



# Camosun College's Training & Audit Department – What is it all About?

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**Procedure and Business Process Manuals,  
Training Employees, System Testing,  
Business Analysts, Project Management -  
How did all of this come together to  
create a department?**

**Let us tell you about the innovation of  
Student Services to create this  
department and who we are, what we do,  
and how you can be just as creative.**

- Training
  - Q-Tips
- Innovative
  - Support
  - Testing
  - Analyze
  - Facilitate
- Filter Issues
- Documentation of Issues
  - Cross Functional
    - Procedures
  - Deal with Change
- Project Management
  - Troubleshooting
- Liaise Between Departments
  - Learn Together



## **Training & Audit Department**

- **History**
- **Procedure and Business Process Manuals**
- **Documentation**
- **Training**
- **Project Management**
- **Where Are We Now?...4 Years Later**
- **Questions or Comments?**

# History

- Why?
  - Because
- When?
  - ASAP
- How?
  - With blood, sweat and tears



# Training & Audit Vision

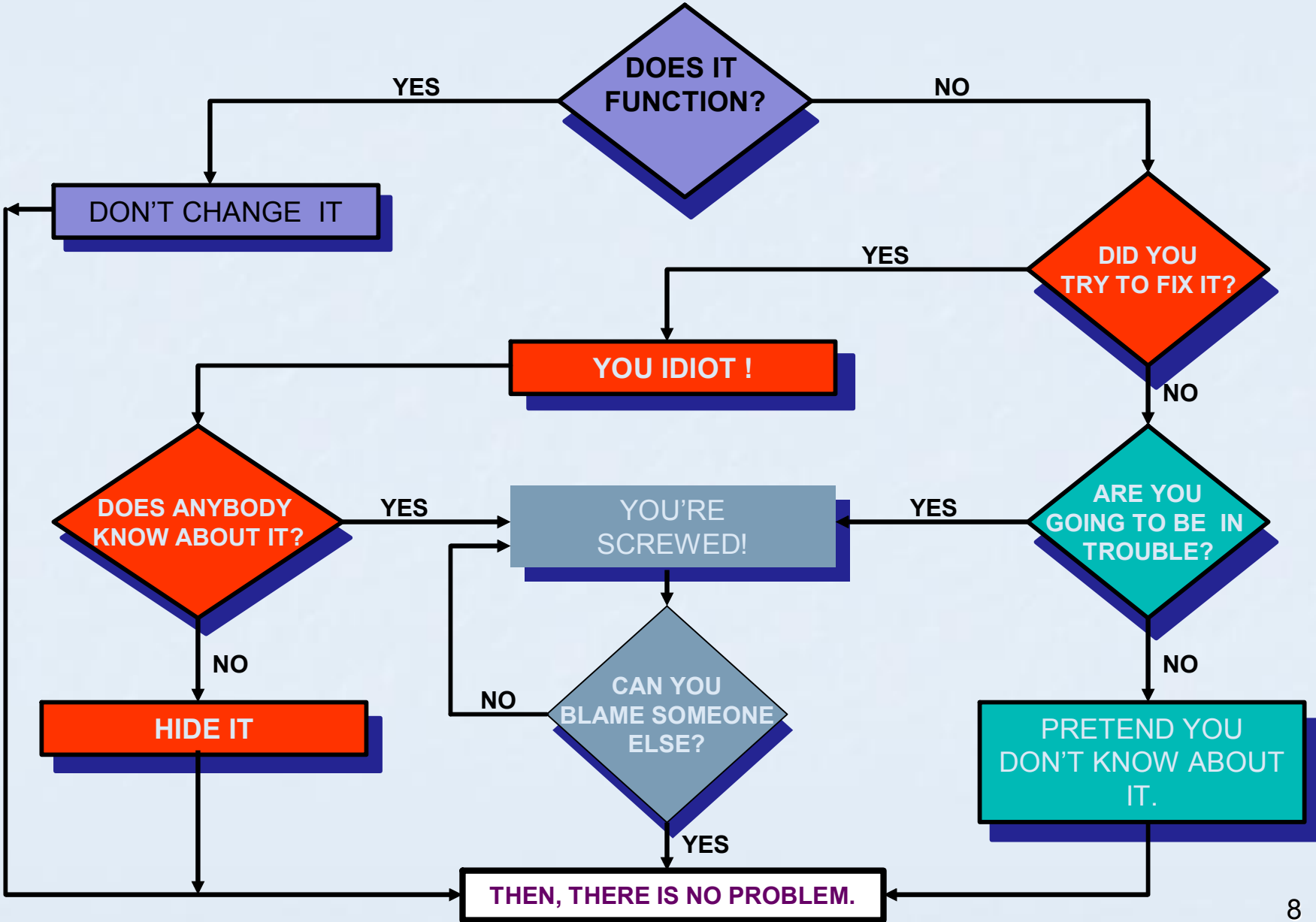
**“To collaborate with our clients to achieve and maintain a competitive advantage with superior services and systems, intended to enhance the student experience”**



