

## **Student Services Responsibility AreasM Great Falls College MSU**

Student Services provides essential programs and services for students at GFC MSU, and coordinates co-curricular programs, services, and activities designed to ensure student learning and success. Student Services is comprised of Student Central (Financial Aid, Admissions, Registrar), Advising & Career Center, Disability Services, and the Office of the Chief Student Affairs Officer/Associate Dean for Student Affairs along with Student Activities, and the Veterans Center.

### **Chief Student Affairs and Human Resources Officer – Mary Kay Bonilla**

**Office: G13 (Administrative Wing) – Ext: 5123**

**\*Administrative Assistant – Julie Freshly (Administrative Wing, G1) – Ext: 4304**

The CSAO leads the Student Services units. Responsibilities to the institution and the Student Services areas include setting and interpreting academic and student policies, serving as the student conduct officer with oversight for the **Student Conduct and Grievance Policy (Policy 300)**, including but not limited to Student Complaint and Grievance processes and serving as the College's Title IX officer, and overseeing the general recruitment and retention processes beginning with the first early relationship with prospective students through to graduation. The CSAO ensures that all units of Student Services (Admissions, Disability Services, Financial Aid, Registrar, Academic and Career Advising, Student Activities, and Veterans Center) are engaged in continuous improvement, and contribute to student success. The CSAO is responsible for staying informed and contributing to Montana University System issues that relate to students and student processes as well as keeping the local campus leadership informed of those issues. The CSAO serves the institution as a member of the CEO/Dean's Executive Team, and other groups such as the College Planning, Budget, and Analysis Council (CPBAC), Bridging Opportunities, Calendar Committee and others. The CSAO's office is located in G-13, in the Administrative area of campus.

### **Student Activities and Veterans Center**

**Student Activities Coordinator - Lauren Reyes (C117) – Ext. 4324**

**Veterans Success Coach – Kevin Lyons (B103) – Ext. 4434**

Reporting to the CSAO, these two position help students engage with the campus. Lauren serves as an advisor to ASGFC MSU Student Government and a resource for all student clubs and organizations. She assists with events for students (e.g., Black History Month, Women's History Month), provides leadership development for students, engages students and faculty in service learning and community service, and oversees are alcohol and sexual assault prevention education.

Kevin works with student veterans, those in the military and military spouses and dependents to connect them with each other, with services and resources, on campus and to help ensure their success.

### **Financial Aid – Leah Habel (C112) – Ext. 4327**

**\*Financial Aid Specialist/Veteran Coordinator – Julie Rummel (C113) – Ext. 4431**

**\*Financial Aid Specialist – Jan Hergesheimer (C114) – Ext. 2277**

**\*Financial Aid Assistant– Victoria Bull - Ext. 4334**

The Financial Aid Office is comprised of the Director, two Financial Aid Specialists, and a Program Assistant who are the primary contacts for students. They handle student questions, send correspondence, and collect documents. The director and specialists package awards of financial aid benefits for students, determining the types and amounts of funding they are eligible to receive.

In addition, each member of the financial aid team has functional areas of expertise. Victoria Bull, the Program Assistant, is the main front line contact answering the phone and email inquiries and responding to foot traffic. She works with students to satisfy various requirements and is the point of contact for bookstore charging. Jan Hergesheimer, Financial Aid Specialist, is most knowledgeable about student loans and manages all aspects of the student loan program as well as revisions to student awards. Julie Rummel, Financial Aid Specialist and Veterans Coordinator, is responsible for the work study program and veteran's benefits, as well as Return of Title IV funds. The Director of Financial Aid, Leah Habel, has the overall responsibility to manage the different sources of funding that are available to students to help finance their educations. This includes making sure that the campus adheres to federal, state, and institutional regulations and guidelines. The Director is responsible for ensuring that Great Falls College MSU spends all of the allocations it is given and reporting on spending levels annually both to the state and the federal Departments of Education. She also reviews Special Condition requests and Dependency overrides, reviews all SAP appeals, manages scholarships, and manages the regular upload and download of information between GFC and various outside agencies. She completes federal and state financial aid reporting requirements; coordinating with other campus departments as needed.

