TODAY’S AGENDA

• OVERVIEW OF ENROLLMENT SERVICES, FINANCIAL AID, AND STUDENT SERVICES BACKGROUND
• HR ON BOARDING FOR NEW STAFF
• LUNCH!
• CAMPUS TOURS OF EAST AND WEST
• OPPORTUNITY TO APPLY TO MJC AND COMPLETE A FAFSA
• DATATEL & ONE NOTE OVERVIEW
• CALENDAR OF FUTURE TRAININGS & MEETINGS
ENROLLMENT SERVICES

DIRECTOR, LAURA YAGER
ADMISSIONS & RECORDS
TESTING
STUDENT FINANCIAL SERVICES

DIRECTOR, PEGGY FIKSE
STUDENT FINANCIAL SERVICES
STUDENT FINANCIAL SERVICES

- **FINANCIAL AID PROCESS**
  - FAFSA, DREAM APPLICATION = STUDENT ELIGIBILITY
    - BOGW - BOARD OF GOVERNORS FEE WAIVER
      - WAIVES STUDENT TUITION FEE
Removing Barriers for Students

Five-Year Title V Grant

Remove Academic Barriers
Review enrollment, placement, prerequisite, and sequencing practices

Remove Procedural Barriers
Coordinate support services and staff training to provide extraordinary customer service

Remove Physical Barriers
Re-imagine and renovate space to provide one-stop services on each campus
New Position!

Student Services Representative

Frontline Customer Service, with a focus on enrollment services and financial aid

- Student services representatives assigned to West Campus will report to the Director of Financial Aid.
- Student services representatives assigned to East Campus will report to the Director of Admissions & Records.
- All student services representatives will be trained with a knowledge base in both departments.
SSR Duties

• FRONTLINE STAFF WILL BE THE FIRST POINT OF CONTACT AT THE COLLEGE:
  • INCOMING TELEPHONE INQUIRIES
    • (ALL CALLS WILL BE ANSWERED BY A HUMAN!)
  • ONLINE CHAT QUESTIONS
    • (NEW TECHNOLOGY TO SUPPORT QUESTIONS THROUGH A CHAT FEATURE)
  • GENERAL QUESTIONS ABOUT MJC PROGRAMS AND SERVICES
  • SSRS WILL REFER STUDENTS TO A SPECIFIC PERSON IN OTHER OFFICES AND FOLLOW UP TO ENSURE NEEDS ARE MET
SSR Duties

- Responds to inquiries from students and potential students through face-to-face, telephone, and online chat communication
- Connects students with support resources
- Provides general information about MJC services, programs, and activities
- Provides detailed information about financial aid and enrollment services
- Receives and routes permanent student records and files related to enrollment or financial aid services
We looked for the world’s best trainers for serving students and thought . . .

Who is better at customer service than Disney!? So . . . . We have confirmed a contract with the Disney Institute for a full-day training on how to improve the way we serve our students for all classified staff in the YCCD!

This training will be the foundation for additional training that can be delivered throughout the year. We are committed to a sustained approach to professional development that helps you provide excellent service to our students.

Disney has strict attendance parameters. We can only have 500 people in attendance that day. If you want to attend this special training opportunity, it is very important that you RSVP by accepting the invitation and that you commit to attend.

Learn more from:
MJC Title V Activity Director
Jenn Abbott
AbbotJ@mjc.edu 575-7795
OUR GOAL TO HELP STUDENTS GET HERE: