

New Support Staff Mentoring Checklist

CNHP

- Tour of CNHP and introduction to support staff
- Pick up sign-in credentials from IT
- Pick up keys from Physical Plant
- Required testing: HIPAA, OSHA, FERPA, Child Protection, etc.
- Work space setup, look through desk and files to familiarize
- Review Support Staff How-to Desk Manual
- Review program webpages

University Trainings

- Tour of USI Campus
- BuyUSI training – Sr. Administrative Associate will contact Procurement to arrange training
- PNC reconciliation training - Sr. Administrative Associate will contact to arrange training

Training with Mentor

- PNC Credit Card allocations – Sr. Administrative Associate will contact Accounts Payable to add to account
- Native Banner
 - remove holds
 - assign advisors
 - overrides
 - look up information
- Registrar
 - Core 39 exception requests
 - add/remove classes
 - other tasks
- Copy Center requests
- Scheduling Services/Beth Thompson – room requests
- Sodexo – event catering
- MyUSI
 - Blackboard
 - Self Service
 - Degree Works – tutorial and exceptions

Program-specific training

- Application to program
- Accreditation Standards
- Filing system
 - CastleBranch, if applicable (this can be covered by mentor as well)