

Need Help?
Ask Me!

Welcome Squad
Volunteer Packet

Plano Campus
Spring 2019

Volunteer: Thank you for volunteering during this very busy time! Included you will find information which may help you answer questions that students have on your campus. If you don't know an answer or cannot find one in this packet, please contact the Information Desk.

FAQs – Plano Campus

Q: Where is my classroom?

A: Be careful when you answer this question because many times students inadvertently enroll themselves in classes at the wrong campus. Several of our buildings have the same letters (i.e. A at CPC, PRC, and SCC). A good way to solve this is to look at the Section Number, the letter of which indicates the campus. FYI: Some students have all classes except one at a single campus and then have one in the middle of a schedule at another campus. Send them to Advising so they can straighten this up.

Q: Do I need a parking sticker?

A: Yes. Students can get their free parking stickers at the Student Life Office (F130).

Q: Do I have to have a student ID?

A: Yes, you cannot use the labs, testing center, fitness center, etc, without them. They also double as your library card.

Q: Where do I get my student ID?

A: IDs are made in the Student Life Office (F130).

Q: Where can I print my schedule?

A: The Computer Lab (J 110).

Q: I want to add and drop a class, what do I need to do?

A: Students can add and drop classes on-line through the first two days of classes via Cougarweb.

Q: Where is a computer I can use?

A: The student can go to the Computer Lab (J 110) to use a computer.

Q: I want to add a class, but it is full, what do I need to do? I was on a waitlist, what should I do?

A: Look for options at different times and locations. Overloads are an exception. If there are special circumstances, have them contact the appropriate division office (see campus office list). An FYI that you can pass along to the student: Math & Natural Sciences DOES NOT allow overloads. On-line courses are not usually overloaded. The waitlist is also gone.

Q: I enrolled in classes and this morning when I tried to print out my schedule there was nothing there.

A: Chances are they forgot to pay and were dropped from all their classes. Tell student to go online and re-register. If student paid & thinks that there is a mistake, then send them to the Cashiers/Bursars office (G143).

Q: My class was cancelled and I need another class, what do I do?

A: First make certain the cancellation on the door is the correct class. Student can add classes on-line through the second class day. After the second day of class, send them to the division office. Course Cancellations=100% refund

Q: I went to my class but it was the wrong class/no one was there. What should I do?

A: Check to make sure the student isn't in an evening class instead of a morning class, or vice versa. Often this happens when it's an 8:00 class. Also, look at the dates to make sure that the class isn't an express class that begins later in the semester.

Frequently Visited Areas

Academic Advising Office: **G 103**

Admissions and Records Office: **G 103**

Financial Aid & Veteran Services: **G 103**

Bookstore: **F 161**

Cashier's/Bursar's Office: **G 143**

Computer Lab: **J 110**

Library: **L Building**

Student Life (Student IDs): **F 130**

Printing Express (Buy Backs): **D 114**

Testing Center: **J 232**

Center for Academic Assistance (Writing Center/Math Lab): **D 203**

Veterans Resource Center: **D 200**

State Farm Career Center: **D 102**

Students who want to drop off their **meningitis vaccination** records should be sent to the Admissions Office (G 103).

Division Offices:

ACCT	B189
ANTH	J112
ARTS	K102
BIOL	J112
BITC	J112
BUSI	B189
CHEM	J112
Child Development	K102
COMM	B189
COMM DESIGN	K102
COMM MUSIC	K102
DANC	K102
DE MATH	F135
DRAMA	K102
ECON	B189
EDUC	K102
ENGL	B189

ENVR	J112
ESL	F135
FRLG	B189
GEOG	J112
GEOL	J112
GOVT	J112
HIST	J112
HUMA	B189
INRW	F135
IPPD	F135
MATH	J112
MUSIC	K102
PHED/KINE	J112
PHIL	B189
PHOTO	K102
PHYS	J112
PSYC	J112
SOCI	J112
SPCH	B189

PLANO HOURS OF OPERATION

(EXTENDED HOURS FIRST WEEK)

STUDENT & ENROLLMENT SERVICES OFFICES

Academic Advising, Financial Aid, Admission, Student Life (Picture IDs)

Monday	January 21	MLK Holiday Campus Closed
Tuesday	January 22	7:30am - 8:00pm
Wednesday	January 23	7:30am - 8:00pm
Thursday	January 24	8:00am - 8:00pm
Friday	January 25	8:00am - 5:00pm
Saturday	January 26	9:00am - 12:00pm

- **Please advise students that they will need to be in line at least TWO HOURS prior to the posted closing time******

BOOKSTORE

Monday	January 21	MLK Holiday Campus Closed
Tuesday	January 22	7:45am - 9:00pm
Wednesday	January 23	7:45am - 9:00pm
Thursday	January 24	7:45am - 7:00pm
Friday	January 25	7:45am - 5:00pm
Saturday	January 26	8:00am - 3:00pm