



New Hourly Employee Training Schedule

Trevor Wyatt

Monday, September 10, 2018

Time	Topic	Trainer/Coordinator	Location
8:00- 9:30	Orientation to Office, tour of student services building, Policies and Procedures – Admission to the College, registration process, troubleshooting problems; concurrent enrollment	Alma	SSC 115
9:30-10:00	Application and Residency Training.	Michael	SSC 115
10:00-10:15	Break		
10:15-12:00	Welcome Center Observation – review materials and listen to student questions		Welcome Center
12:00-1:00	Lunch		
1:00-2:00	Window Shadowing		
2:00-3:00	Absence reporting, time cards, etc.	Isabel	Cashier Office
3:15-3:30	Break		
3:30-4:30	Review Catalog Information	Joanne	SSC-115
4:30-5:00	Closing Shadowing		

Tuesday, September 11, 2018

Time	Topic	Trainer/Coordinator	Location
8:00-9:00	Welcome	Catherine	SSC-115
9:00-10:00	Questions – Review of important catalog information	Joanne	SSC-115
10:00-10:15	Break		
10:15-11:00	Apply to the college, learn how to log in to the Portal, Welcome Center observation	Michael	SSC -115
11:00-12:00	FERPA	Michael	Conference Room B
12:00-1:00	Lunch		
1:30-3:15	Cashiering/Balancing/ Taking Payments/ Open closing procedures	Isabel	Cashiers Office (close to the public)
3:15-3:30	Break		
3:30-4:30	Review 2018 Fall Schedule of Classes	Alma	SSC-115
4:30-5:00	Closing Shadowing		

Wednesday, September 12, 2018

Time	Topic	Trainer/Coordinator	Location
8:00-9:30	Prerequisite, Late Add, and Petition to Repeat	Michael	SSC 115
	Transcript Requests (show online and paper), verifications, and all other A&R Forms not already covered (time conflict, course overload, personal data change, change of major, etc.)		
9:30-10:30	Registration program training in test demonstrating the various errors that can occur	Joanne	SSC-115
10:30-10:45	Break		
10:45-12:00	International Student Admissions and Requirements	Gloria	Int'l Student Office
12:00-1:00	Lunch		
1:00-2:00	Window Shadowing		
3:00-3:15	Break		
4:00-4:30	Academic Renewal	Alma	SSC 115
4:30-5:00	Closing Shadowing		

Thursday, September 13, 2018

Time	Topic	Trainer/Coordinator	Location
8:00-9:30	Window Shadowing		SSC-115
9:30-10:00	Veterans & 10 steps, Nursing, Questions	Joanne	SSC-115
10:00-10:15	Break		
10:15-11:00	Window Shadowing		SSC-115
11:00-12:00	How to work with faculty (things they may ask), copy and fax machine training, document imaging	Alma	SSC-115
12:00-1:00	Lunch		
1:00-2:30	Residency, Customer Service Expectations	Alma	Conference Room B
2:30-2:45	Break		
2:45-3:45	Training Review	Alma	SSC-115
3:45-4:30	Work the window		SSC-115