



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Student Services

Campus Solutions Preliminary Training Plan UPDATED: 09/12/2018

Introduction

The primary goal of the end user training initiative is to enable staff to learn the new Campus Solutions business processes related to their job. This document provides the training strategy and timeline for San Diego City, Mesa and Miramar Colleges and Continuing Education

Assumptions

The plan is based on the following assumptions:

- All training will be held at Miramar College at the dedicated training room (W-246) located at the District Datacenter unless otherwise specified
- Training will be facilitated by District Student Services, while training delivery will be done by project team members (Business Analysts or Supervisors)
- Training is required in order to gain access to the system
- Instructional materials will be available online and provided at the training
- Some offices may need to be closed for a period of time in order to maximize efficiency
- Prior to training, all staff will be asked to complete a basic preview training (CS 101) online in order to be prepared

Training Populations	
<ul style="list-style-type: none"> • Admissions and Records (includes Veteran Services, Residency, International, evaluations) • CalWORKs • Counseling Faculty • Counseling Support Staff (includes Career and Transfer staff) • DSPS • EOPS/CARE • Financial Aid • Research • Schedulers • Student Accounting 	<ul style="list-style-type: none"> • Student Outreach • Managers • Students • Teaching Faculty • Student Affairs • Athletics • TRIO/UMOJA • Tutoring/LRC/Library • Assessment Office • Fitness Center Staff • Student Health Services (including Mental Health Services) • Parking Services

Training Timeline:

Training schedule is subject to change based upon area readiness.

All trainings will be viewable to on the Training Calendar:
<https://www.sdccd.edu/mysdccd/training/training-calendar.aspx>

Admissions and Records (Includes evaluations, veterans, international, residency)
All Admissions and Records Staff must complete all courses in the sequence (A&R 101, 102, 103) to gain access to the system. A&R 120 is required once CCCApply is live.

Session Name	Date/Time	Location	Content
A&R 101	10/19/18 1pm to 5pm	Miramar W-246	Introduction to CS, Student Journey, Student Services Center, 3Cs, Portal
A&R 102	10/26/18 1pm to 5pm	Miramar W-246	Registration, Student Grades, Class Schedule
A&R 103 (City Only)	11/2/18 8:30am to 12:30pm	Miramar W-246	Residency, International Students, Veterans, Campus Specific BP
A&R 103 (Mesa Only)	11/2/18 1pm to 5pm	Miramar W-246	Residency, International Students, Veterans, Campus Specific BP
A&R 103 (Miramar Only)	11/2/18 1pm to 5pm	Miramar M-101	Residency, International Students, Veterans, Campus Specific BP
A&R 120	12/14/2018 8:30am to 12:30pm	Miramar W-246	CCCApply

CalWORKs

This training is for all CalWORKs staff and counselors. Only staff/counselors that work on reports, work-study and more technical items in nature should attend CalWORKs 110.

Session Name	Date/Time	Location	Content
CalWORKs 101	11/9/2018 1pm to 5pm	Miramar W-246	Introduction to CS, Student Services Center, Overview of CalWORKs
CalWORKs 110	11/30/2018 8:30am to 12:30pm	Miramar W-246	CalWORKs Work-Study, Reports

Counseling Faculty

All Counselors (including special program counselors) are required to attend all trainings. Due to scheduling availability, counselors may choose which track (track A or track B) to participate in. It is **strongly suggested** that counselors stick to one track as you will be learning in a cohort with your fellow peers.

If counselors need accommodations to attend other sessions, please discuss with your department chair/dean so we can make the necessary arrangements.

