Training Timeline

Training Model: Inverted Triangle

Higher Education

Professional Development

SPSCC

Advising

Week 1-2: Access/Systems

* SPSCC Employee Email
* Advising Inbox
* Teams / Zoom Chats
* Compass
* Compass Advisor Access
* CtcLink – Advisor Homepage / Student Center
* IC SharePoint for Pathway Maps
* Zoom / SPSCC Advising / Personal Zoom Room
* Mitel Phone System
* Advising Calendar
* Employee page on website
* Advisor Center access in CtcLink
* TES College Source
* Quillix

Training

* Use Website to find Courses by Quarter
* Use IC Sharepoint Folder to find Pathway Maps
* Understand Placement (Milestones) (Assessment Center)
* Use Milestones to understand Math Placement Guide
* How to advise first quarter new student (placed math, placed english, CCS 101)
* HR Training
* How to submit an IT ticket
* How to submit timesheet

Week 3-4: Networking/Shadowing

* Visit different departments in Building 22
* Understand how each department interacts with advising (Campus Tour)
* Assessment, OneStop, FA, DEIC, Start Here, VA, Tutoring
* Shadow Walk-ins Tuesday Morning / Wednesday Afternoon (take notes)
* Practice hypothetical student walk-ins – (i.e first quarter new student)

Training

* Build on Week 1-2 Training
* Go Through NSAR Powerpoint to understand Enrollment Process
* Get familiar with Enrollment Steps 1-5
* Understand college processes for Enrollment (process time/GSP/ABE/Transcripts)
* Practice hypothetical student walk-ins – (i.e first quarter new student)
* Familiarize with Compass and how to use walk-ins vs. appointments (Zoom, Teams chat)