

## SECTION 1. POSITION INFORMATION

<b>a. Class No./Title:</b> 0108 - Administrative Program Spec	<b>b. Competency Level:</b>
<b>c. Effective Date</b> 3/1/2015	<b>d. Position No:</b> H99816
<b>e. Working Title:</b> VA Certifying Official and Transfer Credit Evaluator	<b>f. Work Unit:</b> Registrar's Office
<b>g. Agency No.:</b> 58018	<b>h. Agency Name:</b> Oregon Tech
<b>i. Employee:</b>	<b>Supervisor:</b> Heather Smith
<b>j. Work Location:</b> Klamath Falls, Oregon	
<b>k. Position :</b> Full Time Permanent Regular Hours	
<b>l. FLSA:</b> Non-Exempt	<b>Eligible for Overtime:</b> Yes

## SECTION 2. PROGRAMMING INFORMATION

**a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.**

This position exists within the Registrar's Office of Oregon Institute of Technology. This office manages student registration, student record keeping, commencement, degree audits, transfer credit evaluation, athletic eligibility, Residency, class scheduling, college catalog, and Institutional Research functions. The office includes the Registrar, Assistant Registrar, one Program Representative 1, four Administrative Program Specialists, two Office Specialist 2 positions, temporary clerical workers and student workers. The office serves a student body of approximately 4,000 students and 247 faculty members and operates with a \$626,000 budget.

**b. Describe the purpose of this position and how it functions within this program by completing this statement:**

The purpose of this Administrative Program Specialist position is to provide technical and administrative support to the work unit by managing the processing of online education transfer evaluations, the associated technologies, and faculty/staff training. This position is required to work independently with minimal guidance, and has the authority to make decisions pertaining to the processes outlined above. This position also provides direct customer service support to students and is designated as the Oregon Tech Veteran's Certification Officer and verifying official for students receiving benefits through the Department of Veteran Affairs and in accordance with the Department of Defense Memorandum of Understanding for tuition assistance.

## SECTION 3. DUTIES

**a. Major Duties**

## Veteran's Affairs(60%)

Certify students who are eligible for Department of Veterans Affairs education benefits as follows:

Provide information regarding all aspects of VA education programs, which include the Montgomery GI Bill Active Duty (Chapter 30), Selected Reserve (Chapter 1606), the Post-9/11 GI Bill (Chapter 33), Survivors & Dependents Assistance (Chapter 35), Reserve Educational Assistance (Chapter 1607), Vocational Rehabilitation (Chapter 31), Work-Study and Tutorial Assistance. Provide information for state of Oregon veterans' education benefit programs which include 2008: SB 1066-Oregon Veterans Dependent Tuition Waiver; 2009: HB2571 Veterans Educational Benefits; 2013: HB2158 Exemption from Non-Resident Tuition. Assist students with resolving difficulties in obtaining VA benefits when possible, referring those situations beyond the knowledge or authority of the Coordinator to the appropriate federal or state department.

Explain VA regulations and policies to students, obtaining interpretations and explanations when necessary from the VA offices in Portland, OR and Muskogee, OK. Maintain all records required by the VA, the state of Oregon and Oregon Tech on students receiving education benefits, adhering to appropriate regulations and requirements. Keep current on all federal, state and campus programs for student veterans, and the processes of those programs, by maintaining contact with appropriate agencies and offices.

Determine for each term which courses can be certified to the VA for each student, using DegreeWorks, the Oregon Tech catalog, and department contacts. Only courses that satisfy degree requirements can be certified.

Attain an expert level of understanding and competence using VA-Once, the web-based certification program provided by the VA for use by colleges and universities to certify qualified students to receive education benefits.

Inform the Business Affairs Office about students who are certified for the Post-9/11 GI Bill, and other Veterans Tuition Assistance Programs and answer questions regarding VA payments made for tuition and fees.

Advise the Business Office and/or Financial Aid office regarding the Post-9/11 GI Bill Yellow Ribbon payments and those students eligible for the Veterans' Dependent Tuition Waiver and Nonresident Veteran Fee Remission programs.

Work with Certifying Officials at other institutions of higher education to determine benefits histories and/or joint certification processes for eligible students.

Communicate with VA Vocational Rehab Counselors to ensure the Chapter 31 beneficiaries are taking the recommended courses, along with providing grades and other information to benefit the student.

