



Arkansas Division of Higher Education

101 E. Capitol Avenue, Suite 300 • Little Rock, Arkansas • 72201-3827 • (501) 371-2000 • Fax (501) 371-2001

Jacob Oliva
Secretary

Ken Warden, Ph.D.
Commissioner

August 9, 2024

The Honorable Breanne Davis, Co-Chair
The Honorable Mark Berry, Co-Chair
Arkansas Legislative Council - Personnel
State Capitol Building
Little Rock, AR 72201

Dear Senator Davis and Representative Berry:

The Arkansas Division of Higher Education (ADHE) submits a request from Arkansas State University-Beebe (ASUB) for your review.

ASUB requests to obtain four (4) positions from the Higher Education surrender pool authorized by Act 778 of 2023, ACA §6-63-319 (c)(1). The positions requested, positions being surrendered, and positions recommended are listed below:

POSITION(S) REQUESTED

| <u>TITLE</u> | <u>SALARY RANGE</u> | <u>LINE-ITEM-MAX (LIM) SALARY</u> | <u>NUMBER OF POSITIONS</u> |
|-------------------------------|---------------------|-----------------------------------|----------------------------|
| Computer Support Technician | \$28,000 - \$30,000 | \$66,436 | 2 |
| Dean of Students | \$65,000 - \$68,000 | \$117,718 | 1 |
| Public Information Specialist | \$37,000 - \$40,000 | \$67,806 | 1 |

POSITION(S) SURRENDERED

| <u>TITLE</u> | <u>SALARY RANGE</u> | <u>LINE-ITEM-MAX (LIM) SALARY</u> | <u>NUMBER OF POSITIONS</u> | <u>DATE VACATED</u> |
|-----------------------|---------------------|-----------------------------------|----------------------------|------------------------|
| Admissions Specialist | \$49,544 | \$49,544 | 2 | 11/30/2023 & 1/31/2024 |
| Institutional Printer | \$62,690 | \$62,690 | 1 | 6/30/2024 |
| Maintenance Assistant | \$49,544 | \$49,544 | 2 | 4/12/2023 |

POSITION(S) RECOMMENDED

| <u>TITLE</u> | <u>SALARY RANGE</u> | <u>LINE-ITEM-MAX (LIM) SALARY</u> | <u>NUMBER OF POSITIONS</u> |
|-------------------------------|---------------------|-----------------------------------|----------------------------|
| Computer Support Technician | \$28,000 - \$30,000 | \$66,436 | 2 |
| Dean of Students | \$65,000 - \$68,000 | \$117,718 | 1 |
| Public Information Specialist | \$37,000 - \$40,000 | \$67,806 | 1 |

JUSTIFICATION

The Computer Support Technician positions are requested due to increased enrollment. They will be responsible for offering technical assistance. He/She will assist other ITS team members on assignments and projects as needed.

The Dean of Students and the Public Information Specialist positions are requested to align job titles with the correct job roles. The Dean of Students will provide leadership, strategic planning, and supervision for the management of all aspects of student residential life and housing operation functions. The Public Information Specialist will coordinate internal/external communication, writing copy for electronic media such as email and assist in development of web and social media content. He/She will maintain faculty and staff directories, both print and online.

RECOMMENDATION

The Arkansas Division of Higher Education (ADHE) has reviewed this request from Arkansas State University-Beebe (ASUB) and recommends the request to obtain four (4) positions and to surrender five (5) positions to the ADHE surrender pool. ASUB states that will be no fiscal impact to the college.

Sincerely,

Ken Warden, Ph. D.
Commissioner



June 14, 2024

Dr. Ken Warden, Commissioner
Arkansas Department of Higher Education
423 Main St., Suite 400
Little Rock, AR 72201

Dear Dr. Warden:

In accordance with Act 778 of 2023, ACA § 6-63-319, Arkansas State University-Beebe respectfully requests four positions from the Division of Higher Education Surrender Pool. Arkansas State University-Beebe will surrender five positions in exchange for the four requested positions.

Justification

The two Computer Support Technicians are needed to fulfill the current duties handled by two part-time/extra help employees. These part-time positions will not be filled once the full-time positions are approved and filled. The added demand of increased enrollment and more online students increases the need for these positions to move from part-time to full-time. Two Admissions Specialists position will be surrendered for these requested full-time positions.

