

Student Services

OVERVIEW OF SERVICES

Student Services supports the functions of Records and Registration, Financial Aid, and Payment and Billing in one convenient location. Students can meet via virtual walk-in, call, email, chat or ask a question through the TeamDynamix knowledgebase. Our mission is to serve students with exceptional customer service efficiently and effectively in support of students' educational goals. We will do this through our vision of providing exemplary single source service in a student ready environment.

Contact **Student Services** to get assistance from professionally cross-trained staff to:

General Assistance

- Obtain general information on Normandale Community College
- Obtain student ID numbers
- Be referred to other college offices to obtain additional information and support when appropriate
- Access services via the Web such as eforms, registration, eServices, etc.
- Obtain appeal forms, information and referrals on the appeal process
- Get referrals to academic advisor and contact information

Registration Assistance

- Learn different aspects of registration, how to register, deadlines, etc.
- Clarify registration policies
- Understand registration holds
- Obtain official or unofficial transcripts
- Get assistance navigating or troubleshooting Web registration
- Get a copy of class schedule
- Submit name change documents and forms or get guidance to update online
- Receive assistance with viewing information via eServices

Technology Assistance

- Help with activating StarID and/or resetting passwords
- Get directions to classes or assistance on how to access D2L

Financial Aid Assistance

- Assist with financial aid applications and forms
- Pick up forms, scholarship applications, etc
- Answer questions regarding status of financial aid application
- Check the status of financial aid awards
- Get assistance with Work Study – including eligibility and form submission
- Answer Right Now scholarship questions

Payment Assistance

- Pay bill or ask billing questions
- Learn about and sign up for the NelNet payment plan through eServices
- Get assistance with setting up Direct Deposit
- Get assistance obtaining tax forms, such as 1098T, W9S and W2
- Senior Citizen tuition rate and registration assistance.

Student Services Contact Info:

952-358-8100 | studentservices@normandale.edu