

STATE OF WISCONSIN

PERSONNEL COMMISSION

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 CARRIE PETERS, \*  
 \*  
                   Appellant, \*  
 \*  
 v. \*  
 \*  
 President, UNIVERSITY OF \*  
 WISCONSIN - SYSTEM, and \*  
 Administrator, DIVISION OF \*  
 PERSONNEL, \*  
 \*  
                   Respondents. \*  
 \*  
 Case No. 82-234-PC \*  
 \*  
 \* \* \* \* \*

DECISION  
AND  
ORDER

NATURE OF THE CASE

This is an appeal pursuant to §230.44(1)(b), stats., of the denial of a reclassification request.

FINDINGS OF FACT

1. The appellant at all relevant times has been employed in the classified civil service in a position in the Office of Institutional Analysis and Registration at the UW-Parkside, classified as Data Entry Operator 1 (DEO 1).

2. The duties and responsibilities of appellant's position at all times relevant have been, in summary, to manage student records for one half of the alphabet (another DEO 1 position has been responsible for the other half), entering all information affecting students' permanent academic history on one or more computer screens and permanent record card, to enter/edit semester and summer session course schedules in preparation for printing; to register all late registrants; to verify student status

for various officials; to provide students, faculty and staff with basic information concerning certain academic policy having a relationship to student records, of the kind that might be found in such basic source documents as university catalogs, such as the cutoff date for unilateral dropping of courses, whom to see thereafter to obtain permission, the number of months domicile required for residency status, and to express such information in lay terms, if necessary; to provide access to student records, in accordance with the Buckley Amendment, to those staff and faculty that have received authorization for such access; and to perform related miscellaneous duties and responsibilities.

3. The majority of the work of appellant's position involves the entering, editing and retrieving of information on a computerized system. Some of this work involves a limited amount of editing of information received from others before entering it on the data processing terminal, such as executive actions concerning students submitted by faculty, which may have to be reduced to a brief summary before entry.

4. The appellant's position functions under general supervision.

5. The appellant's position has no lead work duties or responsibilities with respect to other DEO positions, although it does provide some direction to limited term student employes who perform certain basic clerical functions.

6. The DEO position standard contains the following class descriptions:

Data Entry Operator 1

(PR2-05)

This is full performance work of moderate difficulty in the production of data entry information. Positions allocated to this class keypunch a full range of accounting statistical and technical information, both in coded and simple uncoded form, from a variety of source documents using any one or a combination of the following

systems: standard alpha/numeric keypunch machines, key to diskette, key to tape, key to disk, CRT terminal or comparable system. Positions may operate an interpreter, sorter or other types of tabulating equipment. Work is performed and under general supervision.

Data Entry Operator 2

(PR2-06)

This is lead work of moderate difficulty in the production of data entry information from both routine and complex source documents by using any one or a combination of the following systems: standard alpha/numeric keypunch machine, key to diskette, key to tape, key to disk, CRT terminal or a comparable system. Positions in this class function as leadworkers to other data entry operators of lower levels by assigning and reviewing work and training employes in procedures, formats and skills required in the unit. Work is performed under general supervision.

7. The position standard for Program Assistant 1 (PA 1) contains the following definition:

"This is work of moderate difficulty providing program support assistance to supervisory, professional or administrative staff. Positions allocated to this level serve as the principal support staff within a specific defined program or a significant segment of a program. Positions at this level are distinguished from the Clerical Assistant 2 level by their identified accountability for the implementation and consequences of program activities over which they have decision-making control. Therefore, although the actual tasks performed at this level may in many respects be similar to those performed at the Clerical Assistant 2 level, the greater variety, scope and complexity of the problem-solving, the greater independence of action, and the greater degree of personal or procedural control over the program activities differentiate the Program Assistant functions. The degree of programmatic accountability and involvement is measured on the basis of the size and scope of the area impacted by the decision and the consequence of error in making such decisions, which increases with each successive level in the Program Assistant series. Work is performed under general supervision."

8. The information concerning academic policy provided by the appellant, referred to above in Finding #2, is comparable to that provided by a position at UW-Stevens Point which functions as the receptionist for

the Registration and Records office and which is classified as Clerical Assistant 2 (CA 2) (Pay Range 2-05) see Respondent's Exhibit 6.

9. The appellant's request for the reclassification of her position was denied by the UW-System on November 4, 1982.

10. The appellant's position is most accurately described by the position standard for DEO 1 and most appropriately classified as DEO 1.