The duties for the Public Information Specialist are currently being performed by the person in the Institutional Printer position. The latter will be surrendered for this new position allowing for better alignment of the duties and responsibilities of this individual with the Public Information Specialists' traditional responsibilities.

Currently, our Dean of Students is in a Project/Program Manager appropriated title. Our preference is to move this individual into the new Dean of Students appropriated title that is requested. This, too, will better align the position with traditional job duties associated with the Dean of Students. If approved, two Maintenance Assistant positions will be surrendered for this one Dean of Students position and will give an opportunity to use the Project/Program Manager position for a potential move of another staff member who has taken on additional duties including staff and program management.

ASU-Beebe appreciates your consideration of this request of approval for the exchange of these positions from the Surrender Pool.

Respectfully,

Jennifer Methvin, Ph.D.
Chancellor

PO Box 1000
Beebe, AR
72012

501.882.3600

asub.edu



Division of Higher Education Central Pool/Surrender Pool Justification Form

| | | | |
|--|--|---|----------------------|
| Institution: | Arkansas State University-Beebe | Date: | June 13, 2024 |
| Item # of Position(s) Surrendered: | 67 | | |
| Surrendered Title: | Admissions Specialist | Surrendered Salary Range: | \$49,544 |
| Date Surrendered Positions Vacated: | 11/30/2023 and 1/31/2024 | Number of Positions Surrendered: | 2 |
| Requested Authorized Title: | Computer Support Technician | LIM: | \$66,436 |
| Working Title: | Computer Support Technician | Estimated Salary Range: | \$28,000-\$30,000 |
| Institution Match Rate %: | 30% | Institution Match \$: | \$8,400-\$9,000 |
| Total Compensation: | \$36,400-\$39,000 | Number of Positions: | 2 |

| | |
|-----------------------------|---------------------|
| Board Approval Date: | June 6, 2024 |
|-----------------------------|---------------------|

Justification:

We have increased enrollment. With increased enrollment comes increased computer use and increased requests from students and staff for computer technician assistance. The tasks have previously been handled by part-time/extra help workers however the additional enrollment and staff inquiries demand that these positions be full-time. The addition of our one-stop shop also brings more students to the area requesting computer technician assistance.



Division of Higher Education Central Pool/Surrender Pool Justification Form

Educational Requirements:

This position requires an Associate's degree with at least one-year help desk experience.

The Computer Support Technician position requires an individual to have the knowledge of the limitations and use of hardware and software at all ASU- Beebe campuses. It requires the ability to analyze computer system problems or errors efficiently as well as the ability to read and interpret technical literature and evaluate product acceptability and/or quality as needed for all ASU-Beebe campuses. The position also requires the ability to code and test computer programs and write program documentation and integrate updates. Application of principles of logical thinking to a wide range of intellectual and practical problems is also required. Regular use of highly complex machines and equipment; specialized and advanced software programs is required to successfully perform the functions of this position.

No certification is required.

Duties:

1. Responding to queries on the phone, via email, in person, or through remote access
2. Offering technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, and software
3. Enter information into the Helpdesk ticket system
4. Maintain professionalism when working with clients
5. Escalate tickets to the next level as needed
6. Escalate complaints to the next level as needed
7. Assist other ITS team members on assignments and projects as needed
8. Other ITS duties as assigned



Division of Higher Education Central Pool/Surrender Pool Justification Form

| Additional Information: |
|---|
| <p>These positions will be for new hires. We do currently have part-time/extra help positions that will not be filled for the fall when these positions are approved and hired. This change will not have a fiscal impact on the institution.</p> <p>These positions will report to the Information Technology Manager.</p> |

| Decision (for official use only) | | | | |
|--|-----------------------------------|-----------------------------------|--|-----------------------------------|
| <table><tr><td><input type="checkbox"/> Approved</td><td><input type="checkbox"/> Rejected</td></tr><tr><td><input type="checkbox"/> Approved with modifications</td><td><input type="checkbox"/> Deferred</td></tr></table> | <input type="checkbox"/> Approved | <input type="checkbox"/> Rejected | <input type="checkbox"/> Approved with modifications | <input type="checkbox"/> Deferred |
| <input type="checkbox"/> Approved | <input type="checkbox"/> Rejected | | | |
| <input type="checkbox"/> Approved with modifications | <input type="checkbox"/> Deferred | | | |
| Justifications: | | | | |
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| Signatures (for official use only) | | | |
|------------------------------------|--|-------|--|
| Institutional Finance: | | Date: | |
| ADHE Commissioner: | | Date: | |



