



**Connecticut State Community College
Job Description
Associate Director of Transfer Credit Evaluation**

Salary Level:
CCP 18 (Subject to Willis)

Date Approved/Revised:
6/23/22

Position Purpose:

The Associate Director of Transfer Credit Evaluation manages the admissions transfer credit evaluation process and procedures in coordination with the Director of Student Orientation and Onboarding across all twelve campuses. The position serves as a functional support to college end users of Hyland OnBase, Transfer Capture, document imaging and Banner.

In collaboration with campus partners, this student-centered position will also include maintaining compliance with policies, laws and regulations set by the Board of Regents, CCCC, as well as local, federal, and grant requirements. The Associate Director of Transfer Credit Evaluation must demonstrate a commitment to the values of inclusion, equity, and diversity and support the missions of the Office of Student Orientation and Onboarding.

Supervisory and Other Relationships

The Associate Director of Transfer Credit Evaluation reports to the Director of Orientation and Onboarding or higher-level administrator. The incumbent maintains direct supervision of Transfer Credit Evaluation Coordinators to manage their day-to-day activities.

Examples of Duties:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Evaluate transfer credit evaluation process to develop and maintain streamline process for review of Advanced Placement, CLEP (College Level Examination Program), IB (International Baccalaureate), credit official college Transfers – including military and international documents.
- Leads implementation of all technology software related to transfer credit evaluation needs such as transfer credit evaluation platforms, student information systems such as Banner, reporting's software, document imaging software as well as any related Transfer credit evaluation related software packages.
- Performs regular quality assurance audits on transfer credit evaluation processes and takes corrective action as needed.
- Plans and supervises administration of transfer credit evaluations, course equivalencies, course overrides, pre-requisite waivers and preliminary Transfer credit evaluation reviews.
- Supervises Transfer Credit Evaluation Coordinators.
- Maintains daily tasks of the Transfer Credit Evaluation Coordinators across twelve campuses and assigns key tasks.
- Monitors and assess transfer credit evaluation completions.
- Configures transfer credit evaluation workflow process within Hyland OnBase – Transcript Capture, Banner, Parchment, and CRM (Customer Relationship Management) Recruit.
- Facilitates training and professional development to support Transfer Credit Coordinator staff.
- Collaborates with leadership in the implementation and maintenance of ongoing technology training.
- Ensures the system-wide calendar for transfer credit evaluation is followed by the Transfer Credit Coordinators.
- Assist with the review, further development and maintenance of policies and procedures as it relates to Transfer credit evaluation policies.
- Analyze academic Transfers and verify authenticity of Transfers, determining acceptability of credits to the college's programs and identifying equivalent courses in the College's curriculum.

- Coordinates college transfer credit evaluation information sessions.
- Manages and collaborates with key staff, including recruiters, selective admissions personnel, orientation and international student staff, and guided pathways advisors, as well as other enrollment management staff regarding Transfer credit evaluation.
- Works collaboratively with CT State Community College's faculty and program coordinators to ensure accuracy of transfer college credits and course equivalency.
- Prepares Transfer Credit Evaluation policy recommendations based on student and academic affairs research.
- Collects and compiles transfer credit evaluation statistics for internal reporting purposes.
- Provide input and maintain databases of transfer credit evaluation and course equivalencies to support course placement and transferrable course credits of transfer students.
- Develops marketing brochures, and correspondence letters – email, text or follow-up telephone calls.
- Monitors and assesses transfer credit evaluation workflow process and technologies – provides recommendations for efficiency.
- Develop and maintain communication plan to engage and update applicable student populations in the transfer credit evaluation process.
- Maintain service level agreements with all internal and external stakeholders.
- Maintain technology compliance as it relates to transfer credit evaluation platforms such as Hyland OnBase, Transcript Capture, Parchment, and other customer relation management partners.
- Maintains statistical evidence and descriptive records of transfer credit evaluation, transfer events and technology progress.
- Compiles and disseminates timely progress reports.
- Serve on divisional and institutional committees and workgroups as needed.
- Adheres to FERPA (Family Educational Rights and Privacy Act) and other departmental policies, procedures, and regulations. pertaining to student records.

Professional Participation and Development

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at committee, staff, informational and professional meetings.
- Participates in admissions, recruitment and enrollment events as required.

Qualifications:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Admissions, enrollment, advising, and transfer credit evaluation services
- Navigating federal, and state laws and regulations related to admissions and compliance.
- Knowledge of transfer credit evaluations and course equivalency policies and practices.
- Strong information technology skills demonstrated through familiarity with college database systems preferred.
- Knowledge of the transition needs of dual enrollment, transfer, readmit students including international and military student populations.
- Experience using and analyzing admissions transfer data to make data informed decisions on processes.
- Knowledge of software platforms utilized in admissions, registration and advising.
- Experience working in a higher education institution or similar environment.

These skills and abilities are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with 1-4 years of related experience and up to two years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the positions' s essential duties.

Work Environment

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty, and staff gather. The work does not normally involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.