#### CONCLUSIONS OF LAW

1. This appeal is properly before the Commission pursuant to §230.44(1)(b), stats.

2. The appellant has the burden of proof to show that the respondents erred in denying her request for reclassification of her position.

3. The appellant has not sustained her burden of proof.

4. The respondent did not err in denying her request for the reclassification of her position.

#### OPINION

The essence of the work of appellant's position is data entry. Some of her work involves making decisions on such things as how to word transactions before entry and dealing with errors in material submitted for entry. However, the DEO 1 position standard describes this classification as "full performance work of moderate difficulty." There is nothing in this record to suggest that data entry work must be completely rote in nature to be at the DEO 1 level, or that the type of discretion exercised by the appellant in the performance of data entry work takes it out of the DEO 1 level.

In order to be classified as DEO 2, positions must "function as leadworkers to other data entry operators...." (DEO Position Standard). It is undisputed that the appellant's position does not have this function. The student employes to whom she provides direction are not data entry operators.

Much of the dispute between the appellant and the respondent university has to do with differences as to the proper way in which to characterize duties. For example, the appellant, in the position description she prepared herself, Appellant's Exhibit 3, stated that one of her duties was to "advise students of general residency criteria in State of Wisconsin, and of Resident Appeals form to be forwarded to Registrar, if applicable." The respondent took the position that such activity was beyond that authorized by management. At the hearing, the appellant testified that her "advice" in this area was limited essentially to informing students of the requirement of 12 months in-state residency, and her supervisor then indicated that management did not consider this in excess of assigned duties.

Another example concerns the Job Content Questionnaire the appellant completed (Appellant's Exhibit 1). She answered "yes" to the question "Is your work or department audited or reviewed by any outside agencies?" The respondent disagreed. At the hearing, she explained that what she had referred to here was the fact that Central Administration relied on her unit for a head count of enrolled students, which is not an "audit" as such.

The major area of disagreement involved how to characterize the appellant's information - dispensing role, which includes some interpretation of university policies.

The appellant functions in an informative capacity to students, faculty, and staff. According to the hearing record, the great majority of this activity consists of explaining information from basic sources, such as catalogues, in non-technical lay language when necessary, and referring students to advisors, faculty members, or others who can approve or disapprove, such things as late course drops or adds.

This type of activity obviously involves some interpretation of established policies and some exercise of discretion, but on this record it has not been shown to be at the Program Assistant 1 level, which requires: "...identified accountability for the implementation and consequences of program activities over which they have decision-making control." The respondents introduced into evidence a copy of a position description for a position classified as Clerical Assistant 2, the same pay range as DEO 1, which included the following duties and responsibilities:

Provides a wide range of information including: addresses and phone numbers of students and faculty; student schedules; fees and payment policies; admission procedures for graduates and undergraduates; drop and add procedures; cancellation and withdrawal policies; procedures for repeating and auditing; policies on pass-fail, independent study, and overloads; dates and deadlines for many campus activities; graduation policies; and procedures for several types of registration - mail, advance, freshmen, evening, special and final mass registrations. This position must be very familiar with the regulations concerning privacy of student data." Respondent's Exhibit 6.

The DEO 1 position standard does not identify explicitly the informative function of appellant's position. However, positions are classified on the basis of the majority of their duties and responsibilities, see, e.g., Alsmov. Wettengel, Wis. Pers. Bd. No. 73-107, 108, 109 (7/3/75), and on the basis of this record, DEO 1 clearly is the most appropriate of the classifications identified in the issue for hearing (DEO 1 or 2 or Program

Assistant 1 - see prehearing conference report dated January 11, 1983). In her posthearing reply brief, the appellant makes the argument that the personnel analysts also should have considered the Student Status Examiner 1 classification. There is no evidence in the record as to the definition of this classification, so it is impossible to evaluate this assertion.

ORDER

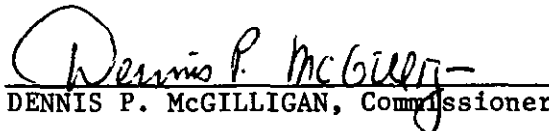
The action of the respondents is affirmed and this appeal is dismissed.

Dated: July 7, 1983 STATE PERSONNEL COMMISSION

  
DONALD R. MURPHY, Chairperson

AJT:lmr

  
LAURIE R. McCALLUM, Commissioner

  
DENNIS P. MCGILLIGAN, Commissioner

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