Monitor academic progress:

For each student receiving VA education benefits, monitor and evaluate academic progress toward his/her declared degree— both general education requirements and departmental major requirements - by checking three times each term 1) applicability of classes in which the student has enrolled, 2) course adds and drops, 3) course load reductions and complete withdrawals, 4)removals of incompletes and final grades. Determine if changes in enrollments each term alter benefits eligibility, and adjust certification to VA as necessary.

Communicate with departments and students about problems with individual student program plans. Advise students of options in meeting graduation and other academic requirements. Refer students to their major departments when appropriate for clarification of degree requirements in the major. Interpret rules, university policy and laws regarding registration procedures, academic records, graduation and deadlines. Analyze new students' Transfer Evaluation Reports and DegreeWorks on Web for Student with regard to applicability toward students' Oregon Tech degree to ascertain compliance with VA rules regarding accumulation of prior credit as it affects benefits eligibility. Monitor articulation of military credit.

Apply annually to the VA State Approving Agency for continued approval of Oregon Tech degrees and programs. Report final grades for the GoArmyEd and MyCAA military programs. Upload Oregon Tech's annual catalog to the military IA Portal and Maintain Oregon Tech's Veterans Affairs web site, updating and adding new information as necessary. Other administrative support as necessary.

Works closely with the Oregon Tech Veterans Program. This includes, but is not limited to, attending monthly meetings and directing VA work study students that staff the Oregon Tech Veterans Program Office and Registrar's Office. The VA Certifying Official is responsible for and manages all aspects of employment for VA Work Study employed students from the hiring process through termination.

#### Determines Transfer Credit (25%)

Using independent judgment and minimal guidance, examines transcripts for each college student who has attended another college to determine if official and from an accredited institution. Researches courses to determine transferability and applicability to Oregon Tech general education and technical course requirements.

Communicates with students and faculty explaining institutional policy. Evaluation is based on grades, course descriptions, and detailed knowledge of college policies, majors and degree requirements. Coordinates evaluation and management of technical courses with departmental faculty when needed.

Evaluates military job descriptions to determine credits. Equivalencies for International Students are determined by using an evaluation prepared by a credentialed outside agency. Conducts comparisons of course descriptions of Oregon Tech with those of other colleges to determine course equivalence, currency and accuracy while interpreting rules, policies and procedures.

Works with academic departments to update the database and keep all courses with transferability current and accurate. At the end of each academic year, reviews other Oregon colleges curriculum changes and updates our database as required.

Offers trainings to new students, current students, faculty and staff (at all Oregon Tech locations) regarding Oregon Tech academic and/or transfer policies and procedures. Working closely with the Office of Academic Agreements ensures that articulation agreements meet the Oregon Tech standards of accepted transfer courses, update the Banner SIS database, proofread individual agreements for accuracy before they are finalized and implements transfer credit evaluations by program.

#### Budget/Purchasing/Travel (8%)

Handles purchasing and financial transactions for the office, including travel arrangements, Procurement card, and budget reconciliation.

#### Website (2%)

Manage and update the Registrar's Office website on an on-going basis.

#### Student Services (5%)

Provides direct services to students regarding registration, student records, and academic policies and procedures. Registers students, processes class add/drops, and issues transcripts.

Assist students, faculty and others with various online processes; teach constituents how to use the self-service options available to handle their enrollment needs.

Utilize Banner, and other Oregon Tech systems to provide information and problem solve individual student needs.

## **b. Marginal Duties**

### **SECTION 4. WORKING CONDITIONS**

**Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.**

Must adapt quickly to constantly changing and complex policies and procedures. Makes recommendations regarding needs and/or changes to policies and procedures and implements those changes. Greatly influences the perception of Oregon Tech and the Registrar's Office by interactions with prospective and current students, parents, and other college's personnel. Employee must have a high level of initiative, personal motivation and the ability to work under pressure. Strong organizational, interpersonal, and communication skills are required. The ability to work independently and also as a part of a team is essential. The ability to work with diverse populations including prospective and current students, faculty and staff is essential. Excellent writing, speaking and presentation skills necessary. Employee most often independently resolves problems, assesses needs and determines and implements appropriate course of action. Coordinates work with Institutional Research and Admissions Office to ensure quality standards. Must work under pressure of continual deadlines with duties being performed on a revolving priority basis. Must work with interruptions from telephone and in-person interviews with students, faculty, and other staff. Must deal frequently with persons who are irate, frustrated and/or confused. Includes extensive contact with prospective students, current students, former students, faculty and administrative offices on campus. Includes extensive use of computers, including specialized knowledge of a complex Student Information System, related software and relational databases.