San Diego Miramar College

San Diego Miramar College – Track A	
Date	Course/Time/Location
9/24/2018	CSC 101 and CSC 102 9:00am to 4:00pm Room K1-107
9/25/2018	CSC 103 8:00am to 12:00pm Room W-246
9/26/2018	CSC 104 8:00am to 12:00pm Room W-246
9/27/2018	CSC 105 and CSC 106 8:00am to 12:00pm Room W-246
9/28/2018	CSC 199 1:00pm to 4:00pm Room W-246

San Diego Miramar College – Track B	
Date	Course/Time/Location
9/24/2018	CSC 101 and CSC 102 9:00am to 4:00pm Room K1-107
9/25/2018	CSC 103 1:00pm to 5:00pm Room W-246
9/26/2018	CSC 104 1:00pm to 5:00pm Room W-246
9/27/2018	CSC 105 and CSC 106 1:00pm to 5:00pm Room W-246
9/28/2018	CSC 199 1:00pm to 4:00pm Room W-246

San Diego Mesa College

San Diego Mesa College – Track A	
Date	Course/Time/Location
10/01/2018	CSC 101 and CSC 102 9:00am to 4:00pm LRC 435
10/02/2018	CSC 103 8:00am to 12:00pm Testing Office, I4-201
10/03/2018	CSC 104 8:00am to 12:00pm Testing Office, I4-201
10/04/2018	CSC 105 and CSC 106 8:00am to 12:00pm Testing Office, I4-201
10/05/2018	CSC 199 1:00pm to 4:00pm Testing Office, I4-201

San Diego Mesa College – Track B	
Date	Course/Time/Location
10/01/2018	CSC 101 and CSC 102 9:00am to 4:00pm LRC 435
10/02/2018	CSC 103 1:00pm to 5:00pm Testing Office, I4-201
10/03/2018	CSC 104 1:00pm to 5:00pm Testing Office, I4-201
10/04/2018	CSC 105 and CSC 106 1:00pm to 5:00pm Testing Office, I4-201
10/05/2018	CSC 199 1:00pm to 4:00pm Testing Office, I4-201

San Diego City College

San Diego City College – Track A	
Date	Course/Time/Location
10/08/2018	CSC 101 and CSC 102 9:00am to 4:00pm Room MS-161
10/09/2018	CSC 103 8:00am to 12:00pm Room MS-161
10/10/2018	CSC 104 8:00am to 12:00pm Room MS-161
10/11/2018	CSC 105 and CSC 106 8:00am to 12:00pm Room MS-161
10/12/2018	CSC 199 1:00pm to 4:00pm Room MS-161

San Diego City College – Track B	
Date	Course/Time/Location
10/08/2018	CSC 101 and CSC 102 9:00am to 4:00pm Room MS-161
10/09/2018	CSC 103 1:00pm to 5:00pm Room MS-161
10/10/2018	CSC 104 1:00pm to 5:00pm Room MS-161
10/11/2018	CSC 105 and CSC 106 1:00pm to 5:00pm Room MS-161
10/12/2018	CSC 199 1:00pm to 4:00pm Room MS-161

Counseling Support Staff (Includes Career and Transfer Center)

This training is for all counseling support staff. Note, support staff in special programs such as EOPS, CARE, CalWORKs, and DSPS will have their own trainings. Staff must attend both training sessions.

Session Name	Date/Time	Location	Content
CSS 101	10/19/18 8:30am to 12:30pm	Miramar W-246	CS 101, Student Services Center, Student Journey
CSS 110	10/26/18 8:30am to 12:30pm	Miramar W-246	Student Success Pages, Enrollment, Class Schedule

DSPS

This training is for all staff and counselors in the DSPS program. DSPS counselors will attend this session in addition to the training session for all counselors at their campus. Only **one** training sessions will need to be attended at your campus.

Session Name	Date/Time	Location	Content
DSPS Miramar 101	9/28/18 8:30am to 12:30pm	Miramar W-246	DSPS Processes
DSPS Mesa 101	10/5/18 8:30am to 12:30pm	Mesa I4-201	DSPS Processes
DSPS City 101	10/12/18 8:30am to 12:30pm	City MS-161	DSPS Processes
DSPS CE 101	12/7/2018 8:30am to 12:30pm	ECC TBD	DSPS Processes

EOPS/CARE

This training is for EOPS/CARE staff. All modules must be completed.

