## Departments Needing Assistance Before a Semester Starts

<table>
<thead>
<tr>
<th>Financial Aid</th>
<th>Customer Center</th>
<th>Laughing</th>
<th>Testing</th>
<th>Student Accounts</th>
<th>Admissions</th>
<th>Advising</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinator:</td>
<td>Robin Winston</td>
<td>Angela Head</td>
<td>James Strickland</td>
<td>Chris Rednour</td>
<td>Madara McCorkle</td>
<td>Richard Beaubien</td>
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</tbody>
</table>

### Basic Skills Required
- ESAMS and/or Banner; great verbal and written communication skills; ability to understand general financial aid details; data entry skills;
- Good verbal Communications; Typing; Ability to talk and type simultaneously is a must. Strong customer focus skills including de escalating rate callers.
- Very good display of data entry skills. 10 key typing is a must. Good organization and ability to switch tasks easily. Ability to learn and memorize codes. A consistent individual with a consistent schedule would be very important to ensure keeping abreast of the nuances in indexing. Attention to detail critical.
- Good verbal communication skills; good organizational skills and attention to detail; good critical thinking skills; and good diplomatic skills. Familiarity with college services on their campus and with the academic calendar; Familiarity and working knowledge of ESAMS and/or (knowledge of ESI a plus).
- Good keyboarding skills, high level of accuracy in transcription. Familiarity with BANNER and Xtender.
- Effective Communication Skills; Familiarity and working knowledge of advising resources (e.g., SL, DegreeWorks, eSAMS, SMARTS); Knowledge of campus resources (e.g., academic calendar, college catalog, NSO website), Knowledge of advising policies and procedures.

### Number of people needed to provide assistance.

<table>
<thead>
<tr>
<th>Hrs required to train</th>
<th>40</th>
<th>80 hrs/2 full weeks</th>
<th>2-4 part time</th>
<th>1-4 per test center</th>
<th>2 (Clarkston, Decatur, Dunwoody) 1 (Alpharetta and Newton)</th>
<th>Month of May (10), July through August (1), November, December &amp; first week of January (5)</th>
<th>New Student Orientation - 10-12 (per campus); Final Registration - 10-12 (per campus) Schedule Adjustment - 5-6 (per campus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hrs per week ongoing</td>
<td>5</td>
<td>40 hours per week</td>
<td>Minimum of 4 hours per week</td>
<td>2 hrs/wk</td>
<td>5 hours</td>
<td>5 hours per week</td>
<td>At least Two Hours / Week</td>
</tr>
<tr>
<td>Number of weeks need additional assistance before start of semester</td>
<td>6</td>
<td>At least 4 weeks if not sooner</td>
<td>A minimum of 6 weeks before and 2 weeks after registration. 2 weeks of the 6 weeks before would be for training and the rest would be for production level work.</td>
<td>Fall - 4 weeks Spring - 3 weeks Summer - 3 weeks</td>
<td>Fall - 4 weeks Spring/Summer - 2 weeks</td>
<td>Needs vary on a monthly basis — Month of May (10), July through August (5), November &amp; December &amp; first week of January (5)</td>
<td>8 weeks prior to the beginning of the term.</td>
</tr>
<tr>
<td>Hrs per week before &quot;start&quot;</td>
<td>10-20 hrs</td>
<td>8-10 hrs</td>
<td>8 to 20 hrs</td>
<td>8-20 hrs</td>
<td>10-20</td>
<td>Five</td>
<td>At least 2 hours Per Week</td>
</tr>
<tr>
<td>Location</td>
<td>Lakeside</td>
<td>Ongoing possibly at workstation. Preference if full day at Lakeside.</td>
<td>Clarkston, Lakeside, Dunwoody</td>
<td>Each campus</td>
<td>Each campus</td>
<td>Lakeside</td>
<td>Each campus</td>
</tr>
</tbody>
</table>

### Notes
- It would depend highly on the number of hours they can work straight, but roughly 1 week for full time and 2-3 for part-time would get a basic understanding.
- 8 hrs (how it is scheduled may be dependent on Campus)
- 10-20 hours
- Two 8 hour days for college transcript setup PLUS One 8 hour day for high school transcript setup
- Two 4 Hour Training Sessions
- 80 hrs/2 full weeks
- 4-6 hours per week
- At least 4 weeks if not sooner
- Minimum of 4 hours per week
- 2 hrs/wk
- 5 hours
- At least Two Hours / Week
- Number of weeks need additional assistance before start of semester
- Hrs per week before "start"