

IU Classification Level Guide  
Student & Academic Services Job Family – Student Services

Positions in this job family primarily provide student services administration functions in the areas of admissions, enrollment / registration, financial aid, certification, records, and related programs. To accurately classify a position, specific supporting examples of a position's primary duties and responsibilities in terms of scope, impact, and complexity should be provided.

Level	SA1	SA2	SA3	SA4
<p>Level Overview</p>	<ul style="list-style-type: none"> <li>• Grandfathered positions may be reclassified to CL/TE/SS support positions when the position becomes vacant. No new positions in this job family will be slotted at this level/grade.</li> <li>• These professional positions are all classified as PAO (Professional Overtime Non-Exempt.)</li> </ul>	<ul style="list-style-type: none"> <li>• A professional contributor in student services without full authority to deviate from established protocols.</li> <li>• Has good grasp of professional principles and skills.</li> <li>• Knows and effectively uses fundamental concepts, practices, and procedures.</li> <li>• Work is of limited scope, typically on smaller, less complex projects / assignments or providing support for larger projects/ assignments.</li> <li>• Assists in fact finding.</li> <li>• Errors generally are limited to unit operations.</li> <li>• May be first line supervisors, often of support staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Fully competent and productive professional contributor, working independently on progressively more complex projects/assignments.</li> <li>• The work may involve program ownership.</li> </ul> <p><i>This is intended by design to cover an <u>extensive span of professional work.</u></i></p> <ul style="list-style-type: none"> <li>• Responsibilities are of a professional or highly analytical nature.</li> <li>• Jobs may have significant technical requirements with a high level of accountability.</li> <li>• Errors may have impact beyond operations but normally are caught and / or corrected prior to signification impact.</li> <li>• Impact is most frequently on individual or small groups of students</li> <li>• May train and direct work of junior staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Generally responsible for managing a department or major student services function within a department with staff responsibility.</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Will manage highly complex processes or have diverse and complex responsibilities such as: people or financial management, external relationship development, project / process leadership.</li> </ul> <p><i>This must be the primary purpose of the position, not a sporadic assignment. Focus of management is more frequently operational than strategic. The depth of the organizational structure may impact this.</i></p> <ul style="list-style-type: none"> <li>• Frequently contributes to management strategy.</li> <li>• Establishes priorities; assigns functions; maintains quality control.</li> <li>• Impact is most frequently on large populations of students</li> <li>• Provides total management and expert guidance to lower level staff.</li> </ul>
<p>Decision Making</p>		<ul style="list-style-type: none"> <li>• Works in compliance with established procedures. Identifies and resolves readily identifiable problems.</li> <li>• Makes decisions within established guidelines and policies. Refers the most difficult situations to supervisor for guidance.</li> <li>• Nature of work requires supervision; exercises limited judgment.</li> <li>• Work typically involves regular process checks or review of output by a coworker and/or supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Performs full range of professional level work that typically requires more complex and less clearly-defined issues.</li> <li>• Identifies problems then solutions then takes appropriate action to resolve.</li> <li>• Nature of work requires significant independence.</li> <li>• Receives guidance only on unusual, complex problems / issues.</li> <li>• Typically involves periodic review of output by supervisor / manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Has latitude to make operational/procedural decisions within broadly defined parameters.</li> <li>• Decisions require a high level of judgment.</li> <li>• Guidance from higher management limited to expected outcomes.</li> <li>• Generally requires higher managerial approval for policy and/or fiscal variances.</li> </ul>

IU Classification Level Guide  
Student & Academic Services Job Family – Student Services

Level	SA1	SA2	SA3	SA4
Characteristic Duties		<ul style="list-style-type: none"> <li>• Recruits and councils students and families on admissions, financial aid, etc.</li> <li>• May oversee or supervise related processing</li> <li>• Assists with or coordinates program or service operations</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a broader range (ownership) of program or service management / coordination.</li> <li>• May manage or supervise a single or narrowly focused student service such as admissions, financial aid, or academic advising.</li> <li>• Interaction is most frequently with individual or small groups of students.</li> <li>• Makes significant recommendations related to programmatic change and objectives.</li> <li>• May supervise staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides full operational management (ownership) of a larger umbrella program typically encompassing multiple student services or programs.</li> <li>• Sets related policies for a school with latitude only generally constrained by academic policy.</li> <li>• Interaction is most frequently with large populations of students.</li> <li>• Exercise full management authority over all dedicated professional and support staff.</li> </ul>
Minimum Education/ Experience (or equiv)		<ul style="list-style-type: none"> <li>• BS/BA in related discipline.</li> <li>• Combinations of related education and experience will be considered.</li> <li>• Generally 0-2 years of experience in related field.</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered.</li> <li>▪ Generally 2-5 years of experience in related field.</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered.</li> <li>▪ Generally 5-8 years of experience in related field.</li> </ul>

IU Classification Level Guide  
Student & Academic Services Job Family – Student Services

Level	SA5	SA6
<p>Level Overview</p>	<ul style="list-style-type: none"> <li>• Typically manages multiple student services departments.</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Responsible for a large unit / dept or multiple functions with a mostly strategic focus.</li> </ul> <p><i>Focus of management at this grade is more frequently strategic than operational. The depth of the organizational structure may impact this.</i></p> <ul style="list-style-type: none"> <li>• Determine organizational design.</li> <li>• Often makes final decisions on major in-sourcing / outsourcing.</li> <li>• Develops and manages strategic long range plans and budgets for functional areas or significant projects.</li> <li>• Analyzes the effectiveness of and establishes future direction for functional policies and programs.</li> <li>• Aligns policies, products, and development efforts with strategies.</li> <li>• Errors may have significant impact on operations and / or profits within the organization.</li> </ul>	<ul style="list-style-type: none"> <li>• Manages an unusually large university-wide, campus, or responsibility center student services function.</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Oversees a highly specialized unit, which contributes a high level of strategic importance to the university / campus / Responsibility Center.</li> <li>• Unusually heavy impact on financial and business results on a wide scale.</li> <li>• Establishes broad plans and formulates policies for functional area for the university, campus, or responsibility center.</li> <li>• Accountable for long term strategic and budgetary decisions.</li> <li>• Errors have significant impact on future operations of the organization/campus/university.</li> </ul>
<p>Decision Making</p>	<ul style="list-style-type: none"> <li>• Typically involved in, if not the initiator of establishing policies, procedures and practices with major impact.</li> <li>• Has latitude in decision making.</li> <li>• Decision making is based on the analysis of problems with little precedent.</li> </ul>	<ul style="list-style-type: none"> <li>• Decision latitude is wide, minimally constrained by university / campus policies.</li> </ul>
<p>Characteristic Duties</p>	<ul style="list-style-type: none"> <li>• Provides senior direction for a large multi-faceted student services organization for a large school</li> <li>• May have the authority to waive major academic, degree, or other programmatic requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Exercises all P5 functions but on a larger scale</li> <li>• May have major campus or university student services responsibility such as Registrar, Admissions Director, etc.</li> </ul>
<p>Minimum Education/ Experience (or equivalent)</p>	<ul style="list-style-type: none"> <li>• BS/BA in related discipline.</li> <li>• Combinations of related education and experience may be considered</li> <li>• Generally 5-8 years of experience in related field including managerial experience.</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Masters plus three years related experience including managerial experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ BS/BA in related discipline.</li> <li>▪ Combinations of related education and experience will be considered</li> <li>▪ Generally 8+ years of experience in related field including managerial experience; certification is required in some areas</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Masters plus 5 years related experience including managerial experience.</li> </ul>