Tracking Student Interactions Through MountaineerTRAK

Electronic Resume
Review (if emailed from main CSC account)

Counselor makes revisions and returns to the front office

Work study returns document to the student; applies the activity to their MTRAK account, assigning it to the reviewing counselor

Electronic Resume
Review (if counselor is in direct communication with the student)

Counselor makes notes and emails them directly to the student

Counselor applies the activity to the student's MTRAK account In-Person Counseling Appointments

Student checks in at the front desk upon arrival

The check-in system applies the activity to the student's and counselor's MTRAK accounts

Phone, Skype, or Continuous Email Counseling/Consulting

The counselor must apply the activity to the student's MTRAK account

Scheduled appointments should be "checked-in" and qualifying email interactions can be tracked under the counseling tab