Session Name	Date/Time	Location	Content
EOPS 101	8/2/2018 11:00am to 3:00pm	Miramar M-101	EOPS Processes
EOPS 102	9/14/2018 9:00am to 11:00am	Miramar W-246	EOPS Processes
EOPS 110	12/13/2018 9:00am to 11:00am	TBD	EOPS End of Term

Financial Aid

Session Name	Date/Time	Location	Content
Financial Aid 120	6/29/2018 8:30am to 12:30pm	Miramar M-102	Student Portal, Triage Session
Financial Aid 130	7/16/2018 8:30am to 12:30pm	Miramar M-102	Force Loading ISIRs, manually posting awards

Research

This training is for institutional and campus-based researchers to gain an understanding of the system and how it relates to the data warehouse. Attendance is required in order to gain access to the system.

Session Name	Date/Time	Location	Content
Campus Solutions	10/24/2018 8:30am to 12:30pm	Miramar W-246	Campus Solutions Overview

Schedulers

For more information, please refer to the Spring 2019 Schedule Build planning document.

Session Name	Date/Time	Location	Content
Scheduler Build	8/27/18 – 9/20/18 9/24/18 – 9/28/18	Miramar W-246 City MS-161	Schedule Build
CE Schedule Build	9/17/2018 – 10/11/2018 1:00pm to 4:00pm	ECC, Room 111	Schedule Build for Continuing Education

Student Accounting

Student Accounting staff must attend both sessions (SA 101 and SA 110) at their campus. Training will be done in a group. Staff must attend the training at their home campus.

Session Name	Date/Time	Location	Content
SA 101 (City)	10/25/18 8:00am to 12:00pm	City MS-161	Student Services Center, Account Inquiry
SA 110 (City)	11/1/2018 8:00am to 12:00pm	City MS-161	Accounting Basics, Touchnet

SA 101 (Mesa)	10/26/18 8:30am to 12:30pm	Mesa MS-209	Student Services Center, Account Inquiry
SA 110 (Mesa)	11/2/2018 8:30am to 12:30pm	Mesa MS-209	Accounting Basics, Touchnet
SA 101 (Miramar)	10/26/18 8:30am to 12:30pm	Miramar M-101	Student Services Center, Account Inquiry
SA 110 (Miramar)	11/2/2018 8:30am to 12:30pm	Miramar M-101	Accounting Basics, Touchnet
SA 110 (CE)	11/2/2018 9:00am to 12:00pm	ECC B101	Accounting Basics, Touchnet

Student Outreach/Ambassadors

This training will be coordinated with district outreach and will be recommended for student outreach staff and ambassadors for the campus roadshows and “help stations” during online class schedule release, registration and opening week (Spring)

Session Name	Date/Time	Location	Content
Online Schedule Training	Between 10/15/2018 to 10/26/2018	TBD	Navigating the portal and online class schedule
Registration Training	Week of 10/29/18	TBD	Registration, viewing the class schedule and paying fees

Student Services Managers

Session Name	Date/Time	Location	Content
What you should know as a Student Services Manager	11/1/2018 8:00am to 12:00pm	District Office – Room 110	Student Services and Campus Solutions, Troubleshooting, Business Process Changes

Managers for TAO and Class Scheduling

This training covers enrollment management, class scheduling, TAO overview, and Ad Astra tools used during the schedule development process. Only one session is required, both sessions will cover the same topics.

Session Name	Date/Time	Location	Content
VPs/Deans for Class Scheduling (Session 1)	9/21/2018 9:00am to 12:00pm	Miramar W-246	Class scheduling, TAO, Ad Astra
VPs/Deans for Class Scheduling (Session 2)	10/5/2018 9:00am to 12:00pm	Miramar W-246	Class scheduling, TAO, Ad Astra

Department Chairs, VPIs, Business/Admin Services, Human Resources Training

This training will cover items related to faculty assignment, TAO, reports, and overview of the Faculty Portal. Only one training session is required.

