Audience:
• Colleague users interested in using Communications Management

Course Length:
• 3 hours

Course Description:
Communications Management allows you to manage many types of incoming and outgoing correspondence. You can develop multiple correspondence tracks, maintain a complete history of communication with prospects and students, create customized letters and manage and coordinate mailings. In this hands-on training session, you will learn to perform functions in the Communication Management module of the student system in Colleague. MS Word will be utilized to assist you in in creating professional looking correspondence.

Prerequisites:
• Required – IMT-1005 Introduction to Colleague
• Active Colleague user with some experience (three+ months preferred)
• Familiarity with MS Word
• Recommended – HRD-1012 FERPA Training

Course Outline:
• What is Communications Management?

• Communication and document codes
  ✓ Definition
  ✓ Recommended naming structure

• Create communication code using CMC

• Create document code using DOC
  ✓ Document File Setup DFS
  ✓ Hardcopy Document Options (HDCD)

• Creating a letter using MS Word

Course Outline (cont’d):
• Using CRI to assign a communication code
• Using IPC to assign a document code
• View pending correspondence VPC
• Using Correspondence Batch PCB to:
  ✓ Select requests for processing
  ✓ Action = Count
  ✓ Action = Process
    o Process Correspondence Print Options PCB
      o Merging data with letter and printing using MS Word
  ✓ Action = History
  ✓ Action = Delete

• Pending Correspondence Report PCR
• Individual History IHS, IHI

For more Technical Training information, visit:
http://info.csmd.edu/Training/technical

Or contact:
Technical Training Coordinator
Wendy Cleary
Ext. 7610, email wendyc

Technology Associate
Debbie Proctor
Ext. 7729, email debrap