ITS Projects
IT Training

Ryan Campbell
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Courses Offered: PeopleSoft

- Introduction to PeopleSoft HCM (HR and Student)
- Advanced Messaging Techniques
- Admissions Overview
- Graduate Admissions Evaluation Data
- Academic Human Resources Processing
- Student Accounts Overview
- I-20 Forms and SEVIS Processing
- Service Indicators
Other IT Training

- iSupport Incident and Change Management
- iSupport Labs: Dashboards, Custom Views, Charts, and Gauges
- Cisco IP Phones Training, Presentations, and Labs
Training Methods

ITS offers many different methods of training to meet your requirements, including:

- Hands-on training in our computer labs
- Presentations in your department’s conference room
- One-on-one sessions at your desk
- Web-Ex training sessions for distance learners
Self Service Links

Additional self-service training can be found on the ITS website, including user guides, quick steps, and training videos. If you don’t see a training subject you’d like help with, let us know!

- [ITS training](http://my.sjsu.edu/employees/training/index.html)
- [Employee tutorials and user guides](http://its.sjsu.edu/resources/listing/index.html)
To Request Training

- Many PeopleSoft training courses are available for enrollment via Employee Self Service in MySJSU. For step-by-step instructions on how to search for and enroll in a course, review our guide: Search for a Course and Enroll in a Session (pdf)

- Due to limited attendance, many courses are now available only upon request. Contact the IT Help Desk (ithelpdesk@sjsu.edu) if you don’t see the training you want available online. ITS trainers will work with you and your team to schedule training that fits your schedule.
Additional Self Service Training Resources

• eCampus/Academic Technology (http://www.sjsu.edu/at/ec/aboutus/ecampusevents/index.html) offers classroom workshops and trainings on topics such as
  - Camtasia
  - Canvas
  - Next-Gen Classrooms
  - Qualtrics
  - Snag-It
  - WebEx

• CSU’s Skillport Portal (https://centralstationu.skillport.com/) has many IT and business-related training opportunities
Questions?

TJ Morrigan
IT Services

TJ.Morrigan@sjsu.edu
(408) 924-1728