

3.9.3 The institution provides a sufficient number of qualified staff—with appropriate education or experience in the student affairs area—to accomplish the mission of the institution. **(Qualified staff)**

Compliance Partial Compliance Non-Compliance

Narrative:

The institution employs qualified personnel with appropriate education and/or experience to ensure the quality and effectiveness of its student affairs programs and to accomplish the mission of the institution. A [chart](#) detailing the educational backgrounds and key points of relevant experience of each of these employees is provided below. In addition, the chart links to the most current job description for each position listed.

Chattahoochee Valley Community College (CVCC) offers a variety of [student services](#) to assist students with both personal and educational needs, including tutoring, orientation, counseling and guidance services, disability services, academic advisement, student activities and organizations, career development, and job placement assistance.

The [Student Services Unit](#), which includes admissions, registration, financial aid, student activities, disability services, tutoring, athletics, campus security, and recruiting, reports to the Dean of Student Services, who reports to the Vice President and Dean of the College. Additional student support is provided through the Office of Counseling, Advising and Testing. The directors of these areas report to the Vice President/Dean of the College.

Within these two areas, there are 23 full-time staff members, including administrative support staff, and seven part-time staff members (see [chart](#) below). The Vice President/Dean of the College has an earned doctorate in Higher Education Administration and more than 18 years of experience in higher education, previously serving as the Dean of Student and Administrative Services at CVCC for eight years. The Dean of Student Services has an earned doctorate in Education Administration and 12 years of experience in higher education.

Staff members are provided opportunities for professional development to ensure their continued ability to serve students. Staff members belong to state and national [professional organizations](#) and are provided with [professional development dollars](#) in order to travel to state and national conferences to learn about best practices within their individual areas of expertise.

Chattahoochee Valley Community College				
Position	Name	Minimum Job Qualifications	Education	Experience
Vice President and Dean of the College	David Hodge	Job Description Vice President and Dean of the College	Ed. D. - Higher Education Administration M.S. - Counselor Education/Agency Counseling	2004 – 2012– Dean of Student and Administrative Services at Chattahoochee Valley Community College 1998-2004 – Student Success Counselor III/Director of Plains Truth Project/Director of Safe Harbor, Auburn University

				<p>1994-1998 – Substance Abuse Counseling Manager, University of South Alabama</p> <ul style="list-style-type: none"> • 18+ years of progressively responsible higher education experience. • Through the positions above, the individual possessed a thorough understanding of counseling services, academic advising, and career planning, knowledge of ADA services and federal compliance requirements, and knowledge of admissions and financial aid policies and procedures, including legal responsibilities and institutional policies.
Administrative Assistant to the Dean of Instruction	Teala Sykes	Job Description Administrative Assistant to the Dean of Instruction	<p>M.B.A.</p> <p>B.S. – Human Services, Minor: Psychology</p>	<p>2011- November 2012– Admissions Clerk, Chattahoochee Valley Community College</p> <p>2006-2011 – Cashier/Bookseller, Barnes & Noble Bookstore (Troy University)</p> <p>2005-2011 – Part-time Computer Lab Assistant, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 6 years experience in a college environment • 5 years customer service experience
Dean of Student Services	K. Joy Hamm	Job Description Dean of Student Services	<p>Ed.D. – Educational Administration</p> <p>M.A. – Counselor Education BA Political Science & Psychology</p>	<p>2006-2012 – Assistant Dean of Students, Georgia Southern University</p> <p>2003-2006 – Patterson Court Advisor, Davidson College</p> <p>2001-2003 – Area Director & Advisor to Fraternities and Sororities, Wingate University</p> <p>2000-2001 – Residence</p>

