

Student Success Link Training Resources

	Primary Column
1	RFI Messages
2	Skyline
3	Cañada
4	CSM
5	International
6	Welcome Letters, Matriculation, Registration, Counseling Appointments Messages
7	Skyline
8	Cañada
9	CSM
10	SSL Matriculation (Enrollment) Success Plans Documentation
11	How to Resend the Welcome Letter
12	SSL Success Team Assignments
13	Skyline
14	Cañada
15	CSM
16	Success Navigator Training Documents
17	(Summer 2020) Success Navigator Training Slide Deck
18	(Summer 2020) Success Navigator Activity Guide
19	Financial Aid Training Documents
20	Financial Aid Training Slide Deck
21	Financial Aid Activity Guide
22	Admissions and Records Training Documents
23	A&R Training Slide Deck
24	International
25	International: How to Integrate Files to Banner Document Management System (WebExtender)
26	Campaigns/Events in the SSL
27	SSL Campaigns (Events) Documentation + Training Slides (Campaigns)
28	How to use QR Code for Campaigns/Events
29	Queue Management
30	Queue Management - Student Self Sign Up + Third Party Schedule Sign Up (New Fall 2023)
31	Demo Recording
32	Queue Management - Third Party Schedule Sign up Only
33	Queue Management Documentation (Counselor + Student Perspective)
34	Queue Management Recording Demo (Counselor + Student Perspective)

Primary Column	
35	Queue Management Documentation (Third Party Schedulers)
36	Queue Management Recording Demo (Third Party Schedulers)
37	CAN: Queue Management for A&R and Financial Aid
38	<input type="checkbox"/> Counselor and Appointments Training Guides
39	<input type="checkbox"/> New Counselor Training
40	New Counselor Training Slide Deck & Recording
41	How to Update Profile
42	How to Create Availability
43	How to Create Non Counseling Time
44	How to Manage Appointments
45	How to Record a Note
46	How to update DRC Success Teams (DRC/EAC Only)
47	How to Add In Person Availability
48	<input type="checkbox"/> Third Party Scheduling Training
49	Slide Deck
50	Activity Guide
51	<input type="checkbox"/> Availability in the SSL (Additional documentation)
52	How to Create Availability Not Open to Students
53	Split Scheduling End User Documentation
54	SSL Appointment Duration and Associated Role
55	<input type="checkbox"/> Appointment Scheduling (Additional Documentation)
56	How to Schedule a Drop In Appointment
57	How to Schedule an Appointment
58	Student Appointment Email Samples
59	Email Correspondence Documentation: How to record time spent on Email Correspondence
60	<input type="checkbox"/> SSL Calendar
61	How to Share your Outlook Calendar with Someone Else (Outlook 365 + Outlook Desktop Instructions)
62	How to share your Student Success Link Calendar
63	<input type="checkbox"/> Notes in the SSL
64	Creating a Group in the Student Success Link (For Sharing Notes)
65	FERPA and Notes in the Student Success Link
66	<input type="checkbox"/> Early Alert Training Material
67	How to Manage Early Alerts
68	Alert Status and Messaging Documentation
69	Early Alert Training PowerPoint
70	Early Alert Training Recording
71	<input type="checkbox"/> Veterans in the CRM

Primary Column	
72	 SCOs and Coordinators
73	General Veteran Training Recording for all Veteran Team (ex: SCOs, Coordinators, Counselors)
74	How to Review Forms (SCOs)
75	Veterans Coordinators Documentation
76	Training Slide Deck
77	Sample Emails (New, Continuing, Transfer Students)
78	Sample Veterans Statement of Responsibility
79	Sample Success Plans and Tasks
80	Manually Adding a Banner Veteran Record in the SSL
81	 Veteran Counselors
82	Training slide deck
83	Veteran Counselor Guide for Tasks and Success Plan: SEP
84	Veteran Training (Student Flow) 12.9.21
85	Veteran Sample Emails and Student Views
86	 Transcript Evaluation In the SSL
87	TES Student Experience
88	TES in the SSL for TES Users
89	Sample TES Classic Email Templates
90	External Exams in the SSL
91	Sample TES External Exam Actionable Email
92	 K-12 in the SSL
93	Dual Enrollment Auto Registration Error Resolution
94	K-12 Documentation
95	K-12 Mini Documentation: HS Counselor Designee Approval
96	K-12 Slide Deck
97	Sample K-12 Form Screen Shots
98	Sample K-12 Emails (Actionable Email, Automated Messages)
99	Sample K-12 Wet Signature Print
100	How to Video: Student View
101	Student Instructions-1 pager
102	FAQ - Internal (view only)
103	K12: How to Transfer College Connection Form to Another Program
104	K12: How to Mark as A Form as Duplicate
105	A&R: Homeschool Affidavit Approval
106	 Texting in the SSL
107	Training Powerpoint
108	How to Text Students from the SSL

	Primary Column
109	GID Concatenate Excel Template
110	 SSL Communication Campaigns
111	Comma Separated GID Report Generator
112	How to Run a Banner Argos Report for Financial Aid
113	 Student Ambassadors Matriculation Follow up Calls
114	Training Powerpoint
115	Sample Skyline Call Script
116	Matriculation Tasks Documentation
117	 Student Ambassador RFI Follow up Tasks
118	Ambassador Call Script
119	Training Powerpoint
120	Presenter Talking Points
121	Activity Guide/Documentation
122	 A&R Registration Form Training
123	Training Powerpoint (3.20.25)
124	Training Recording (3.20.25)
125	A&R Registration Form Error Handling
126	 Registration Forms SOPs
127	 Counseling Forms
128	Course Repetition
129	Enrolling Beyond Max Units
130	 A&R Forms
131	Overlapping Courses
132	Auditing Courses
133	Dropping and Withdrawing from Courses Before the Established Deadlines
134	Withdrawing from Courses After the Established Deadlines (Excused Withdraw)
135	Late Add (After the Add Deadline)
136	Changing the Section or Level (After the Deadline)
137	 Student Fees
138	Documentation
139	Training Recording (3.18.25)
140	 Marketing Cloud
141	Content Builder 101 & Single Send Journeys (for college Marketing Teams)
142	Training Recording: Content Builder 101 & Single Send Journeys (for college Marketing Teams)
143	Queue Management - Student Self Sign Up + Third Party Schedule Sign Up (New Fall 2023)
144	 Other Documentation
145	How to BCC Salesforce

Primary Column	
146	How to Subscribe to Reports
147	How to Email Students from the SSL