

# DIRECTING STUDENT TRAFFIC

August 22 and 23

*OVERVIEW*



**Macomb  
Community College**

Education • Enrichment • Economic Development

*Discover. Connect. Advance.™*

# 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*

<b>C</b>	Communication	Listen and Speak Effectively
<b>R</b>	Responsiveness	Be Polite, Accurate and Timely
<b>I</b>	Image	Look Your Best
<b>S</b>	Service	Be a Resource
<b>P</b>	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	Modality/Section	Number of Credits	Instructor	Days / Time Start and End dates	Campus Building / Room No. Modality
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	
S (SOU)	South Campus
C (CTR)	Center Campus
E (ESTC)	East Campus
V (VIRO)	Virtual
U (UCP)	Univ. Center
R	Remote
H	Hybrid
O	Offsite
M	MTEC
	100% Online

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	Laboratory
Campus Location	Building	Room Number	Additional Information

# 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*