				<p>Coordinator & Judicial Affairs Coordinator, Wingate University</p> <ul style="list-style-type: none"> • 12+ years of higher education administration experience including residence life, student conduct, leadership development, fraternity and sorority relations, alcohol and other drug education, and teaching orientation courses • Membership in several national professional organizations • Experienced in grant writing and administration
Administrative Assistant to the Dean of Student Services	Jackie Grant	Job Description Administrative Assistant to Dean of Student Services	<p>M.B.A.</p> <p>B.S. - Business Administration</p>	<p>2004-Present – Administrative Assistant to the Dean of Students/Administrative Services, Chattahoochee Valley Community College</p> <p>1994-2004 – Secretary to the Faculty, Dean of Instruction Office, Chattahoochee Valley Community College</p> <p>1992-1994 – Nursing Dept. Office Assistant, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 20+ years of progressively responsible administrative support experience. • Demonstrated computer competency.
Director of Admissions/Registrar	Sanquita Alexander	Job Description Director of Admissions/Registrar	<p>M.S. - Human Resources Management</p> <p>B.S. - Office Administration</p>	<p>2008-2012 – Records Coordinator II, Chattahoochee Valley Community College</p> <p>2005-2008 – Coordinator of Records I/Transcript Evaluator,</p>

				<p>Chattahoochee Valley Community College</p> <p>1990-2005 – Admissions Clerk, Chattahoochee Valley Community College</p> <p>1988-1990 – Secretary Assistant, Alabama State University</p> <p>1987-1988 – Registrars Assistant, Chattahoochee Valley State Community College</p> <ul style="list-style-type: none"> • 18+ years of progressively responsibly working directly with student records.
Admissions Clerk	Debra Faison	Job Description Admissions Clerk	A.S. - Criminal Justice	<p>1997-Present – Admissions Clerk, Chattahoochee Valley Community College</p> <p>1997-1997 – Clerical Assistant to the Dean of Administration, Chattahoochee Valley Community College</p> <p>1995-1997 – Switchboard/Mailroom Assistant, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 15+ years related experience • Demonstrated computer competency
Admissions Clerk	Currently filled by a temp staff member	Job Description Admissions Clerk		<ul style="list-style-type: none"> •
Admissions Clerk	D'Anna Thomas	Job Description Admissions Clerk	<p>Ed.S. - Education</p> <p>M.S. – Education</p> <p>B.A. – International Studies/Spanish</p>	<p>2011 – Present – Admission Clerk, Chattahoochee Valley Community College</p> <p>2000-2011 – Teacher, Georgia & Alabama schools</p>

				<p>1991-1995 – Admissions Clerk, University of Alabama</p> <ul style="list-style-type: none"> • 4 years of directly related experience • 11 years in school environment • Computer and typing skills
Staff Coach/Athletics Director	Adam Thomas	Job Description Athletic Director/Head Baseball Coach	M.B.A. B.S.- Kinesiology	<p>2004-Present – Athletic Director/Head Baseball Coach, Chattahoochee Valley Community College</p> <p>1998-2004 – Head Baseball Coach, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • Served as Head Baseball Coach for 14 years. In top 50 of active most winning NJCAA coaches • Have mentored a team GPA of 3.00+ each year since 2001 (named NJCAA Academic Team of the Year in 2007, 2008, 2010, and 2012)and have athletic department GPA of 3.00+ for the past 3 years • Captured the ACCC Southern Division Championship in 2010-2011 and have been the program with the most wins in the ACCC over the past 5 seasons • Many athletes sign scholarships at 4 year institutions and 14 have been drafted by MLB teams
Athletics Clerk	Danyel O'Neil	Job Description Athletic Department Clerk/Assistant Baseball Coach	120+ *SH College Credit	<p>2012-Present – Athletic Department Clerk/Assistant Baseball Coach Chattahoochee Valley Community College</p> <p>2011-2012 –Athletic Department Clerk, Chattahoochee Valley</p>

