

SUPERVISOR, EVALUATIONS UNIT

SALARY GRADE: [C4-63](#)

DEFINITION:

Under general direction, coordinates and monitors the operations of the Evaluation Office; performs complex research and analysis and reporting functions with college-wide and/or District-wide impact; trains staff on all aspects of assessment of transfer credits, general education certifications, diplomas, certificates, prerequisite clearances, and related issues; manages degree audit system; ensures compliance, reporting, and accountability in accordance with federal and state regulations and District policies and procedures; and performs related duties as assigned.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Oversees and coordinates the operations of the Evaluation Office including assessment of transfer credits, general education certifications, diplomas, certificates, prerequisite clearances, and related issues; implements policies and directives according to District, federal, or state guidelines and regulations.
2. Participates in the planning, development, and implementation of policies, procedures, and action plans for assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
3. Provides direction, training, orientation, and guidance to assigned staff; plans, schedules, prioritizes, and assigns work; provides recommendations for selection and input on performance evaluations.
4. Coordinates and participates in the evaluation of transfer coursework from domestic and foreign colleges and universities, military, and other educational institutions for course equivalency with College courses to clear major and general education (GE) requirements for degrees and certificates; prepares Intersegmental General Education Transfer Curriculum (IGETC) University of California (UC) or California State University (CSU) or CSU GE certification of articulated courses and forwards to transfer school in accordance with established standards, policies, and procedures.
5. Research statewide articulation database, course descriptions, and syllabi to recommend course equivalencies and identify discrepancies; codes transcripts and clears prerequisites; prepares recommendations and reports.
6. Coordinates the review and evaluation of applications for degrees and certificates of achievement, including conducting degree audits to verify requirements are met; reviews list provided to Marketing of students meeting and not meeting graduation requirements; notifies and corresponds with students, staff, faculty, and management on status of graduation applications; prints diplomas, certificates of achievements, and replacements.
7. Performs complex research assignments having college-wide or District-wide implications, analyzes data, interprets results, and develops reports; writes annual program review.
8. Oversees and coordinates the use, maintenance, and functionality of various data management systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures; builds and maintains major, program, college, and cohort codes; establishes parameters and creates reports; programs content changes as needed; submits reports in compliance with state reporting requirements and to management, faculty, and/or staff as requested.
9. Serves as the lead resource and primary contact with counselors and advisors, the college community, and inter-segmental institutions in providing information and interpretation of articulation, transfer, and graduation policies and procedures.

10. Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
11. Serves on committees as assigned; advises, consults, communicates, and assists committees with weekly agendas, minutes, and materials packets as needed.
12. Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
13. Stays abreast of new trends and innovations in the field of articulation, transcript and course evaluation, and degree/certificate assessments; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
14. Learns and applies computer programming languages such as HTML and SQL to support optimal performance for end-users: backup and recovery strategies, database and system updates and training, including communication of and plan for troubleshooting errors.
15. Performs related duties and responsibilities as required.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility including Title V (Education), California Code of Regulations.
2. Principles and practices of program and/or office coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
3. Curriculum development processes, guidelines, policies, and procedures used in the curriculum articulation process for two and four-year colleges, as well as state community college regulations and requirements.
4. Reference materials and resources available to evaluate traditional and non-traditional coursework.
5. Transfer-admissions requirements and guidelines for in-state and out-of-state educational institutions.
6. Proper techniques involved in evaluating transcripts.
7. Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
8. Principles, practices, and technologies used in the development and maintenance of data management systems related to articulation, transcript and course evaluation, and degree/certificate assessments and reporting.
9. Development and presentation of programs and workshops.
10. Budget preparation and control.
11. Principles and practices of data collection and analysis and report preparation.
12. Principles and practices of supervision and training and providing work direction to others.
13. Record keeping principles and procedures.
14. English usage, grammar, spelling, vocabulary, and punctuation.
15. Interpersonal skills using tact, patience and courtesy.
16. Modern office practices, methods, and computer equipment and software relevant to work performed.
17. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
3. Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program and/or office.

4. Develop, implement, and coordinate assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
5. Coordinate and oversee programmatic accountability and regulatory reporting activities.
6. Plan, organize, and carry out assignments from management staff with minimal direction.
7. Analyze, interpret, summarize, and present information and data in an effective manner.
8. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Plan, organize, schedule, assign, train, and review the work of assigned staff.
11. Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
12. Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination equivalent to:

1. A bachelor's degree from an accredited college or university in a related field.
2. Five years of experience in college admissions office, counseling office, or other environment dealing with college degree programs, students or student records, including one year of supervisory or management experience.

Preferred Qualifications

1. Experience working in an educational setting, preferably in a community college.
2. Experience using an integrated database system such as Banner.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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