Session Name	Date/Time	Location	Content
Training for Department Chairs, Business/Admin/HR and VPIs @ City	9/24/2018 2:00pm to 3:30pm	City MS-161	TAO, Faculty Assignment, Reports, Portal (Faculty Center)
Training for Department Chairs, Business/Admin/HR and VPIs @ Mesa	9/19/2018 2:30pm to 4:00pm	Mesa, MS-109	TAO, Faculty Assignment, Reports, Portal (Faculty Center)
Training for Department Chairs, Business/Admin/HR and VPIs @ Miramar	9/17/2018 1:00pm to 2:30pm	Miramar W-246	TAO, Faculty Assignment, Reports, Portal (Faculty Center)

Students

Student training sessions will primarily be driven through online videos. There will be roadshows during peak periods: Opening of the online class schedule, registration, and opening week for the Spring semester.

Session Name	Date/Time	Location	Content
Online Schedule	Week of 10/29 – 11/3	Each Campus	Online Schedule
Registration	Week of 11/12	Each Campus	Registration
Online Videos	N/A	Online	Varies

Faculty

In-Person training sessions will be developed as we get closer to go-live. Most trainings will be conducted through instructional videos.

Session Name	Date/Time	Location	Content
Faculty Portal Training	10/17/2018 1:00pm to 2:30pm	Mesa MS 109	Faculty Portal, Accepting TAO
Faculty Portal Training	11/27/2018	Miramar W-246	Faculty Portal
Faculty Portal Training	12/10/2018 11:30am to 1:00pm	Mesa MS 109	Faculty Portal
Faculty Portal Training @ Flex Week	Week of 1/21/2019	Varies	Faculty Portal
Online Videos	N/A	Online	Faculty Portal

Continuing Education Student Services Staff

This training is for all CE Student Services staff. Trainings will be divided into two sessions. Specific dates and times will be developed and released soon.

Session Name	Date/Time	Location	Content
CE Student Services 101	11/5/18 - 11/7/18 8:30am to 12:30pm	North City	CS 101 for CE, Apply/Register, Portal
CE Student Services 110	11/13/18 – 11/14/18 8:30am to 12:30pm	ECC	CS 101 for CE, Apply/Register, Portal

Student Affairs, Athletics, TRIO/UMOJA, Puente, AVANZA, Peer Navigator, FYE

This training is for users who typically have light access to our current system ISIS. Training will include overview of the student services center (contains registration, schedule, holds, application information) as well as knowledge to run specific reports (e.g. athletics, STAR/TRIO, UMOJA, et.c)

Session Name	Date/Time	Location	Content
Campus Solutions Training	11/01/2018 10:00am to 12:00pm or 1:00pm to 3:00pm	City	CS 101, Student Services Center, Student Groups, Queries/Reports, Student Journey
Campus Solutions Training	11/06/2018 10:00am to 12:00pm or 1:00pm to 3:00pm	Mesa	CS 101, Student Services Center, Student Groups, Queries/Reports, Student Journey
Campus Solutions Training	11/07/2018 10:00am to 12:00pm 1:00pm to 3:00pm	Miramar	CS 101, Student Services Center, Student Groups, Queries/Reports, Student Journey

Tutoring/LRC, Assessment, Fitness Center, Student Health Services, Parking

This training is for users who have very light access to the system. Includes basic access which includes validation of current enrollment and the class schedule

Session Name	Date/Time	Location	Content
Campus Solutions Basics	12/11/2018 10:00am to 12:00pm 1:00pm to 3:00pm	City	Student Service Center, Student Journey, Portal
Campus Solutions Basics	12/12/2018 10:00am to 12:00pm 1:00pm to 3:00pm	Mesa	Student Service Center, Student Journey, Portal
Campus Solutions Basics	12/13/2018 10:00am to 12:00pm 1:00pm to 3:00pm	Miramar	Student Service Center, Student Journey, Portal