Date: September 13, 2012

To: Human Resources Officers

From: Evelyn Nazario
Associate Vice Chancellor
Human Resources Management & CO HR Services

Subject: Campus Review – Draft Credential Analyst Classification Standard (Unit 4)

Overview

Audience: Human Resources Officers, Classification/Compensation Managers, and campus management responsible for hiring staff performing credentialing work

Action Item: Review draft classification standard and provide feedback by October 5, 2012

Affected Employee Group(s)/Unit(s): Employees in credentialing classifications in Unit 4 (APC).

Summary

This Technical Letter provides an overview of the revised Credential Analyst Classification Standard and requests your review and feedback of the proposed draft. The classifications in this study include: Credential Analyst Trainee, Credential Analyst I, and Credential Analyst II.

Study Background: The Credential Analyst classification standard has not been updated for several years. There have been significant changes to the processes and technology related to the field of credentialing. Human Resources has developed a proposed draft Credential Analyst classification standard to reflect updated language and format for the following classifications:

- Credential Analyst Trainee
- Credential Analyst I
- Credential Analyst II

The proposed draft classification standard was developed based on the results of an internal campus needs assessment survey, as well as reviewed by campus experts in the credentialing area and human resources representatives.

Distribution:
CSU Presidents
Vice Presidents, Administration
Vice Chancellor, Human Resources
HR Professionals
Vice President, Academic Affairs
Highlights of the Proposed Changes:

- The Credential Analyst classification standard has been revised to be consistent with the new classification standards format.
- Updated technology and terminology language reflect the work currently being performed today.

Campus Review: The draft Credential Analyst Classification Standard is attached. Your review and feedback are critical to the development of the final classification standard and assists us in ensuring that the new classification standard meets campuses’ operational needs. As you review the attached draft, please consider the following:

- Does the proposed classification standard adequately cover the breadth of work performed by the incumbents today and potentially for the next five years?
- Are the distinctions between the classifications clearly defined?
- Are any core functions or work descriptions missing? If yes, please provide these.
- Are there any critical knowledge, skills and abilities missing? If yes, please provide these.
- Is the language in the classification standard flexible enough to accommodate ongoing changes in the industry and the differences in campus operations systemwide?

Sending in Feedback: Thank you in advance for your time and effort in reviewing the draft classification standard. We look forward to hearing from you by Friday, October 5, 2012. We request that campus human resources coordinate their response with the appropriate campus management and submit consolidated feedback. Please provide written comments to Charlene Tsunezumi, Manager, Compensation and Classification, via e-mail to ctsunezumi@calstate.edu.

Next Steps: Campus feedback will be reviewed and revisions will be made, as appropriate. Salary ranges and impact to employees are subject to collective bargaining and will be addressed after the classification standard is finalized. Campus HR departments will be consulted and updated throughout the process.

Should you have any questions regarding this Technical Letter, please contact Charlene Tsunezumi in Human Resources Management at (562) 951-4344.

EN/ct

Attachment
OVERVIEW:
Credential Analysts evaluate academic qualifications, determine eligibility for credentials and permits, interpret and apply the California Education Code and other regulations pertaining to the issuance of various credentials, certificates and permits for public school teaching and service in California. Incumbents apply knowledge of credential rules and regulations, program standards and educational codes and serve as a campus resource and provide assistance, guidance and current information to students, faculty and other parties regarding State and campus credentialing requirements.

Positions are assigned to classifications in this series on the basis of the degree of complexity, difficulty, and variety of duties performed; amount of independence, originality, and discretionary decision-making authority delegated to the position; and demonstrated level of knowledge of the credentialing process, procedures, and practices. All classifications abide by the California Commission on Teacher Credentialing (CTC) approved credential program requirements, California Education Code, and CSU program guidelines.

All classifications require attention to detail, the ability to organize a high volume of work effectively and meet strict deadlines; interpret, apply, and determine appropriate action utilizing policies, procedures, guidelines, program standards, and educational codes; establish and maintain effective working relationships with others; exercise tact, courtesy, and good judgment in responding to others; access and navigate student information systems, and the CTC system; and use current computer word processing, spreadsheet software programs, and web browsers. Incumbents may be assigned responsibility for providing training, guidance and assistance to other employees.

Incumbents in this series are distinguished from the administrative support classifications by the responsibility of reviewing and evaluating applications for State teaching, service and specialist credentials, determining candidate eligibility, and recommending and approving applications for document issuance to the CTC. The Credential Analyst series is distinguished from the Student Services Professional Series by the focus on the credentialing process and related credentialing activities. Incumbents in the Student Services Professional Series perform duties involving the assessing, interpreting or influencing of individual student behavior, adjustment to campus life and educational goal choices.

**Credential Analyst Trainee** – The trainee classification provides opportunity to participate in a campus training program and acquire the essential knowledge and abilities to perform the duties of a Credential Analyst I. The methods of performing work are well established and work is regularly reviewed. Training is typically for a period of 6-12 months. Permanent status cannot be earned in this classification.

**Credential Analyst I** – Entry level classification in the series. Incumbents follow general instructions and well-defined procedures. Work is typically constant, and fairly standardized in nature. Complex transactions are completed on the basis of general instructions. Incumbents review credential applications and make recommendations on whether a credential, certificate or teaching permit be issued.

