

# 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/department 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!

