

# Student Resource List

## Frequently Asked Questions

## Who Can Help?

### Academic Department

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| <ul style="list-style-type: none"><li>• I have a question about my current or upcoming schedule.</li><li>• Whom do I see for academic services?</li><li>• Can I shorten or extend my graduation date?</li><li>• Where do I get a signature for my attendance verification?</li><li>• I'm interested in advancing to a 2<sup>nd</sup> year program.</li><li>• Can I change my program?</li><li>• Can I add or delete a class to my program?</li><li>• Can I still get attendance credit for a class if I arrive late?</li></ul> | <p>Day Dean:<br/>Julie Norman</p> <p>Evening Dean:<br/>Sue Thornton</p>   |
| <ul style="list-style-type: none"><li>• Whom do I contact if I can't make it to class?</li></ul>   | <p>Email your instructor.</p>   |
| <ul style="list-style-type: none"><li>• What if I forget my student ID number or password?</li></ul>   | <p>Learning Resource Center (LRC)</p>   |
| <ul style="list-style-type: none"><li>• Whom do I see to get a grade report?</li></ul>   | <p>Learning Resource Center (LRC)</p>   |
| <ul style="list-style-type: none"><li>• Whom do I see for an <i>Official</i> copy of transcripts?</li></ul>  | <p>Learning Resource Center (LRC) or<br/>Director's Assistant</p>   |
| <ul style="list-style-type: none"><li>• Whom do I see for an <i>Unofficial</i> copy of transcripts?</li></ul>  | <p>Student Success Coordinator (SSC)</p>  |
| <ul style="list-style-type: none"><li>• Who can I talk to about the Test Pass Assurance (TPA) programs?</li></ul>  | <p>IT-related programs:<br/>IT Department Chair</p> <p>Healthcare-related programs:<br/>Healthcare Department Chair</p> |
| <ul style="list-style-type: none"><li>• Help! I need tutoring or a study buddy!</li></ul>  | <p>Department Chair, Student Success<br/>Coordinator (SSC), or Dean</p>   |
| <ul style="list-style-type: none"><li>• What do I do if I have a question or concern about my class?</li></ul>   | <p>Department Chair, Student Success<br/>Coordinator (SSC), or Dean</p>   |
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## Frequently Asked Questions

## Who Can Help?

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### Admissions Department / Student Accounts Department

- Are there special services available to Veterans?

Admissions Director:  
Amy Dreager

Student Accounts Coordinator:  
Karen Emch

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### Financial Aid Department

- Am I eligible for a grant or loan?
- I have questions about my grant or loan.
- When do I start repayments?
- Am I eligible for the Federal Work Study program?
- Do the grants go to the college or me?
- Are there special services available to Veterans?

Director:  
Paula Perez

Financial Aid Advisors:  
Kristina Chilton

- Where do I go for tuition breakdowns?
- Who handles payments for book, tuition, and registration fees?
- What is the status of my tuition payment schedule?

Student Accounts:  
Karen Emch  
Patty Claydon

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### Business Office

- Where can I go to get information on textbooks?

Business Officer:  
Karen Fowler

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### Student Learning Resources

- When can I get into a Math, English, or computer lab?
- Where can I research resources and study?
- Where can I register and take Pearson VUE tests?
- Where can I take make up tests?

Student Success Coordinator or  
Dean

LRC Coordinator  
Geena Colon

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### Career Services Department

- Who do I see about finding a job once I graduate?
- Who do I see about finding a job while I'm in school?
- Who can help me with my resume and cover letter?
- Who can give me advice on interviewing techniques?
- Are Job Lines and Job Search Web Sites lists available?
- Where can I fax my resume?

Director: Chelsey LaPlaca-Reeves

### Other Resource Information:

See Student Intranet, MTI website or the Informer for additional student resources and information

- Where do I find information on Internships, job hunting tips or career fairs?
- Where do I find listings for part time jobs while I'm still enrolled?

Career Services

Part-time Job Board

- Where do I find childcare information?
- Where can I make a suggestion?

Student Success Coordinator

Elearning website

<https://www.surveymonkey.com/r/mti-suggestions>

- Is security on campus?

Security personnel patrol the parking lot from 3:00 p.m. to 11:00 p.m. Monday through Friday, and 8 a.m. to 5 p.m. on Saturday. In addition, late night patrols are conducted on a daily basis.

- Where can I go to order and pick up my scrubs?

Kelly Denhart