# Training & Audit Goals

- Stay current
- Provide monthly training
- Make procedures manuals more accessible
- Be project management gurus
- Make our clients aware of who we are and what we do

# PROBLEM RESOLUTION IN THE WORKPLACE



# Procedure and Business Process Manuals

- **Researching/Obtaining**
- **Analyzing/Developing**
- **Documenting/Distributing**
- **Reviewing/Refining**
- **Testing, Testing, Testing...**



# Documentation

## Procedures Manuals

- Identify/Define/Organize

## Types

- General
- Admissions
- Registration
- Curriculum Management
- Scheduling Facilities
- Student System Set-up
- Specific (CCI, ELS)



# Colleague Procedure

## Group Track Assignment GTA

Approved Date: June 23, 2005  
 Revised Date: June 13, 2005/mk

### Introduction

This procedure provides the details for staff to assign or change group tracks to any group of individuals. Refer to the Program Invitations GTA/PCB process for full invitation details.

### Procedure

Access the Group Track Assignment (GTA) screen from any Colleague Menu.  
 The GTA screen appears as follows:

```

+-----+
| 05-23-03 14:01          GROUP TRACK ASSIGNMENT          GTA |
|=====|
| 1 * Tracks to Update |
| Code      Description          Action      Date |
| 1: |
+-----+
| 2 Saved List Name..(Optional): |
| 3 File Name.....: |
| 4 ID/Name Search |
| 1: |
|aa Controller Tracks to Update aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa No Values aaaaaaaa |
Tracking Code LookUp:
  
```

Enter the following information



# Business Process Procedure

## Confirmation of Enrollment Forms and Letters

**Approved Date:** July 28, 2005

**Revised Date:** June 7, 2005/cc

### Introduction

Staff are frequently asked to confirm (formally\* or informally) whether a student is enrolled "full-time". As there are many external organizations that have a "stake" in defining full-time, staff have to qualify their response to ensure that students are not misinformed.

\*many external organizations (e.g. Canada Pension Plan, private scholarship organizations) require written confirmation (under the college seal) of students enrollment status. Approximately 1200 per year are completed.

Camosun College's definition of full-time (per EMC November 17, 1999) is that the student be enrolled in **at least a 60% course load\* for their program of studies.**\*\* Some external agencies may set different requirements and guidelines (e.g. Revenue Canada requires students to be enrolled in a minimum of 10 hours per week).

\*In the case of Access programs, this translates to a minimum of 20 hours per week.

### Procedure

Forms and letters requested by students for proof of enrollment are usually required for:

Canada Pension

Scholarship forms

Medical

Travel

Employment

Attending school in Quebec

Confirmation of enrollment forms and letters may be dropped off at Information & Registration and will be ready for pick-up in 48 hours.

Note that requests for Letters of Enrollment must be accompanied by the \$3.00 per copy fee.

If the student does not want to return to pickup their letter or form, they may:

Include a self-stamped envelope to have their letter/form mailed

Include a payment of \$3.00 to have their letter/form faxed

Indicate what they would like done with the original letter/form (Pick-up? Destroy? Mail out?)

# Q-Tips

## Quick Reference Guides

- Checklist
- Reference
- Information

## Types of Q-Tips

- Various types including:
  - Information/Registration
  - Admissions
  - Camlink Trouble Shooting



# Registration Checklist

Covers one complete registration cycle:

- Living document
- Covers all aspects of registration



# Training

- Student Services Staff
  - Group Sessions
  - Individual Sessions
  - Adhoc Sessions
  - Walkabouts
  - Drop-ins
  
- College Community



# Training Session Set-Up

- Request and Need for Training
- Organize Sessions
- Results
  - Hours to date
  - Fiscal 06/07 – 7,888 training hours
  - Since January 07 – 9,616 training hours



# Project Management

- TRAU supports and ensures success of projects
- Establish resources in order to manage and implement
  - Sponsor
  - Identify needs, timelines
  - Funding
    - Departmental funds
    - Strategic plan funds
    - Enrollment Management funds
    - College wide funds
  - Staffing required
  - Protocol
  - Project Examples
    - Student Email & Communications Management
    - CCI on Camlink
    - BCcampus
    - Frontline Payment Transactions

# Where Are We Now?...4 Years Later

- Documentation
  - Business Processes vs Procedures Manuals
  - Improve online resources
  - Change all manuals from QVT to UI
- Establish Regular Training Sessions
  - Determine schedule



# Where Are We Now?...4 Years Later

- R18
- Project Management
  - Establish documentation/protocol for small projects
  - Prospects
  - Communications Management
  - BCcampus
  - Online Transcript

# Where Are We Now?...4 Years Later

- Department Role
  - Review our role in Student Services and the overall College community
    - TLS Survey and Assessment Report
      - With the creation of the Business Analyst group...“this implementation and the continuing use of the model represents industry best practices”



# Questions/Comments?

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