



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION
Student Services

Campus Solutions Implementation Counselor Training Strategy Plan

Introduction

The primary goal of this document is to outline the training strategy for Counselors for the Campus Solutions Implementation. Please note, this document is for planning purposes only and is subject to change dependent upon testing and release stability.

There are an estimated 140 counselors requiring training at City, Mesa and Miramar with 30 estimated at Continuing Education. Training will be divided into six courses and will involve several days of training.

Each training session will include:

- Overview of Business Process
- Step-by-step instructions to perform the business process
- Exercises

Training Needs

- (1) Large lecture style meeting room for Campus Solutions 101 Training [CSC 101/102]
- (2) Computer Lab(s) for individual sessions at each campus (30 to 50 computer stations ideal)

Training Specifications

The plan is based on the following assumptions:

- Training will be conducted by counselors already assigned to the Campus Solutions team with District Student Services providing “Campus Solutions 101” training
- Counselors will also be able to attend beta-testing sessions for training and testing in March and April 2018. Testing will be held at the District Office.
 - Invite 3-4 counselors per college/CE for 1-2 days of testing.
 - Counselors will be selected on a weekly basis; goal is to expose Campus Solutions to 60% of counselors.

- Sandbox environment will be made available for post-training practice; Counselors will be able to “play around” in the new system.
- Three “rounds” of training sessions will be made available for counselors to attend.
- Sessions will be recorded for those that are not able to attend. Recordings will be posted online at mysdccd.info.

Counselor Training Timeline

The following is the proposed training deployment schedule.

Fall 2017 (August – December)

- Counselor Conference – November 3rd
- Provide follow-up at All-Counselor Meetings at each campus if needed
- Lunch and Learns to be conducted in October and November

Spring 2018 (January – May)

- Invite counselors to beta-testing for initial training and testing exposure (invite in groups)
- Formal Training first two weeks of May. Estimated timeframe is 4-5 days.

Summer 2018 (June – July)

- One training session refresher (1-2 weeks before Fall registration begins)
- Release 2 training deployment

Fall 2018 (August – December)

- One more round of training during flex (Note: Different schedule will be used)
- Triage and Additional Training sessions posted

Training Curriculum

The following is the proposed training curriculum for Counselors:

Course Name	Topics	Hours
CSC 101: Campus Solutions 101	<ul style="list-style-type: none"> • Introduction to Campus Solutions • Basic Navigation • Student Services Center 	2
CSC 102: Walking in the Student’s Shoes - mySDCCD	<ul style="list-style-type: none"> • Student Portal • Enrollment • CCCApply • Searching for Classes • Communications and To-Dos • Viewing Financial Aid 	3
CSC 103: Introduction to the Counselor Center	<ul style="list-style-type: none"> • My Advisees • Student Center • The General Tab • Academics • SSSP Page 	4
CSC 104: The Program/Plan Stack	<ul style="list-style-type: none"> • How to View the Program/Plan • How to Update/Change 	4

	<ul style="list-style-type: none"> • Business Practice Dates • Additional Rows • Importance of Dates 	
CSC 105: The Education Planner	<ul style="list-style-type: none"> • How to create an abbreviated education plan • How to create a comprehensive education plan 	2
CSC 106: The Advisement Report	<ul style="list-style-type: none"> • The Advisement Report • How to run the advisement report • What-ifs 	2
CSC 199: Study Hall	<ul style="list-style-type: none"> • Guided hands-on practice for Counselors 	3

Total hours of training: 20

Training Schedule

All counselors will attend the “Campus Solutions 101” training [CSC 101/102]. Afterwards counselors will have two options provided to them based upon their availability.

Site	CSC 101 CSC 102	Track	CSC 103	CSC 104	CSC 105/106	CSC 199
City	May 1 st 9:00am to 3:00pm Location: TBD	A	May 3 8:00am - 12:00pm	May 4 8:00am - 12:00pm	May 8 8:00am - 12:00pm	May 11 1:00pm
		B	May 3 1:00pm - 5:00pm	May 4 1:00pm - 5:00pm	May 8 1:00pm - 5:00pm	– 4:00pm
Mesa		A	May 3 8:00am - 12:00pm	May 4 8:00am - 12:00pm	May 9 8:00am - 12:00pm	May 11 1:00pm
		B	May 3 1:00pm - 5:00pm	May 4 1:00pm - 5:00pm	May 9 1:00pm - 5:00pm	– 4:00pm
Miramar		A	May 3 8:00am - 12:00pm	May 4 8:00am - 12:00pm	May 10 8:00am - 12:00pm	May 11 1:00pm
		B	May 3 1:00pm - 5:00pm	May 4 1:00pm - 5:00pm	May 10 1:00pm - 5:00pm	– 4:00pm

Continuing Education

Site	CSC 101 CSC 102	Track	CSC 103	CSC 104	CSC 105/106	Study Hall
ECC	July 31 st 9:00am to	A	August 2 8:00am - 12:00pm	August 3 8:00am - 12:00pm	August 9 8:00am - 12:00pm	August 10 1:00pm

		B	August 2 1:00pm - 5:00pm	August 3 1:00pm - 5:00pm	August 9 1:00pm - 5:00pm	- 4:00pm
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