Support Staff Track
(Front Desk, Customer Service Reps, Admin Assistants)

Courses Level 1

- A–Z Of Montclair Systems
- FERPA

Courses Level 2

- Banner Navigation or Refresh your Banner INB Knowledge
- Self-Service Banner for Non-Faculty Advisors and Staff
- Introduction to 25Live

Courses Level 3

- Banner Specifics for Cross-Functional Areas*
- Business Area Specific Training*

*Pre-requisite: Banner Navigation or Refresh your Banner INB Knowledge

To be determined by Manager
Examples of Business Areas:
Admissions, Financial Aid, Finance, Reporting BDM, Recruiter, Student Accounts, Cognos Report Execution & Report Creation, Touchnet...

This is the training offered for the Support Staff Track. You might not be required to take all the courses above, please check with your manager before registering for a course.

View our Learning Curriculum for courses descriptions and calendar:
http://www.montclair.edu/one-montclair/areas/student-campus/classroomevents/