				<p>Community College</p> <p>2005-2011 – Assistant Baseball Coach, Chattahoochee Valley Community College</p> <p>2004-2005 – Assistant Baseball Coach, Chattahoochee Valley Community College (Volunteer)</p> <ul style="list-style-type: none"> • 7 years of directly related experience
Physical Education Instructor/Men's Basketball Coach	Richard Mahone	Job Description Physical Education Instructor/Men's Basketball Coach	<p>M.Ed. - Health & Physical Education</p> <p>B.S. Ed. - Health & Physical Education</p>	<p>2004-Present – Physical Education Instructor/Men's Basketball Coach, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 10 years of collegiate coaching/teaching experience • 37 years of coaching/teaching in the public school systems
PT Staff Coach	Trelanne Moore	Job Description Women's Basketball Coach	<p>M.S. - Public Administration</p> <p>B.S. – Health & Exercise Science</p>	<p>2009-2011 – Women's Basketball Coach, Chattahoochee Valley Community College</p> <p>2006-2011 – Coach/Health Educator</p> <ul style="list-style-type: none"> • 3 years directly related experience
PT Staff Coach	Steve O'Steen	Job Description Head Softball Coach	62 *SH College Coursework	<p>2000-Present – Head Softball Coach, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • Completed National Fast Pitch Coaches College Courses on team defense and strategy, advanced analysis of hitting – pitching – and the short game, the art of championship coaching,

				<p>and position play and practice.</p> <ul style="list-style-type: none"> • Attended National Fast Pitch Coaches Association National Conferences 2003 and 2009 • Advanced to ACCC Region Tournament 7 times (2003,2004,2006,2007,2008, 2009, and 2012)
Evening Coordinator	Reginald Gordy	Job Description Evening Coordinator	<p>M.S. – Personnel Management</p> <p>B.S. – Social Science, Minor: Business & Computer Science</p>	<p>1981-Present – Evening Coordinator, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 5+ years related experience • 26+ years in a community college environment
Security Chief	Keith Manuel	Job Description Security Chief	A.A.S. – General Studies	<p>2004 – Present – Chief of Security, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 15 years of security experience in a community college environment • Certified in adult and child CPR as well as for AED use • Participated in Alabama Community College System Campus Emergency Training
Financial Aid Director	Joan Waters	Job Description Director of Financial Aid	M.S. - Counseling & Human Development	<p>1975-Present – Director of Recruiting/ Director of Student Services, Director of Financial Aid, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 37 years of demonstrated competency in financial aid administration • Instructor for the New Financial Aid Officers

				<p>Workshop for numerous years</p> <ul style="list-style-type: none"> • Presenter or moderator for workshops/sessions at annual conferences • Demonstrated computer competency
Financial Aid Coordinator	Dale Boswell	Job Description Financial Aid Coordinator	<p>B.S. - Human Services</p> <p>A.A. – Liberal Arts</p>	<p>1989-Present – Financial Aid Coordinator, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 23+ years of experience in related field
Financial Aid Officer	Susan Bryant	Job Description Financial Aid Officer	B.A., Secondary Math Education	<p>2010-Present – Financial Aid Officer, Chattahoochee Valley Community College</p> <p>2007-2010 – Financial Aid Assistant/VA Coordinator, Southern Union State Community College</p> <p>2002-2007 – Financial Aid Clerk, Southern Union State Community College</p> <ul style="list-style-type: none"> • 7 years of experience in financial aid • Demonstrated competency in writing procedures and policies within financial aid area • Continued association with AASFAA and AAVA for current federal regulation updates
Financial Aid Clerk	Mary Ann Williams	Job Description Financial Aid Clerk	A.A.S., Office Administration	<p>2000-Present – Financial Aid Clerk, Chattahoochee Valley Community College</p> <p>1974-1987 – Cashier/Switchboard Operator, Newton Pontiac, Inc.</p> <ul style="list-style-type: none"> • 12+ years of related experience

