

Tips to Avoiding and Solving Problems

- Ask questions! There is no such thing as a stupid question! The information you receive from asking that question will be incredibly valuable! The individuals employed by the college are ready to help - you need only to ask.
- Be prepared! Be sure to keep all of your documentation in a file or notebook until you receive your grades at the end of the term. Be sure to check you're billing statement often and get clarification about any amount you owe. Then if you have an issue you will have all of your supporting documents and information available to support your case. It is a good rule of thumb to keep these documents at least one semester.
- Avoid becoming angry or rude! This will not solve your problems. In most cases it will only complicate the issue and possibly make things worse. You should also be aware that many of the individuals that you encounter at the front windows are part-time workers and students like you. In most cases they will not have the authority to access or fix the problems you are experiencing with your account. It is recommended that you remain calm and request to speak to a supervisor.
- Be sure to talk to the right people when trying to make a decision. While you may have limited time and do not wish to stand in line it is important to ask the personnel questions that pertain to their areas. This is the only way to ensure that you are getting the correct information.
- Be sure to get a copy of the college catalog and read all information carefully including college policies and procedures. The college makes a conscientious effort to inform the campus community of its deadlines and procedures. However, you are responsible for knowing college policy and deadlines.
- Read everything before you sign it! Things such as contracts or financial aid paperwork should be read in detail.