

Survival Tips

Keep Copies

It is important to keep copies of all official documents you send and receive from the college. This should include receipts, ID cards, advising forms, course syllabi, and financial aid information. Do not assume that someone is keeping track of things for you. It is important that you are able to provide dates, times and the names of the people you talk; it is also important that you are able to provide copies of the things you have submitted.

Read everything and inform yourself

The college has provided a ton of valuable information and it is important that you read as much of it as you can before you need it. As a student you are responsible for knowing all of the stated college policies, procedures, and deadlines.

Money Matters

Get informed about your debt. You should keep track of what you owe the college and what the balance is for. If you lose track of what you owe or the deadlines it could cause you to owe additional fees and prevent you from enrolling the next semester, transferring or even graduating.

Call ahead and be prepared

Before you contact anyone have a clear idea of what you want them to do or a list of questions you want to ask. Be clear and specific, college officials are not mind readers. You may also want to call ahead to set an appointment, that way you are sure the person will be available. If they are not available be sure to leave a message that give them your name, student ID number, how and when you can be reached and a brief explanation of what you want to speak to them about. If you do not know who to speak to or how to find them, feel free to stop by the Conflict Resolution Center for help.

Follow the policies and procedures the college has in place

If you cannot resolve the matter with front line staff you should ask to talk with their supervisor. If your situation is not resolved at this stage, you may want to consider contacting the Conflict Resolution Center to discuss college policies and procedures that may be affecting you. You can also discuss the college's appeal and complaint process.

Don't Procrastinate

Before you know it finals will be here and the semester will be ending. Do not wait to try to resolve an issue you are aware of today. In many cases waiting only makes the situation worse and the longer you wait, the more difficult it will be to resolve the issue for you. Beware of all deadlines and time frames.

Be Courteous Respectful and Persistent

Remember to be civil and respectful, avoid attempting to place blame on someone else and do not attack people and make things personal. Being rude, aggressive or getting angry not help resolve the issue. It will only cause confusion and may result in having to meet with the Conduct Office. It is also important that you do not give up if you do not immediately get the response you are seeking follow the college approved process to completion.