

**BIG 10:**

- Accommodations for IEPs, 504s, interpreting services, disabilities
  - a. **Services for Students with Disabilities – (585) 292-2140**
- Advisement
  - a. Accepted students who want to choose classes and do not need placement testing – **refer to website -> A-Z index -> Academic Advising or Advisement (585) 292-2400**
  - b. Questions about waitlists – **Registration and Records (585) 292-2300**
- Billing concerns, Certificates of Residency (COR)
  - a. Payment plans, checking a balance, 1098 tax form, CORs – **Student accounts (585) 292-2015**
- Financial aid, Scholarships
  - a. Aid status, missing forms, disbursement, loans -- **Financial Aid (585) 292-2050**
  - b. Ability to Benefit (ATB) testing – **Admissions (585) 292-2200**
  - c. GI Benefits, Veteran Benefits – **Veteran Services (585) 292-2248**
- Housing/Residence Hall
  - a. Applying for housing, residence hall questions – **Housing (585) 292-3674**
- How to apply, application status
  - a. **Admissions – (585) 292-2200**
- Placement testing (Accuplacer)
  - a. If/why testing is needed – **Admissions (585) 292-2200**
  - b. Off-campus placement testing requests – **Testing Services (585) 292-2290**
- Registering for a course
  - a. New student enrolling full time, needs aid, or wants to complete a degree/certificate – **Admissions (585) 292-2200**
  - b. Current students, or new student enrolling part time, no aid, no program, - **Registration and Records (585) 292-2300**
- Transcripts/GED's/TASC
  - a. Requesting MCC Transcripts – **Registration and Records (585) 292-2300**
  - b. Asking if transcripts have been received from other schools – **Admissions (585) 292-2200**
- Transfer credit
  - a. Transcripts evaluated to receive transfer credit, course equivalencies from other schools – **Admissions (585) 292-2200**
  - b. Requesting course syllabi – **appropriate academic department - > use college directory**

Location	Phone	Bldg/Room
<b>Brighton Campus Main</b>	(585) 292-2000	
Admission Brighton	(585) 292-2200	1 / 211
Advisement/SERC and Transfer Center	(585) 292-2400	1 / 231
Bookstore	(585) 292-2020	3 / 123
Career Center/Veteran Services	(585) 292-2248	3 / 108
Counseling Center	(585) 292-2030	3 / 103
Dental Hygiene Clinic	(585) 292-2045	7 / 201
Financial Aid	(585) 292-2050	1 / 231
Health Services	(585) 292-2018	3 / 165
Help Desk IT (TECH)	(585) 292-8324	phone only
Housing	(585) 292-3006	Canal Hall
Human Resources	(585) 292-2048	6 / 301
Library/Learning Commons	(585) 292-2665	2 / 200
Lost and Found	(585) 292-2900	1 / 102
Parking Services	(585) 292-2700	1 / 102
Photo ID	(585) 292-2555	3 / 139A
Placement Testing Center (Accuplacer)	(585) 292-2290	6 / 207
Registration and Records	(585) 292-2300	6 / 203
Student Accounts {Bursar}	(585) 292-2015	6 / 201
Services for Students with Disabilities	(585) 292-2140	3 / 103-231
Veteran Services	(585) 292-2248	3 / 108
Workforce Development	(585) 685-6004	32 / 704
<b>Downtown Campus Main</b>	(585) 292-2000	
Admissions/Student Engagement Center (SEC)	(585) 685-6002	32 / 310
Advisement/Student Engagement Resource Center (SERC)	(585) 685-6252	32 / 300
Bookstore	(585) 685-6006	32 / 110
Career Services	(585) 685-6002	32 / 310
Counseling Services	(585) 685-6002	32 / 210
Financial Aid/Enrollment & Financial Services (EFS)	(585) 685-6003	32 / 210
Health Services/Wellness Center	(585) 685-6302	32 / 226
Help Desk IT (TECH)	(585) 292-8324	phone only
Housing	(585) 292-3674	Canal Hall
Human Resources	(585) 292-2048	6 / 301
Library/Learning Commons	(585) 685-6005	32 / 440
Lost and Found	(585) 292-2900	1 / 102
Parking Services	(585) 292-2700	32 / 122
Photo ID	(585) 685-6263	32 / 216
Placement Testing Center (Accuplacer)	(585) 292-2290	32 / 274A
Registration and Records/Enrollment & Financial Services	(585) 685-6003	32 / 210
Student Accounts {Bursar}	(585) 685-6003	32 / 210
Services for Students with Disabilities	(585) 685-6002	32 / 310D
Student Engagement Center/Veteran Services	(585) 685-6002	32 / 310
Workforce Development	(585) 685-6004	32 / 704

## Incoming call:

- Hello/Good morning/Good afternoon, Monroe Community College, this is (your name), how can I help you?
- If caller knows which office they need:
  - Recite the direct phone number you are transferring them to, then transfer the call (^press transfer, ^press \*, ^press extension number, ^press transfer)
- If caller does not know where to go...ask questions to get them where they need to go on the FIRST transfer:
  - In order to better assist you, I need to ask a few questions to make sure I understand what you are looking for.
  - ❖ Are you trying to reach the campus in Henrietta/Brighton, or Downtown?
  - ❖ Are you currently taking classes, or are you trying to enroll?
  - ❖ Are you planning on attending to complete a program of study at MCC or wish to take one or two courses at MCC?
  - ❖ Do you wish to check on transcripts sent to MCC or do you want a copy of your transcript of classes you took at MCC?
  - ❖ Are you an accepted student wishing to speak with someone about what classes to take?

## New Matriculating Students:

- Complete Admission form on-line, see website, <http://www.monroecc.edu/admissions/>
  - Request Official transcript(s) (high school and college(s) sent to MCC, 1000 E Henrietta Rd. Rochester NY 14623 or fax to (585) 292-3860.
  - Request your immunization (shot) record sent to MCC, 1000 E Henrietta Rd. Rochester NY 14623 or fax to (585) 292-3860.
- Complete your FAFSA form on-line or attend a workshop offered-see website, <http://www.monroecc.edu/tuition-aid/>
  - Have your taxes (note the year the website informs you to enter from)
- Placement testing (Accuplacer) for Math or English or both, see website, <http://www.monroecc.edu/depts/testingservices/>
  - Based on your transcripts the college receives, you will be notified if you need to take one or both placement tests.
- Attend an Information session for the program of choice, if available (the area of study will have that information if you don't know/have it.)