**Credential Analyst II** – Incumbents in this classification exercise considerable judgment, initiative and independence to achieve results and have the full authority to recommend and approve to the CTC that a credential, certificate or teaching permit be issued to an applicant. Incumbents may provide technical and/or work direction to other staff.
TYPICAL ACTIVITIES:
The following examples of typical work activities are meant to illustrate the general range of work functions performed by Credential Analysts; they are not meant to be all inclusive or restrictive. Work assignments may involve other related activities within the scope of each classification. Credential Analysts typically perform duties that include some or all of the following: data entry; scan documents; post credential preparation testing dates, activities and schedules; maintain files; coordinate campus activities and workshops; review transcripts; compile data and prepare reports; prepare correspondence; and may perform routine clerical functions as needed, such as sorting mail, greeting customers, answering phones and providing assistance, filing and using standard office equipment.

CREDENTIAL ANALYST TRAINEE
The Credential Analyst Trainee participates in a campus training program for a period of 6-12 months. Through general instructions and well defined procedures, incumbents learn State standards and requirements for teaching and service credentials, and learn to process applications, evaluate academic qualifications, determine credit to be issued towards credentials and permits, and interpret and apply the California Education Code and other regulations pertaining to the issuance of various credentials, certificates and permits for public school teaching and service in California.

MINIMUM QUALIFICATIONS:
Knowledge and Abilities:
Knowledge of general office procedures, methods, and practices; knowledge of the techniques used in processing information.

Ability to, or quickly acquire the skill to, learn and apply State standards and requirements for teaching and service credentials, certificates, and permits; process applications; evaluate academic qualifications and determine credit to be issued towards credentials, certificates and permits; interpret and apply the California Education Code and other regulations pertaining to the granting of various credentials and permits for public school teaching and service in California; use web browsers; navigate student information systems, and the CTC system.

Ability to check and verify complex records and detailed information for compliance with established criteria; write correspondence and prepare standard reports; demonstrate thoroughness and accuracy; interpret and apply written regulations; maintain confidentiality of information; use current computer word processing and spreadsheet software programs; accurately enter data; follow oral and written instructions; communicate effectively with others; and read and write English at a level appropriate to the position.

Experience:
Equivalent training and experience involving academic, administrative, fiscal or statistical recordkeeping and processing or course work involving the development of analytical skills.

CREDENTIAL ANALYST I
The Credential Analyst I reviews credential applications and recommends a credential, certificate or permit be issued. Incumbents evaluate academic qualifications and determine credit to be granted towards credentials, certificates and permits; process applications for teaching credentials and permits, and reject applications that do not meet mandated requirements; maintain resource documents that describe all rules and requirements for each type of credential; circulate and post announcements regarding test dates, activities and schedules related to credential preparation; provide forms, handouts and instructions related to applying for credentials; maintain files on students seeking credentials; announce, schedule and coordinate campus activities and workshops related to the teacher preparation program; advise and assist students and members of faculty, faculty committees and other interested parties by interpreting credential rules, regulations and processes.

MINIMUM QUALIFICATIONS:
Knowledge:
Thorough knowledge of State standards and requirements for teaching and service credentials; general knowledge of educational practices in California school systems related to employment of teachers or other school professionals with credentials or permits; general knowledge of school internship programs; and a broad understanding of the credentialing process.
**Abilities:**
Ability to interpret for others and correctly apply the California Education Code and other such regulations pertaining to the issuance of the various credentials, certificates or permits for public school teaching and service in California; schedule participants for interviews, workshops or teaching related activities; evaluate academic qualifications and determine credit to be granted toward credentials, certificates and permits; prepare correspondence, records, and reports; establish and maintain cooperative working relationships with others, and use current computer word processing, spreadsheet software programs, web browsers, student information systems and the CTC system; and read and write English at a level appropriate to the position.

**Experience:**
Equivalent to one year of experience evaluating academic qualifications of applicants for public school credentials, certificates or permits; or equivalent to two years of experience processing academic records to determine eligibility for admissions or degrees.

**Education:**
Any equivalent combination of education and experience which provides the required knowledge and abilities.

**CREDENTIAL ANALYST II**
The Credential Analyst II performs credentialing duties requiring considerable judgment, initiative and independence, and requires comprehensive knowledge of credentialing rules and regulations, program standards and educational codes. Incumbents in this classification have the authority to make the final determination of candidate eligibility to receive a credential, recommend and approve an application, and submit directly to the CTC.

In addition to activities outlined in Credential Analyst I, incumbents may also perform some or all of the following: gather, track and report credential admission, enrollment and recommendation data; prepare and validate complex reports; maintain historic credential program documentation; provide training, guidance and assistance to other credentialing staff; and may lead day-to-day activities.

**MINIMUM QUALIFICATIONS:**

**Knowledge:**
Comprehensive knowledge of State standards and requirements for the full range of teaching or service credentials; thorough knowledge of educational practices related to employment of school professionals and teachers with credentials, certificates, or permits in California school systems; comprehensive understanding of the credentialing process; thorough knowledge of school internship programs; and a general knowledge of teacher preparation programs and other educator preparation programs.

**Abilities:**
In addition to the Credential Analyst I abilities, must be able to: maintain required data on all candidates for campus, state, and national reporting; validate and analyze data; and make accurate projections and conclusions.

**Experience:**
Equivalent to two years of experience in the review, analysis, evaluation or processing applications for teaching credentials, certificates or permits.

**Education:**
Any equivalent combination of education and experience which provides the required knowledge and abilities.