The Office of Financial Aid is committed to serving students well as they navigate the financial aid process. Students receive most of their correspondence from Financial Aid via email and Banner Web. This is one of the most important reasons for students to check their College email account regularly and to log into Banner Web often.

**Registrar – Dena Wagner-Fossen (C105) – Ext. 4312**

**\*Assistant Registrar – David Pratt (C104) – Ext. 4423**

**\*Records Manager – Stephani Aronson (C100) – Ext. 5128**

The Records department is led by the Registrar, Dena Wagner-Fossen. The main focus of this department is the keeping and or maintaining the permanent academic records of every student who attends the College. It is an important interface for faculty, students, staff, and the public. The Registrar is responsible for ensuring that processes regarding admission, grading, awarding of degrees, etc. are all followed in ways that do not discriminate against any protected class of student, and that student records are maintained accurately.

The Records department is comprised of the Registrar, Assistant Registrar David Pratt, and Records Manager Stephani Aronson. This team is the main source of student information that is entered into the Banner student information system. Most data entry is done by the Admissions and the Records staff, though many of the forms originate elsewhere, such as student withdrawals, changes of program, degree audits, etc.

Each staff member has certain areas of expertise and responsibility that differentiates one from the other, though they cross-train regularly to ensure high levels of customer service no matter who students talk to. David backs up the registrar, but is also the one most responsible for building the

course schedules in Banner once they have been approved by each Division Director. He is responsible for many reports that are run from both Banner and the state data warehouse, though reports should be requested through the Registrar. He also processes all transcript articulations. As Registrar, Dena is responsible for all of the processes and functions in the department, she implements and enforces state and College policies regarding FERPA, granting of degrees and certificates, and ensures that the academic information published in the College catalog is accurate and honestly represents the College. Dena assists the Research Analyst to provide the College community with reports and information it needs from the Banner system as well as the state data warehouse. Individuals requiring information from those sources should request reports through the \_\_\_\_\_ (Assistant Registrar?). Stephani, the Records Manager, does file management for Admissions, Records, and Financial Aid and is also the main processor of outgoing transcript requests.

Forms students and advisors need are available from the College's Home Page through the Admissions and Records link.

### **Disability Services – Kathy Meier (R261) – Ext. 4311**

In Disability Services, Kathy coordinates reasonable accommodations for students with disabilities: she discusses issues regarding the impact of students' disabilities on their academic endeavors and works with and supports the students and faculty members to implement accommodations that will remove barriers to education without compromising the integrity of the academic course or program. Kathy also trains students in using adaptive software and equipment to complete academic tasks, and coaches students in self-advocacy, learning strategies, and other college student skills. Kathy is also responsible for keeping the campus educated and aware of disability rights, responsibilities, and issues. She is an important resource for staff and faculty working with students with disabilities. Faculty should know they are welcomed to consult with Kathy on any issues they wish to involving students in their classes who have disabilities or who they suspect might have a disability.

### **Admissions and New Student Services –Joe Simonsen, Director of Admissions, C103 - Ext. 4309**

**\*Admissions Evaluator – Andrea Fossen (C100) – Ext. 4420**

**\*Administrative Associate – Beryl Bonahoom (C100) – Ext. 2269**

**\*Enrollment Specialist – Joshua Archey (C102) – Ext. 5132**

As the Director of Admissions, Joe is responsible for admitting students according to Board of Regents and College policies and procedures and ensuring that all new students receive accurate and appropriate information before registering for classes their first semester at Great Falls College MSU. The Director of Admissions coordinates online orientation, during which students learn the policies and procedures of the campus, learn about the catalog, and are taught how to register for their classes. Joe, along with Enrollment Specialist Joshua Archey, will see walk-in students (prospective and continuing) or students with appointments who have general questions about the College, our Programs or other information that they may have. The Director of Admissions' team also coordinates and runs Essential Start sessions for new students to help them transition into college as successful students.