Division of Higher Education Central Pool/Surrender Pool Justification Form

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|--|--|---|---------------------|
| Institution: | Arkansas State University-Beebe | Date: | 06/13/2024 |
| Item # of Position(s) Surrendered: | 68 | | |
| Surrendered Title: | Maintenance Assistants | Surrendered Salary Range: | \$49,544 |
| Date Surrendered Positions Vacated: | 4/12/2023 | Number of Positions Surrendered: | 2 |
| Requested Authorized Title: | Dean of Students | LIM: | \$117,718 |
| Working Title: | Dean of Students | Estimated Salary Range: | \$65,000-\$68,000 |
| Institution Match Rate %: | 30% | Institution Match \$: | \$19,500 - \$20,400 |
| Total Compensation: | \$84,500-\$88,400 | Number of Positions: | 1 |

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|-----------------------------|---------------------|
| Board Approval Date: | June 6, 2024 |
|-----------------------------|---------------------|

Justification:

We currently are using a Project/Program Manager position for our Dean of Students. We would like to have our Dean of Students in that actual appropriated title as well. The Dean of Student was a new working title for ASU-Beebe about three years ago and slotting employees in the correct appropriated titles has been a goal for our institution over the last year. We will continue over the coming years to move employees into appropriated titles that best suit their roles and job duties.



Division of Higher Education Central Pool/Surrender Pool Justification Form

Educational Requirements:

This position requires the minimum of a master's degree.

This position requires knowledge of residential campus housing, student placement testing and student life. It requires extensive planning and decision making in day to day residential and student life operations. It requires advanced communication skills both oral and written as well as critical thinking skills to define, analyze and solve day to day operational problems. The mental demand on this position is extensive due to its control of operations, coordination with other individuals and administrative demands.

No certification is required for the position.



Division of Higher Education Central Pool/Surrender Pool Justification Form

Duties:



Division of Higher Education Central Pool/Surrender Pool Justification Form

1. Provide leadership, strategic planning, and supervision for the management of all aspects of student residential life and housing operation functions, including staffing and training, programming, budgeting, marketing, occupancy management, facilities management, residential services for summer camps/conferences, and life-safety, risk management, and business continuity practices. This role as the senior housing officer (SHO) is performed daily, about 20% of the time.
2. Provide oversight for catering and dining services provided by the contracted vendor on all college campuses, including regular review of food quality, student satisfaction, performance, and customer service. This responsibility is preformed daily, about 5% of the time.
3. Serve as the college disciplinary conduct officer, including developing and enhancing educational programs that promote a supportive learning environment, investigate violations of the student code of conduct, initiate warnings, issue disciplinary actions when appropriate, and coordinate the Student Conduct Committee for adjudication of recommendations of suspensions and expulsions. This responsibility is performed weekly, about 20% of the time.
4. Designs and implements leadership development programs to assist students in gaining the knowledge, skills, and abilities necessary to perform leadership functions, including advising student government, coordinating registered student organizations, and providing training for its student leaders and fellow advisors. This responsibility is preformed weekly, about 20% of the time.
5. Foster an inclusive college community and promote equity for all students, including overseeing outreach and engagement with diverse student populations to support institutional diversity and inclusion goals. This is preformed irregularly, about 10% of the time.
6. Provide direction and intervention for students in crisis and non-crisis including intervening with mental health staff, providing victim advocacy, and working with staff and students affected by the crisis. This is preformed irregularly, about 5% of the time.
7. Provide direction, supervision, and develop strategies for promoting student engagement and learning services reporting within the Division of Student Life, including Career Services, College Mascot, College Switchboard, Conference & Event Services, Counseling Services, Food Services, Housing and Residential Life, ID Card Office, New Student Orientation, Testing Services, Transfer Services, Student Activities, and Student Volunteer Services. This responsibility is preformed weekly, about 15% of the time.
8. Provide supervision of student communication, including direction on effective messaging, strategies, and platforms. This responsibility is preformed monthly, about 5% of the time.
9. Provide leadership and guidance in analysis, review, creation and interpretation of student-oriented policies, procedures, and protocols. This is preformed irregularly, about 10% of the time.
10. Support the goals of the college's mission, vision and strategic plan, including other duties as assigned by the Vice-Chancellor of Student Services or Chancellor.



