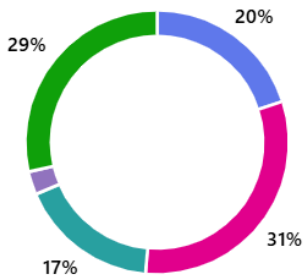
Microsoft Forms : Link to Microsoft Summary

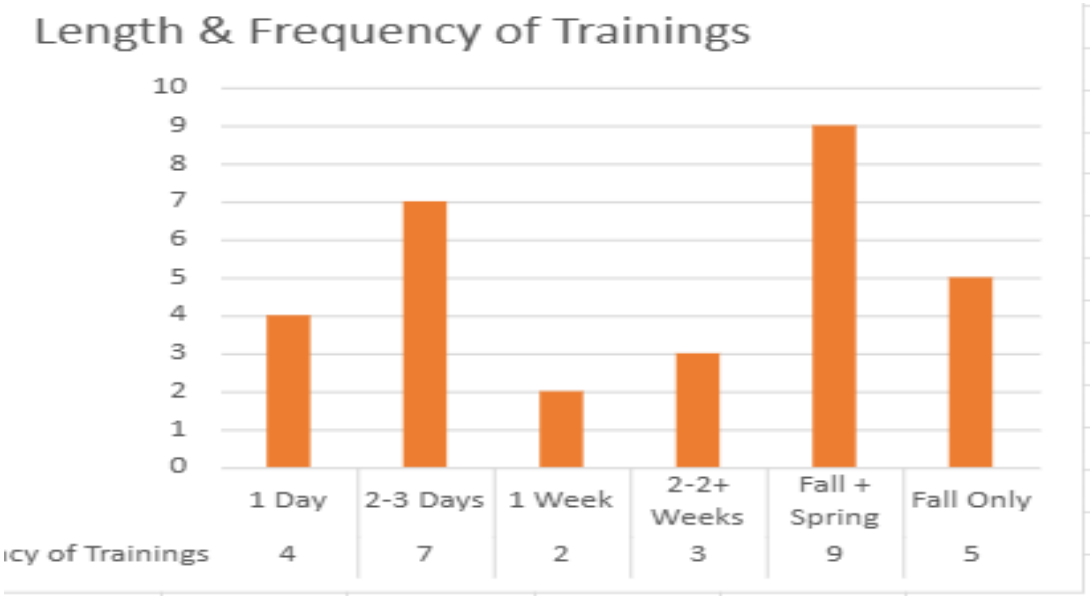
This document serves to highlight key takeaways from external benchmarking data. Please see the key findings below.

4. How frequently do your desk assistants receive training?

Yearly	7
Semesterly	11
Monthly	6
Weekly/Bi-weekly	1
As - Needed/Hired Off-Cycle	10

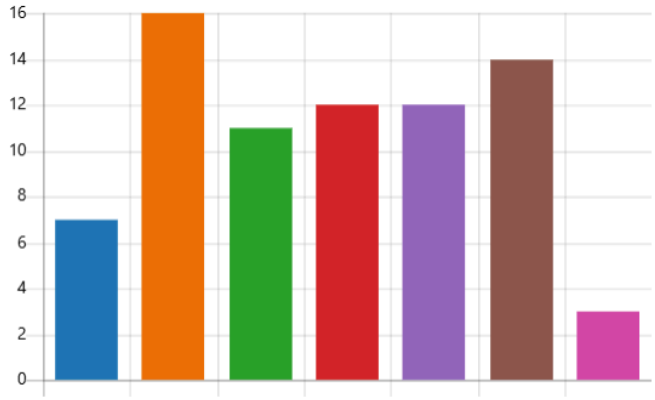


5. How long do annual/semesterly trainings typically take?



6. What training formats do you use?

Canvas/Teams Modules	7
Large In-person Sessions	16
Small In-hall Trainings	11
Presentations/Videos	12
Job Shadowing	12
Student Employee How-To Gu...	14
Virtual Sessions	3



9. Is there any additional information or resources you'd be willing to share regarding your training process or staffing model?

- Easily accessible reference materials, i.e. Handbooks, Canvas guides.
- Routine knowledge checks to gauge where additional training may be needed.
- Shadow shifts are commonly used.

Link to shared documents and resources folder from schools: DA Training Bookmarking Resource Materials