



## Student Services Classification Plan

*Part A: Student Services Professional Series*

*Part B: Student Services Professional, Academic Related Series*

*Part C: Student Services Professional, Supervisory Series*

*Part D: Student Services Professional, Management Series*

### INTRODUCTION

Student Services programs and activities in The California State University are integral parts of the total development and general education of each student, and fulfill two general purposes. On the one hand, they are concerned with the administration of vital supporting services which are basic to the efficient operation of any institution of higher education, such as: Financial Aid, Housing and Admissions and Records. These supporting services are related operationally to each other and focus upon individual as well as groups of students. On the other hand, the Student Services staff is also concerned with carrying on programs which in themselves are educational in nature and are considered a necessary part of the total campus program. Student Services programs and activities attempt to supplement the total life of the campus, whereby students are encouraged to participate in intellectual and cultural activities which are not limited to formal study.

Every member of the campus community—faculty, administrative staff, Student Services staff— performs key functions related to Student Services programs from time to time. Coordinating responsibility for many of these programs is shared between the Student Services offices and other offices of the campus. For instance, faculty members may identify students who have specific needs and may refer the students to a Student Services office such as a Learning Assistance Center, Counseling Center, or a Student Placement and Career Center.

Professional Student Services work requires a considerable degree of sensitivity, understanding and maturity in order to provide students with sound direction concerning educational and career goals, personal educational problems, essential campus services, and to resolve such fundamental questions as student involvement in campus policy and decision making. The current need is for ingenuity and creativity in developing new approaches to these needs and problems. Such concerns require a broad and in-depth approach as well as general knowledge of all Student Services programs and offices.

The development of this Student Services classifications plan has been based upon fundamental premises.

1. The Student Services programs and activities facilitate the objectives of higher education and the particular educational programs of the campus. The role of the Student Services office within the academic community is only slightly different from the role of an academic division.
2. The Student Services classification plan should be designed to preserve and promote the integration of the Student Services programs and activities within the Student Services Division(s) and with the total educational program and objectives of the campus.
3. The Student Services classification plan must provide sufficient flexibility to serve effectively the needs of the various campuses of The California State University system.

4. The Student Services classification plan should be of such a nature that professional individuals with the best possible combinations of knowledges, skills and abilities are attracted to and retained in the profession.
5. The Student Services classifications plan should recognize that the required duties and responsibilities determine the level of each position which in turn is impacted by the competence of the individual (including training and experience) and by the developing nature of the assignments.

**The Four Series:**

This new Student Services classification plan includes four series:

- (1) one series for nonsupervisory and nonmanagerial professional employees;
- (2) one series for nonsupervisory and nonmanagerial, academic, closely related employees;
- (3) one series for supervisory employees;
- (4) one series for managerial employees.

The administrative employee series, entitled Student Services Professional (SSP), covers positions whose incumbents are engaged in a variety of progressively responsible administrative, advisory, coordinating, analytical and/or developmental responsibilities requiring the equivalent of a college degree and varying amounts of related experience for entry and advancement in the series.

The Academic Closely Related Series entitled Student Services Professional, Academic Related (SSP, AR), is reserved for sensitive and responsible counseling positions within Student Services which require possession of advanced training typically gained in a doctoral program in a field related to Student Services work. The series was *not* designed for the typical supervisory and managerial positions, but has been defined carefully to include only those positions that are academically related, e.g., counseling, and which require qualifications comparable to those of the faculty. Some positions may have lead responsibilities.

A three-level supervisory series, entitled Supervising Student Services Professional (SSSP), is provided within this classification plan. Use of the SSSP series is *limited* to positions which perform the full scope of supervisory duties listed in the series definition for *substantial* amounts of time. Positions with limited aspects of supervisory responsibility should be considered "lead" and placed either the SSP or the SSP, AR series as appropriate.

The managerial series is designated as Student Services Professional–Management (SSP-M). Positions in the Management series are responsible for planning, organizing, developing and implementing the administration of one or more major Student Services programs. These administrative processes include decisions related to the retention tenure and promotion of employees, the coordination and utilization of budget and personnel resources, and the integration of the various components of the program.