### **SECTION 5. GUIDELINES**

**a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.**

1. State and Federal Laws.
2. FERPA
3. Oregon Tech policies governing discrimination and records.
4. VA Policies and Procedures.
5. Oregon Tech Transfer standards and requirements.
6. Desk procedures on transfer standards, graduation requirements, course requirements, and general degree requirements.
7. Desk procedures and manuals on courses from other colleges and Oregon Tech Equivalents.
8. Approved curriculum standards
9. Oregon Tech catalog
- 10 Unwritten Registrar procedures and precedents.

**b. How are these guidelines used to perform the job?**

1, 2, 3, are used to protect confidentiality of student records and assure equal access to education through consistent application of standards.

4. For administration, reporting, and management of Veteran's Educational Benefits and VA Work Study.

5. Evaluate course work equivalence to Oregon Tech courses to determine transfer credit hours and progress toward degree as well as graduation requirements. These are used to keep up-to-date on courses content and numbering at other colleges.

6, 7,8, 9 Constantly changing standards, curriculum requirements and policies can affect transfer students, degree requirements, and VA benefit eligibility for students.

9, 10 is used to determine institutional policies, although experience and judgment are required to interpret the

policies in many situations.

In many cases, independent judgement is used to interpret the laws, policies and procedures as they apply to this position.

## SECTION 6. WORK CONTACTS

**With whom outside of co-workers in this work unit must this position regularly come into contact?**

<b>Who Contacted</b>	<b>How</b>	<b>Purpose</b>	<b>How Often</b>
Oregon Tech BAO and Financial Aid	Phone/Email/In Person/Fax	In regards to Post 9/11 GI Bill tuition and fees and Yellow Ribbon payments, Veterans' Dependent Tuition Waiver, Choice Act, and Nonresident Veteran Fee Remission.	Monthly
General Public	Phone/Email/In Person	Answers questions about VA and State of Oregon veterans' education benefits.	Weekly/Monthly
Veterans and Students	Phone/Email/In Person	Veterans' benefits eligibility, VA certification, registration issues and academic advising. Giving and securing information, explaining policies and operations, solving problems, and web training.	Daily
Oregon Tech Faculty/Staff	Phone/Email/In Person	Issues related to student schedules, progress toward degree completion and academic requirements. Securing information in relation to transference of courses to Oregon Tech.	Daily/Weekly
VA and Other Certifying Officials	Phone/Email/Fax	Issues related to student eligibility for benefits, certification problems, VA procedural questions and questions on the VA certification system.	Daily/Weekly

## SECTION 7. JOB-RELATED DECISION MAKING

**Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.**

Inform VA when student veterans have certification problems or direct student veterans to a course of action when benefits are delayed or when questions of eligibility arise. Such decisions assist the VA and the students in getting appropriate benefits paid to eligible students in a timely and efficient manner.

Advise students on their options when they apply for Chapter 33 benefits. They need to make an irrevocable date of election and this has a direct and significant effect on the number of months of benefits they receive.

Provide academic advising to students receiving VA education benefits and assist them in registration and course selection decisions to ensure that their academic progress is maintained and to prevent jeopardizing receipt of benefits.

Compute correct amounts of tuition, fees, and Yellow Ribbon payments in order to certify these amounts to the VA for Post-9/11 GI Bill benefits.

Determine eligibility for Veterans' Dependent Tuition Waiver, Nonresident Veteran Fee Remission, Choice Act, and Yellow Ribbon.

Advise supervisor when problems arise to ensure that assigned work is completed.

Ensures that faculty are upholding institutional guidelines that are job related. Makes recommendations regarding needs and/or changes to policies and procedures and implements those changes. Most often the employee works independently to resolve problems, assess needs and determines and implements appropriate course of actions.

## **SECTION 8. REVIEW OF WORK**

**Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?**

Work receives general supervision by the Assistant Registrar (H99413) and the Registrar (H99460). The review is conducted annually by the Assistant Registrar and as needed to ensure adherence to the policies is complete.

## **SECTION 9. ADDITIONAL JOB-RELATED INFORMATION**

**Any other comments that would add to the understanding of this position:**

Acceptable performance of the duties of this position requires patience, good judgment, discretion and positive communication techniques due to frequent contact and interaction with distressed individuals.