effectively in the course of performing work tasks.
11. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
12. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
13. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

### **Education and Experience:**

An associate's degree and three (3) years of closely related experience in providing specialized support to matriculation or student success programs; or an equivalent combination of education, training, and/or experience.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.