Reception - **EUR 401**

- Welcome students, faculty, and campus community.
- Provide general information on graduate, undergraduate, and credential programs.
- Receive email and telephone calls and direct them to appropriate department.
- Distribute forms and materials.
- Provide student forms (add/drop, incomplete, change of major, course substitution, advancement to candidacy, etc.).
- Create and maintain a log of incoming voicemail messages.
- Maintain calendar for drop in hours and events within AERO.

**Program Faculty and Student Support - EUR 401**

- Support faculty and students.
- Assist faculty with room reservations, class room changes, and parking requests.
- Assist students with registration issues and form processing.
- Assist faculty with grant purchases and travel claims.
- Maintain active files in EUR 435.
- Registration and verification of pre- and co-requisites.
- Class availability and wait lists.
- Schedule orientations, outreach, and admissions/interviews (AERO and Program Support).
- Textbooks orders/procedures.
- Office hours – posting and changes.
- Faculty request for support services – supplies, photocopies, and fax.
- Interpreters for deaf study faculty and events.
- Collect syllabi each semester.
Advising, Equity, Retention, Recruitment, Recommendation and Outreach
(AER₃O) Office - EUR 437

- Undergraduate, graduate, and credential (Kathe and Ashley)
  - Assist in career exploration
  - Advise on program admissions requirements
  - Manage outreach and recruitment effort
  - Advising on adding education minor and advising on exploring on major education
- Credentials (Beth) - EUR 216
  - Credentials – child development permit processing
  - Credential recommendations for all programs
  - Transcript evaluations for supplementary authorizations
  - Out of state credential evaluation
  - Verify Pell grant for teachers
- Equity (Adriana)
  - Career decisions and selecting a major
  - Academic and personal advising (for example, minors in education, maintaining GPA, course selection, study and test-taking skills)
  - Faculty and peer mentoring
  - Support with CBEST and CSET (study sessions, workshops, one-on-one)
  - Information and assistance with the credential application process
  - Financial aid and scholarship information
  - Tutoring referrals
  - Transfer student advising

Office Coordination Staff - EUR 401

- Assistant to chair
- Hiring PT / contracts / workload / assign time, release time
- Entitlement
- PTFs
- RTP letters and maintain files
- Process forms A & B’s for curriculum development
- Hybrid and online classes (scheduling)
- Maintain and reconcile budget – with chair
- Procurement (entering requisitions, purchase orders, etc)
Branch Chairs – EUR 401

- Manage the academic and program support services unit.
- Supervise unit staff
- Faculty and student relations liaison (internal and external)
- Scheduling (chairs)
- Maintain course scheduling
- Assign and schedule classrooms
- Manage RTP process
- Personnel hiring (PT, tenure track, and staff)
- Course development (internal and external)
- Community and school district liaison

Dean’s Office/Development/External Programs/PACT – EUR 206A

- Assistant to Dean and Associate Dean
- Signature forms for Dean and Associate Dean (e.g. Travel, keys, personnel, etc.)
- Master timekeeper (La Tina)
- Student hiring (Kristin)
- TaskStream
- Scholarships
- Graphics
- Personnel (faculty, PT, staff hires, student)
- Budget
- Community Relations (external and Internal)
- MOU’s
- Development/Advancement
- Graduation
- Event / special programs
- Schedules (Dean, Associate Dean, college meetings, college calendar, computer labs)
- PACT

CCDS – EUR 421

- Scheduling clients for Counseling services, Diagnostic services, Career counseling, GATE testing, Vocational Rehabilitation
- Schedule practicum classes for faculty