

# One-Stop Shop (OSS)

featuring

***Maribeth Munroe***  
***OSS Manager***



# The Business of the OSS

- The One-Stop Shops (OSS) at Nova Southeastern University (NSU) are the central point for walk-in students (prospective, new, and continuing) for information pertaining to their student record.
- The One-Stop Shops are staffed with professionals who are cross-trained in financial aid, bursar, and registration functions.



# Locations

- The One-Stop Shops (OSS) are conveniently located on the main campus at two locations:



Horvitz Administration Building



Terry Administration Building



# Hours of Operation

| Days              | Times                  |
|-------------------|------------------------|
| Monday – Thursday | 8:30 a.m. – 7:00 p.m.  |
| Friday            | 8:30 a.m. – 6:00 p.m.  |
| *Saturday         | 9:00 a.m. – 12:00 p.m. |

- Service times are extended to 8:00 a.m. during peak periods; normally at the beginning of each semester.
- \* Horvitz Administration Building OSS is open on Saturdays.



# OSS Representatives

| Horvitz Administration Building | Terry Administration Building |
|---------------------------------|-------------------------------|
| Albert Word                     | Maria Birgani                 |
| Ashley St. Hilaire              | Phyllis Rottman               |
| Chanelle Reyes                  | Rocio Navarro                 |
| Jeanette Daniels                |                               |



# Customer and Student Service Philosophy

We are committed to:

- Treating all students with respect
- Actively listening to students' questions and comments in order to fully understand their unique situations
- Taking *ownership* of a situation until resolved
- Contacting the appropriate employee/departments to assist if service requested cannot be fulfilled by OSS

*"I don't know" or "I cannot do that" are not in our vocabulary.*



# Services

## Financial Aid:

- Free Application for Federal Student Aid (FAFSA) Review
- Required Documentation
- Awarding Information (Eligibility/Status)
- Financial Aid Form Completion Assistance
- Loan Disbursement Information
- Student Employment



# Services

## Registrar (Student Records):

- Registration Add/Drop
- Transcript Request
- FT-1 Forms for Miami-Dade County Employees
- Enrollment Verification
- In-School Deferment
- Data Change Forms
- Commencement Information
- Degree Applications
- Diploma Requests





# Services

## Bursar (Student Accounts):

- Payment Processing
- Payment Plans
- Direct Deposit Authorization
- Official Invoice/Receipt Requests
- Florida Prepaid Authorization
- Collections Information
- Refund Status
- Student Account Overview
- Student Account Holds



# Services

## NSU Parking Decals

- Issue parking decals and renewals to NSU community
- Parking citation payment processing

| Color  | Constituent                                      |
|--------|--|
| Blue   | Employees  |
| Red    | Commuter Students                                |
| Orange | Students Living in Residence Halls               |
| Yellow | Students Living at Rolling Hills Residence Halls |
| Green  | University School Students                       |
| Brown  | Contractors/Vendors                              |



# THE END



# CAST & CREDITS

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# Thank You!



# Additional Questions

Please email any questions not answered today to  
[esssummit@nova.edu](mailto:esssummit@nova.edu).

Thank you for attending!

