

South Carolina State University Training Agenda

February 28-March 1, 20167

Day 1

Time	Session	Goals	Attendees	Location
9:00 – 9:30am (30 minutes)	Meet and Greet	<ul style="list-style-type: none"> ▪ Introductions ▪ Discussion of expectations ▪ Prep for the day 	<ul style="list-style-type: none"> ▪ Program Owner ▪ Leadership Team 	
9:30 – 10:00am (30 minutes)	Leadership Infrastructure	<ul style="list-style-type: none"> ▪ Discuss Infrastructure and expectations 	<ul style="list-style-type: none"> ▪ Program Owner ▪ Leadership Team ▪ Admin Staff 	
15 minutes	Break			
10:15- 11:15am (60 minutes)	Administration Training	<ul style="list-style-type: none"> ▪ General Site Overview ▪ Locations Review ▪ User Roles Review ▪ Reporting 	<ul style="list-style-type: none"> ▪ Program Owner ▪ Admin Staff 	
11:15am – Noon (45min)	IT Discussion	<ul style="list-style-type: none"> ▪ Version 5 discussion 	<ul style="list-style-type: none"> ▪ Program Owner ▪ IT Staff 	
Noon – 1:00pm	Break for Lunch			
1:00pm – 2:30pm (90 minutes)	Tutor Training Session I	<ul style="list-style-type: none"> ▪ Tutor Availability ▪ Appointment Scheduling (All views) ▪ Tutor Reporting ▪ Tutor Administrator Reporting ▪ Tutor Center Mode ▪ Tutor Kiosk Mode 	<ul style="list-style-type: none"> ▪ Program Owner ▪ Tutoring Staff 	
2:30- 3:00pm (30 minutes)	Debrief	<ul style="list-style-type: none"> ▪ Discuss Day 1 ▪ Prep for Day 2 	<ul style="list-style-type: none"> ▪ Program Owner ▪ Leadership Team 	

Day 2

Time	Session	Goals	Attendees	Location
9:00am – 9:30am (30 minutes)	Kick start Preparation	<ul style="list-style-type: none"> Review workflow training agenda Discussion of expectations Prep computer lab for training day 	<ul style="list-style-type: none"> Program Owner Leadership Team 	
9:30 – 10:45am (75 minutes)	Advisor Platform Training I	<ul style="list-style-type: none"> Availability Set Up Appointment Scheduling Appointment Campaigns Calendar Sync Appointment Reports 	<ul style="list-style-type: none"> Program Owner Advising Staff 	
15 minutes	Break			
11:00am – Noon (60 minutes)	Advisor Platform Training II	<ul style="list-style-type: none"> Advising Center Mode (Front Desk) Advising Kiosk Mode Advisor Reporting and Notes Running reports 	<ul style="list-style-type: none"> Program Owner Advisors Additional advising staff (front desk/secretary) 	
Noon– 1:00pm	Break for Lunch			
1:00pm – 2:30pm (90 minutes)	Progress Reports/Early Alert Training	<ul style="list-style-type: none"> Process of creating and sending out campaign requests Reporting on information gleaned from faculty response Review workflow and methods for identifying, assessing and intervening with at-risk students Alert Reason discussion 	<ul style="list-style-type: none"> Program Owner Admin Staff 	
2:30pm– 3:00pm (30 minutes)	Debrief	<ul style="list-style-type: none"> Review Next Steps 	<ul style="list-style-type: none"> Program Owner Leadership Team 	