

DIRECTING STUDENT TRAFFIC

January 9 and 10

OVERVIEW



Overview

Macomb Community College's continued success is directly dependent on having satisfied students with the quality of service we provide.

The existence of good customer service improves performance, prevents misunderstandings, builds morale and makes our daily jobs more pleasant.

Customer Service Skills

Keep it CRISP

C	Communication	Listen and Speak Effectively
R	Responsiveness	Be Polite, Accurate and Timely
I	Image	Look Your Best
S	Service	Be a Resource
P	Professionalism	Be Your Best (<u>Macomb ID</u>)

Objectives

1. Demonstrate that we are **welcoming Community & create a sense of belonging**
2. Direct students to **locations** and **resources/services**
3. Help students locate classroom locations and **read/understand their registration statement**
*For instance, What does **CH214** or **SG412** mean?*
4. Generate intelligence about **ways we could better serve student** populations attending Macomb

Read /Understand the Student Schedule

Course Section and Name: WHES-2072-C0804: Emergency Response						
Course (code) Name	Course Number	Campus or Modality & Section	Number of Credits	Instructor	Days / Time Start and End dates	Campus Building / Room No. Instructional Method
WHES Emergency Response	2072	C0804	3 Credits	Smith, J	MW 5:00 PM - 6:55 PM 10/19/2022 - 12/14/2022	Center Campus (CTR) F, 111 Lecture

CAMPUS LOCATION	
A (ATC)	Advanced Technology Center
C (CTR)	Center Campus/ University Center
E (ESTC)	East Campus
H	Hybrid
M	MTEC
R	Remote
S (SOU)	South Campus
V (VIR)	Virtual
X	Offsite

Tip: "08", "12" or "16" reflects the number of weeks in the class

DAYS OF THE WEEK	
M	Monday
T	Tuesday
W	Wednesday
TH	Thursday
FR	Friday
S	Saturday

START/END DATES

BUILDING /ROOM			
CTR	F	111	Lecture
Campus Location	Building	Room Number	Instructional method

Instructional Methods

ID	Description	ID	Description
ACT	Activity	HV75	75% Online
APRNT	Apprenticeship	INDPN	Independent Study
CLIN	Clinical	LAB	Laboratory
CNTRC	Independent Contractor	LEC	Lecture
COMP	Computer Based Learning	ONLN	Online
EXAM	Exam On-Campus	PRTFL	Portfolio
FINAL	Final Exam On-Campus	REMOT	Remote
HR25	25% Online	RTONL	Real Time Oline Do Not Use
HR50	50% Online	VDLVD	Vendor Delivered
HR75	75% Online	VRTL	100% Online
HV25	25% Online	WKBL	Work-Based Learning
HV50	50% Online		

Understanding Class Formats

Online	Access lectures, assignments, materials and discussions at times convenient to you on your computer, laptop or tablet. Just remember to "attend" class regularly and stay current on your assignments!
Remote	Join your classmates for real-time learning in a virtual environment on the days and times found in Student Planning. Remote classes are held in either Microsoft Teams or Zoom.
Hybrid	The best of both worlds. You'll divide your required class time between an on-campus classroom and/or lab and virtually in either an Online (at your convenience) or Remote (scheduled days and times) format.
On Campus	The most traditional of class formats. Attend an on-campus classroom and/or lab during the days and times of the classes you register for in Student Planning.

Handouts

1. A Guide for Faculty and Staff

2. Maps

1. South and Center Campus
2. Maps to get TO and FROM South and Center Campus

3. T-Shirt

4. Contact Information:

1. Info Center
2. Charles Muwonge's contact information

Contact Information

1. Contact onsite **Info Center** in case you need further assistance responding to students' needs

- Phone: 866.Macomb1 (toll free)
- Phone: 586.445.7999 (local)

1. Charles' contact information

- Phone: 586-445-7259

Thank you

“The first week of class is critical for all of our students”

&

“First impressions leave a lasting impressions”

THANK YOU *for assisting students to get started on the right foot at Macomb*