

# One-Stop Shop (OSS)

Presented By: Maribeth Munroe, One-Stop Shop Manager

Chanelle Reyes, One-Stop Shop Lead



# The Business of the One-Stop Shops

- The One-Stop Shops (OSS) are the central point for walk-in students (prospective, new, and continuing) for information pertaining to their student record.
- The One-Stop Shops bring together professionals who are cross-trained in financial aid, bursar, and registrar functions, and issue parking decals to the entire NSU community.

# Locations

- Conveniently located on the Fort-Lauderdale Davie 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 <small>(Horvitz Admin. Bldg. only)</small>	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.

# One-Stop Shop Team

Manager: Maribeth Munroe

Lead: Chanelle Reyes

## Horvitz Administration Representatives

Albert Word

Jeanette Daniels

Nabil Salem

## Terry Administration Representatives

Maria Birgani

Phyllis (Rottman) Miller

## New Hires

Angela Gattison

Nicole Crooks-Miller

# Guest Services Philosophy

## We are committed to

- Treating all guests with the same level of respect
- Actively listening to guests' questions and comments in order to fully understand their unique situation
- Taking *ownership* of a situation until resolved
- Contacting the appropriate employee/department to assist if service requested cannot be fulfilled by the One-Stop Shops

***"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
- Collecting and reviewing required documents
- Verifying awarding information (eligibility/status)
- Assist with financial aid form completion
- Loan disbursement information
- Student employment questions

# Services

## ■ Registrar (Student Records)

- Registration add/drop
- Transcript request
  - FT-1 forms for Miami-Dade County employees
- Enrollment verification
- In-school deferments
- Data Change Forms
- Commencement information
- Degree applications
- Replacement diploma requests





# Services

## ■ Bursar (Student Accounts)

- Payment processing
- Payment Plans
- Direct Deposit Authorization
- Official invoice/receipt requests
- Florida Prepaid authorization
- Comprehensive student account review
- Student account holds
- Refund status



# Services

- Enrollment and Student Services (ESS) Hotline ext. 22522
  - Provides support to other NSU campuses by answering questions related to student account balances, bill payments, ordering transcripts, requesting enrollment verification, in-school deferments, and parking decals.

- Schedule

Days	Times
Monday-Thursday	5:00 p.m.–7:00 p.m.
Friday	5:00 p.m.–6:00 p.m.
Saturday	9:00 a.m.–12:00 p.m.

# Services

## NSU Parking Decal

- Issue parking decals to the NSU community
- Process payments for parking citations

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



# Contact Information

**Maribeth Munroe**

One-Stop Shop Manager

Telephone: (954) 262-7497

Email: *mm2413@nova.edu*

**Chanelle Reyes**

One-Stop Shop Lead

Telephone: (954) 262-7245

Email: *cr862@nova.edu*

# SUPER HERO

## Commissioner James Gordon



*"You're going to make a difference. A lot of times it won't be huge, it won't be visible even. But it will matter just the same."*