

The mission of the Student Records Training and User Support Team is to provide comprehensive documentation, training and production support for PeopleSoft Student Records and related web applications on all University of Minnesota campuses.

Our goal as a team is to provide assistance to college, department and central staff as they serve U of MN students, by insuring the accurate collection and representation of student records data.

Analysis, Development and Documentation:

- Identify training needs
- Develop curriculum based on needs
- Determine security requirements for all end users
- Provide documentation of student records business processes as they relate to records software
- Continual analysis of current business processes to determine best practice
- Act as a link between technical staff and end users

Training:

- Provide a variety of training formats such as, hands on instructor led training, demonstrations and in service opportunities
- Make accommodations for customized training
- Communicate to Data Security the security needs of the user community

Production Support:

- Ongoing support through the help desk function
- Outreach in the form of Key Contacts meetings and attendance at other meetings associated with the user community at the collegiate and departmental levels
- Communicate to the user community any updates and/or changes that may impact business processes
- Act as liaison between end users and Data Security to determine resolution of issues as they relate to either the business process or security
- Provide current information and resources on Student Records Training web site

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