



# One-Stop Shop

Presented By: Maribeth Munroe  
One-Stop Shop Manager

# The Business of the One-Stop Shops

- 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 bring together professionals who are cross-trained in financial aid, bursar, registrar, and SharkCard service functions; and process parking decal requests for the entire NSU campus community.



# 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 <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.



# Team Members

Manager: Maribeth Munroe

Lead: Chanelle Reyes

Horvitz Representatives	Terry Representatives
Dev Bharath	Maria Birgani
Eldy Gray	Phyllis (Rottman) Miller
Nicole Crooks Miller	



# Guest Services Philosophy

## We are committed to:

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

*“I don’t know” or “I cannot do that” are not in our vocabulary.*



# Financial Aid Services

- Free Application for Federal Student Aid (FAFSA) review
- Collecting and reviewing required documents
- Verifying awarding information (eligibility/status)
- Assisting with financial aid form completion
- Loan Disbursement information
- Student Employment questions



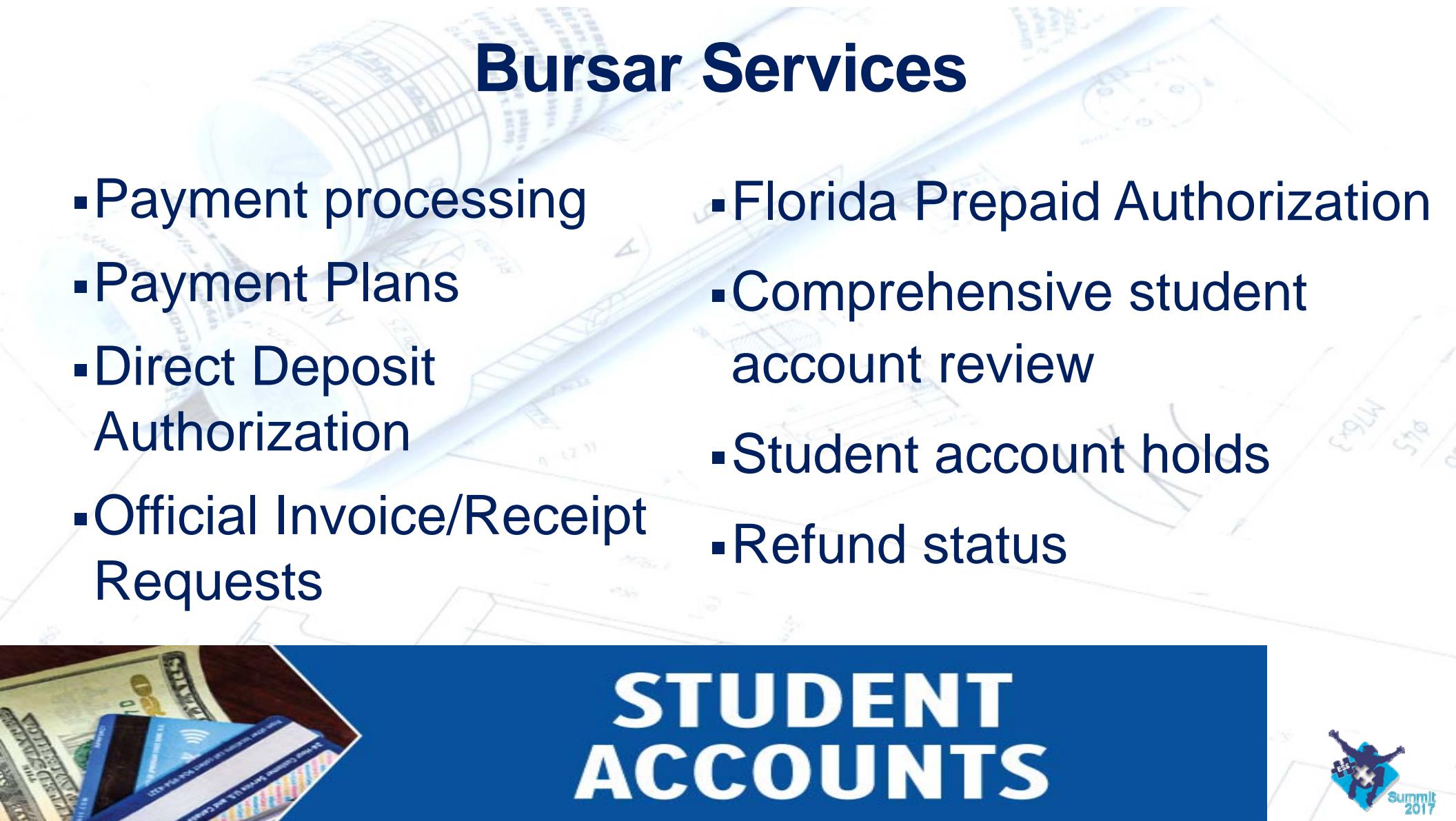
# Registrar Services

- Registration add/drop
- Transcript request
  - FT-1 forms for Miami-Dade County employees
    - Tuition reimbursement
- Enrollment verification
- In-school deferments
  - Data Change forms
  - Commencement information
  - Degree applications
  - Diploma replacement



# Bursar Services

- Payment processing
- Payment Plans
- Direct Deposit Authorization
- Official Invoice/Receipt Requests
- Florida Prepaid Authorization
- Comprehensive student account review
- Student account holds
- Refund status



**STUDENT  
ACCOUNTS**



# Enrollment and Student Services Hotline

- Extension 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.



# Parking Decal Services

- Issue parking decals and renewals to 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](mailto:mm2413@nova.edu)

**Chanelle Reyes**

One-Stop Shop Lead

Telephone: (954) 262-7245

Email: [cr862@nova.edu](mailto:cr862@nova.edu)