Division of Higher Education Central Pool/Surrender Pool Justification Form

Additional Information:

No additional employee will be hired for this position and no additional salary expense will be incurred. We currently have a Dean of Student and are utilizing a different appropriated title. This request is merely to move the Dean of Students into the appropriate appropriated title to match duties and position. This will have no fiscal impact on the college.

This position reports directly to the Vice Chancellor of Student Services.

Decision (for official use only)

Approved

Rejected

Approved with modifications

Deferred

Justifications:

Signatures (for official use only)

Institutional
Finance:

Date:

ADHE
Commissioner:

Date:



Division of Higher Education Central Pool/Surrender Pool Justification Form

| | | | |
|--|--|---|----------------------|
| Institution: | Arkansas State University-Beebe | Date: | June 13, 2023 |
| Item # of Position(s) Surrendered: | #53 | | |
| Surrendered Title: | Institutional Printer | Surrendered Salary Range: | \$62,690 |
| Date Surrendered Positions Vacated: | 6/30/2024 | Number of Positions Surrendered: | 1 |
| Requested Authorized Title: | Public Information Specialist | LIM: | \$67,806 |
| Working Title: | Public Information Specialist | Estimated Salary Range: | \$37,000-\$40,000 |
| Institution Match Rate %: | 30% | Institution Match \$: | \$11,100 - \$12,000 |
| Total Compensation: | \$48,100 - \$52,000 | Number of Positions: | 1 |

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| Board Approval Date: | 6/06/2024 |
|-----------------------------|------------------|

Justification:

We currently have someone performing this role who is in a job title that does not match the role. By obtaining this position, we will be able to place the person performing the job functions into the correct role that will match the position description and the traditional job duties of the Public Information Specialist

Educational Requirements:

This position requires a bachelor’s degree in a related filed to marketing, public relations, communications, etc.

This position requires 2 years of experience in a public relations role including analytical skills, planning ability, decision making, effective communication for externa and internal recipients. It requires accuracy and critical thinking and demands attention to detail.

No certification is required for this position.



Division of Higher Education Central Pool/Surrender Pool Justification Form

Duties:

1. Coordinates and distributes news releases and features for print and electronic media. Develops and proofs printed and electronic copy for all collateral pieces (brochures, print ads, flyers, pamphlets, viewbook, Community Report, and campus newsletters.)
2. Coordinates internal/external communication, writing copy for electronic media such as email and assist in development of web and social media content. Maintains faculty and staff directories, both print and online.
3. Serves as crisis communications support and backup.
4. Media relations contact for advertising inquiries, interview scheduling, or providing supportive information. Maintains rate sheets, contacts, quotes coordinated for approval.
5. Assists in the development and direction of assignments for the Marketing and PR Office student worker.
6. Plans and prepares promotional publications by gathering information for releases, selecting articles, proofreading copy, and arranging for distribution.
7. Coordinates media coverage of events by issuing invitations, preparing press guides, entertaining and accommodating media personnel.
8. Conducts interviews with individuals to gather information for news articles and stories.
9. Researches past publications and records to obtain pertinent information about subjects of articles and stories.
10. Receives photographic requests, establishes completion time frames, determines required equipment, and selects background properties, according to subject matter, materials, and conditions. Directs still photography by choosing locations, developing schedules, and selecting models and equipment props.
11. Coordinates activities with advertising representatives to supply video and still images for publications, brochures, television spots, and website updates.
12. Processes requisitions and invoices, contacts vendors, and assigns or secures purchase order numbers. Maintains vendor files and updates data as needed. Communicates with accounts payable, to ensure proper payment of invoices, and performs assigned accounting duties.



Division of Higher Education Central Pool/Surrender Pool Justification Form

| Additional Information: |
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| <p>This position will not be a new hire but will allow us to move the person performing these duties into the correct job title.</p> <p>This position reports to the Director of Marketing and Public Relations.</p> <p>This change will not have a fiscal impact on the institution.</p> |

| Decision (for official use only) | |
|--|-----------------------------------|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Rejected |
| <input type="checkbox"/> Approved with modifications | <input type="checkbox"/> Deferred |
| Justifications: | |
| | |

| Signatures (for official use only) | | | |
|------------------------------------|--|-------|--|
| Institutional Finance: | | Date: | |
| ADHE Commissioner: | | Date: | |