				<ul style="list-style-type: none"> Demonstrated computer competency
PT Financial Aid Clerk/VA Clerk	Linda McDaniel	Job Description Financial Aid Clerk/VA Clerk	M.S., Community Counseling B.S. – Psychology, Minor: Human Services	<p>1999-Present – Financial Aid/VA Clerk, Chattahoochee Valley Community College</p> <p>1994-1999 – VA Certifying Official and Admissions Clerk, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> 16+ years of related experience Attended annual VA Conferences Online training via the VA website In house Financial Aid training/mentoring each day.
Recruiter	Elizabeth Parkman	Job Description Recruiter	M.S. – Instructional Technology B.A. – Communications and Information Sciences	<p>2005-Present – Recruiter, Chattahoochee Valley Community College</p> <p>2003-2005 – Account Manager, Kudzu</p> <ul style="list-style-type: none"> 7+ years directly related experience Experience with volunteers Customer service oriented
PT Educational Site Coordinator (Fort Benning)	Clovie Quick	Job Description Educational Site Coordinator	M.S. - Criminal Justice M.B.A.	<p>2004-Present – Educational Site Coordinator, Chattahoochee Valley Community College</p> <p>1999-2002, Instructor, Chattahoochee Valley Community College</p> <p>1986-1999, Instructor, Columbus Technical College</p> <ul style="list-style-type: none"> Familiarity with the Fort Benning community 16 years teaching experience in a two-year

				college
Admissions Clerk (Fort Benning)	Michelle Ortiz	Job Description Admissions Clerk	B.B.A. – Management AS – General Studies	<p>2007 – Present – Admission Clerk (Fort Benning) Chattahoochee Valley Community College</p> <p>4/2006 – 7/2006 – Administrative Assistant, Randstad</p> <p>1/2004-4/2004 – Admissions Clerk, Troy University 1996-1998 – Executive Secretary, AFLAC WWWHQ</p> <ul style="list-style-type: none"> • 2+ years customer service experience • Familiarity with maintaining student records/confidential records • 2+ years of clerical experience • 2+ years experience with correspondence • Mail distribution
Director of Counseling, Advising, and Testing	Cynthia Floyd	Job Description Director of Counseling, Advising, and Testing	M.Ed. - Student Personnel Services B.S. – Social Work	<p>1992-Present – Director of Counseling, Advising, and Testing Chattahoochee Valley Community College</p> <p>1991- 1992 – Assistant Title III Coordinator, Tuskegee University</p> <p>1989 – 1991 – Title III Tutorial Coordinator & Academic Counselor, Tuskegee University</p> <p>1977-1989 – Assistant Director/Academic Counselor, Tuskegee University</p> <ul style="list-style-type: none"> • 35+ years of counseling & advising experience • National Certified Counselor
Clerk	Vicki	Job	A.A.S. – Legal	2001-Present – Clerk,

(Counseling & Advising)	Braswell	Description Clerk	Administration	<p>Chattahoochee Valley Community College</p> <p>1997-2001 – Receptionist/Switchboard Operator, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 11+ years of administrative support experience
PT Student Success Advocate	Phyllis Jones	Job Description Student Success Advocate	<p>Ed.D., Educational Leadership</p> <p>Ed.S. – Administration</p> <p>M.A. – Educational Administration & Supervision</p> <p>B.A. – Elementary Education</p>	<p>2010-Present – Student Success Advocate, Chattahoochee Valley Community College</p> <ul style="list-style-type: none"> • 36 years of directly related experience working in the public school system as an Elementary Principal, GED teacher/Coach, Substitute Adjunct Professor for a course on Current and Trends
Student Development Director	Vickie Williams	Job Description Director of Student Development	<p>M.S. – Counseling & Human Development</p> <p>B.S. – Criminal Justice</p>	<p>2004-Present – Director of Student Development, Chattahoochee Valley Community College</p> <p>2004 – 2008 – Grant Coordinator, Chattahoochee Valley Community College</p> <p>1992-2004 – Student Support Services Coordinator, Wallace Community College</p> <ul style="list-style-type: none"> • 16+ years of directly related experience • ADA Compliance Webinars 2010 and 2011 • Professional Member, Association on Higher Education and Disability (AHEAD)
Clerk (Student Development)	VACANT	Job Description Student		

