SKILLS SUPPORT AND TRAINING (SST):

WHAT IS SST?

The Skills Support and Training program provides quality on-the-job training and accessible reference materials to support Lane's administrative personnel. Our goal is to ensure that classified administrators have access to the following support for any important administrative operations, especially including Banner procedures:

1. **Certified Skills Trainers -** Skilled in delivering one-on-one on-the-job training
2. **Structured On-the-Job Training -** Timely, accurate, and effective
3. **Competency Certification -** Consistent, rigorous and credible
4. **Quick-Reference Documentation -** Easy-to-find and easy-to-use

WHERE IS SST?

SST Website: http://lanecc.edu/pod/sst
> To learn about, participate in, or request support from SST; please visit our website in the Professional and Organizational Development site. Here you will find information, instructions, and request forms.

Admin Knowledge Base: https://kbase.lanecc.edu/
> When you have a question about LaneCC technology or infrastructure, check the knowledgebase first. Lane's administrative professionals are working with SST to publish reference materials on common administrative tasks and frequently asked questions. We need your input and suggestions: kbase.lanecc.edu

SST Mailbox: sst@lanecc.edu
> Email SST with any questions or requests concerning documentation, training, or certification for administrative procedures.

HOW DO I USE AND SUPPORT SST?

GET TRAINING SUPPORT FOR YOURSELF OR YOUR DEPARTMENT:
> When you have a training need, contact SST to coordinate and certify the training. Get training faster and get access to Banner modules sooner.

USE THE KNOWLEDGE BASE:
> When you have a question, check the knowledge base first. If you don't find the answer, send us a request for documentation on the subject. Encourage your co-workers to use and contribute to the knowledge base also.

CONTRIBUTE TO THE KNOWLEDGE BASE:
> If you have expertise or documentation that would be useful to others, please send it to SST or contact us to share your knowledge.

BECOME A CERTIFIED SKILLS TRAINER:
> If you would like to cross-train co-workers within or outside of your department and certify them for access to Banner modules or other controlled systems, work with SST to become a Certified Skills Trainer.