



Trip Report: Communications Management Training

Trip Report #: 194777

Client #: G78

Client name: Grossmont-Cuyamaca Community College District

Consultant: Laura Strudeman

Dates of service: 03/29/05 - 03/30/05

Delivery method: On-Site

Client Participants:

Name	Email Address	Phone Number
Beth Appenzeller	beth.appenzeller@gcccd.net	619-660-4302
Therese Long	therese.long@gcccd.net	619-644-7010
Danielle Camacho-Thompson	danielle.camacho@gcccd.net	619 644 7151
Pat Fleming	pat.fleming@gcccd.net	
Andy Groshans	andy.groshans@gcccd.net	619-644-7540
Rose Monce	rose.monce@gcccd.net	619 660 4237
Stan Moore	stan.moore@gcccd.net	619-644-7010
Mariann Nagel	mariann.nagel@gcccd.net	619-644-7010
Laith Shammass	laith.shammass@gcccd.net	619 644 7179
Nancy Skoglund	nancy.skoglund@gcccd.net	619-644-7010
Harold George	harold.george@gcccd.net	210-364-1349
Ken Blaney	ken.blaney@gcccd.net	619-644-7010

Service Objectives:

Datatel Trip Report: Communications Management Training

Summary:

Agenda Topic	Outcome
Review of Communications Management	Four Building blocks of Com Mgt; DOC, CMC, TRC, CRRD (Document, Communications code, Track, Request Definition)
Talked about the various pieces of Documents and differences in Set-up	Various pieces of Output are: Winteg.Word (Microsoft word) Email COQT (Comma Quote; Text Delimited Output)
Talked through the various ways to assign four (4) building Blocks	Talked through Set-Up/Cheat Sheet Table Laura gave to class participants Talked through where various Screen Hooks reside Talked through how to use saved.lists to assign groups of students various pieces of Com Mgt
Power Point Presentation of Com mgt	Presented to group; sent copy to group
Com Mgt Set up Power Point	Copied screens we did in Training and sent to group
Com mgt Exercise	2nd day entailed an full exercise on com mgt; sent copy to group
Com Mgt Ideas	Class Cancels/Class Changes Appt Times/Dates (continuing students/Applicants) Past Due Amounts/letters (returning) Concurrent H.S. Students (reminder form) International Student Communication (dropped out of status) Veteran Status to ?Lucy? Roster reminder to Faculty Incomplete Reminder to Faculty Name Changes to Faculty Batch Emails to Prospects/Applicants International Applicants Checklist for I-20 Status letters (honors, Probation etc)

Next Steps:

Next Step	Criticality	Assigned To	Projected Finish	Followup Action	Completed
Compile all your Com Mgt Documents, checklist etc that you want to use	High	Com Mgt Team	05/06/05		
Prioritize your Com Mgt from your list	High	Com Mgt Team	05/06/05		

Datatel Trip Report: Communications Management Training

Practice setting up a DOC and Processing	High	Com Mgt team	05/06/05		
Revisit CORE Codes (office codes, etc)	High	Com Mgt Team	05/06/05		