Connections Center Staff Training & Overview

Student Services Overview
Connections Center’s Staff Training & Refresher
Friday, December 6, 2013
Training Overview

• Staff Introductions
• Daily Procedures
• Registration & New Student Process
• Retention Alert Process
• Center’s Progress & Process
• Triage- Asking the Right Questions
• Helping & Helping that does not help
¡Conéctate! Center Staff Introductions

• Maria Torres
• Maria Gonzalez
• Audrey
• Francoise
• Larisa
• Jennifer
• Eric
• Laurimar
Daily Procedures

– Log in to Who’s Next
– Log in to WebAdvisor & check To-do list
– Enter students in Who’s Next (at start & end)
– Enter WebAdvisor notes of action taken for RA
Registration & New Student Process

– 6 steps to become a student
– Follow-up with Financial Aid within 5 days of completing the application.
– Orientation
– Registration for class on line vs. on campus
– Purchase of books
Retention Alert Process

• Overview only.
  – Please see the previously given powerpoint handout.
Center’s Progress & Process

• Please refer to the attached charts to see
  – Center’s growing numbers
  – Importance of who’s Next
Triage - Asking the Right Questions

- When students come to the center they often don’t know how to ask for what they need.
- We can ask several questions to help us find out what they really need.
- Main questions have to do with:
  - Enrollment - Financial Aid - Next step
  - Password - student/photo ID - orientation
  - Elective classes level 5 & 6 - MAPP
Helping & Helping that does not help

• Teaching students “how to”
• Encouraging students to write things down
  – “Speak with ___”
  – “FAFSA Pin is ______, Security Question is __, the answer to the security question is___”
• Remind students of past conversations
• Encourage students to work on applications on their own after you explain it to them and to call you back if they need clarification (often times when we stand there, students do not read).
• Have students repeat what they understood.
• Year 4 includes many tasks we will all work towards:
  – Following 75 students (minimum) in Retention Alert, (referring & meeting with them)
  – Continued MAPP assessments
  – Meeting with Prospect students & new students
  – Helping current students through registration, drop/add, other difficulties
  – Referring students to other school services
  – Continuing interactions with other departments to grow the Connections Center
  – Continue development of resources available for ¡Conéctate! Advisors & students
  – Planning for Institutionalization
Questions/ Notes

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