nt and Counseling, Advising, and Testing)		Services Center Clerk		
PT Academic Tutor (Math)	Heather Boyette	Job Description – Academic Tutor – Math	B.S. – Science (minor in math) A.S. - Associate in Science	2009-present – Math Tutor, Chattahoochee Valley Community College 2004-2005 – CSR/Assistant Manager, Credit Central <ul style="list-style-type: none"> • Computer literate • Good communication skills • Customer service experience
PT Academic Tutor (English)	Dana Vannoy	Job Description – Academic Tutor – English	B.A., English	2006-2008 – Academic Advisor, University of Georgia <ul style="list-style-type: none"> • Good communication skills • Clerical experience • Customer service experience
*SH – Semester Hour				

An analysis was done by the Dean of Student Services to verify that Chattahoochee Valley Community College's student affairs staffing is similar or comparable to other accredited community colleges.

	Albany Community College	Chattahoochee Valley Community College	Gulf Coast Community College	Northeast Community College
Student Services Leadership	VP of Student Affairs and Enrollment Management plus 5 other staff members	Dean of Student Services plus 1 additional staff member	Vice President of Student Affairs plus 5 additional staff members	Vice President of Student Services plus 2 additional staff members
Financial Aid	Financial Aid Specialist plus 4 additional staff members	Director of Financial Aid plus 4 additional staff members	Director of Financial Aid plus 8 additional staff members	Director of Financial Aid plus 5 additional staff members
Admissions	Director of Admissions plus 4 additional staff members	Director of Admissions/Registrar plus 5 additional staff members	Director of Enrollment plus 10 additional staff members	Coordinator plus 5 additional staff members
Recruiting	1 recruiter	1 recruiter		5 recruiters
Registration	Registrar plus 5 additional staff members	See admissions		Registrar plus 9 additional staff members
Student Activities	Director of Student Activities & Athletics	Director of Student Development plus half time staff member	Coordinator plus 1 additional staff person	2 Coordinators
Athletics	See student activities	Director and Clerk plus 6 coaches	Chair plus 10 coaches	4 coaches

SUPPORT DOCUMENTATION

[College Catalog and Student Handbook, Student Services – pages 43-49](#)

[Organizational Chart](#)

[Professional Organization Membership Example](#)

<u>Professional Development Funds Example</u>
<u>Job Description – Vice President/Dean of College</u>
<u>Job Description – Administrative Assistant to the Dean of Instruction</u>
<u>Job Description – Dean of Student Services</u>
<u>Job Description – Administrative Assistant to the Dean of Student Services</u>
<u>Job Description – Director of Admissions/Registrar</u>
<u>Job Description – Admissions Clerk – Faison</u>
<u>Job Description – Admissions Clerk – Temp</u>
<u>Job Description – Admissions Clerk – Thomas</u>
<u>Job Description – Athletic Director/Head Baseball Coach</u>
<u>Job Description – Athletics Clerk</u>
<u>Job Description – Physical Education Instructor/Men’s Basketball Coach</u>
<u>Job Description – Women’s Basketball Coach</u>
<u>Job Description – Head Softball Coach</u>
<u>Job Description – Evening Coordinator</u>
<u>Job Description – Security Chief</u>
<u>Job Description – Director of Financial Aid</u>
<u>Job Description – Financial Aid Coordinator</u>
<u>Job Description – Financial Aid Officer</u>
<u>Job Description – Financial Aid Clerk</u>
<u>Job Description – Financial Aid Clerk/VA Clerk</u>
<u>Job Description – Recruiter</u>
<u>Job Description – Educational Site Coordinator</u>
<u>Job Description – Admissions Clerk – Ft. Benning</u>
<u>Job Description – Director of Counseling, Advising, Testing</u>
<u>Job Description – Clerk – Counseling and Advising</u>
<u>Job Description – Student Success Advocate</u>
<u>Job Description – Director of Student Development</u>
<u>Job Description – Clerk – Student Services Center</u>
<u>Job Description – Academic Tutor – Math</u>
<u>Job Description – Academic Tutor – English</u>