Other staff in Admissions are: Admissions Evaluator Andrea Fossen and Administrative Associate Beryl Bonahoom, who are the first stop for most new & current students with questions about processes for adjusting their schedules, and other student processes. Beryl fields student questions and is the main customer service point for the department and Student Central as a whole connecting students and

visitors with the information and people they need. As the main point of entry for applications to the institution, Andrea is responsible for knowing Montana University System Residency Policy, and other application-related policies and processes. Registration materials and programs are easily accessible for distance students.

The Director of Admissions is also responsible for the process involved with any applicant that answers affirmatively to one of the Safety and Security questions on the Application for Admission, overseeing the committee meetings to consider these applicants for admission and assessing the potential risk to campus.

The Enrollment Specialist works directly with potential students, and conducts campus visits, information sessions, college fairs and mailings. The Enrollment Specialist plans and implements the College's recruitment and communication program including travelling to visit potential students around the state. This position is also active in the local community as the face of the College at many venues such as Job Service.

**College Pathways Advisor –Julie Tramelli, x 2298.** Julie is responsible for working with Great Falls Public Schools (GFPS) high school student populations, counselors, teachers, and other school constituencies to provide support for student academic and career planning, create awareness about career pathways and college readiness, advise students on dual enrollment opportunities, and assist in secondary to post-secondary transitions. Julie is located in Student Central on the Great Falls College MSU Campus, but also spends time at each of the GFPS high school campuses, and thus is often physically separate from the College campus.

#### **Advising & Career Center –Troy Stoddard, Director – R220 – Ext. 4387**

The Director leads the advising program for the College. All new students are assigned permanent advisors in the Advising & Career Center who will help students navigate their career choices, program choices, and journey through to their degree and beyond. Each student will have an academic plan in DegreeWorks to meet their academic/career goal. All advisors help with new student registration as part of the development of the academic plan, setting academic and career goals, and registration for their classes. Advisors teach one section of COLS 103 each fall and spring. Advisors also work with students on withdrawals, dropping courses, Satisfactory Academic Progress appeal plans for financial aid, academic probation and academic forgiveness. Advisors are liaisons with academic divisions. Students must meet with their advisor each term to obtain their registration worksheet to enroll for the next term. In addition, advisors help students complete their graduation application and degree audits. Advisors make referrals for student to both on and off campus resources. Each advisor has an online advising room in D2L to work with all students, but online students in particular. Advisors also respond to concerns and alerts from faculty regarding student progress in courses. Advisors manage the Student Success Alerts for at risk students that are submitted by faculty via GradesFirst.

#### **Director of Advising and Career Services – Troy Stoddard (Ext. 4387)**

**\*Advisor – Greg Stivers (Ext. 5124)**

**\*Advisor – Michael Shell (Ext. 4390)**

**\*Advisor – Stacy Lowry (Ext. 4368)**

\***Greg Stivers** and **Michael Shell** are the advisors for all students who have the interest or intention of transferring to or accessing any of **MSU-Northern's programs** here on the GF College MSU campus or at MSU Northern. Greg will specifically work with all education students. Michael is also the primary advisor for nursing.

\***Stacy Lowry** is the advisor for students who have interest in or intention of accessing/transferring to any of MSU Billing's programs.

\***Troy Stoddard** is the advisor for students who have interest or intention of accessing/transferring to any of MSU Bozeman's programs.

The Advising & Career Center is located upstairs in the R wing, across from the Academic Success Center and Disability Services.

### **Student Central – General student hub (C100) – 268-3700**

Student Central not only houses Student Services units, but also the Student Accounts function of the Business Office (**Bailey Pettit, Ext. 4315**). Other non-GFC MSU resources are housed in Student Central that serve the region. The Educational Opportunity Center (**Marty Foxman – Ext. 4326**) can help people apply for financial aid and/or do their FAFSA. This program helps new, first generation college students.