



Student Development and Success Staff Triage Guide

New Students who have applied and are accepted to a program, or are in the application process:

✦ **Advising and Registration Session:**

- Students have been accepted into a program, have taken the COMPASS, have Math and English transfer credit posted to their account, or have official transcripts in hand and need assistance with class enrollment.

Staff can register students for an A&R session by filling in *all fields* on the [A&R Staff Assist Webform](#). * Read the web form to make sure their program is being served by AR.

Continuing Students or Non-Degree /Course Takers needing assisting with enrolling in classes:

- ✦ **[Student Development Center](#):** students need assistance with choosing classes for the upcoming semester.
 - **Call 246-6076 to schedule a 20 minute advising [appointment](#).**
 - During high peak times, it may be difficult to get an advising appointment at a moment's notice.
 - Encourage students to [prepare](#) for the advising appointment.
- ✦ **[Self-service](#) or [Enrollment Center](#):** students know specific class and section numbers and just need assistance with the actual registration steps/transaction.

Continuing Program Students on academic or financial aid probation:

- ✦ **Retention Advisor: Call (608) 246-6076 to schedule an appointment.**
 - Appointments are 30-50 minutes.
 - Encourage students to [prepare](#) for the advising appointment.

Prospective Students whom have not taken any action:

- ✦ **[JumpStart Session](#) –General:**
Students know their program of interest, unsure how to get started, and would benefit from an overview on enrollment, financial aid, program/course prerequisites, and general student services information. **Prospective students need to attend a Jump Start session as their first step in the advising process.**
- ✦ **[JumpStart Session](#) with program overview (e.g. Health):** students have questions regarding admission requirements for specific programs.

Prospective and Current Students unclear about career or program direction:

- ✦ **[Career Planning Workshop](#):** individuals are uncertain about which career or program to pursue at Madison College. **Registration is required.**
 - Workshops are available at Truax, Downtown, South, West, Fort, and Watertown campuses.
- ✦ **Self-Service Career Exploration options** are available online:
 - a. [Madison College Online Career Planning Workshop](#)
 - b. [Career Exploration](#)



c. [Career & Employment Center](#)

Prospective and Current Students who have attended Career Planning Workshop and have narrowed down Career/Program Options, but have not yet made a final decision:

- ✦ **Academic Advising:** If the individual is trying to narrow down 2-3 related programs or requesting information on specific programs.
 - **Call (608) 246-6076 to schedule a 20 minute advising [appointment](#).**
 - During high peak times, it may be difficult to get an advising appointment at a moment's notice.
 - Encourage students to [prepare](#) for the advising appointment.

Students who can't seem to make a Career/Program Decision, refer to Career Counseling:

- ✦ **[Career Counseling](#):** If the individual has attended a Career Planning Workshop and is still having significant difficulties with making a career or program decision.
 - Career Counseling is designed to provide more intensive assistance to those who are having significant difficulties with career or program-related concerns and may have already tried other resources.
 - Call (608) 246-6076 to schedule a 50 minute appointment.

Other Referral Topics/Options:

- ✦ **[COMPASS Testing](#):** If no previous completion of college-level Math and English
- ✦ **FAFSA:** If assistance is needed to complete the FAFSA, **refer to [Enrollment Center](#) so individual can register for a FAFSA workshop.**
- ✦ **Veterans Benefits or Financial Aid Status:** If the individual has questions about where they are in the financial aid or veteran's benefits process, **refer to Enrollment Center.**
- ✦ **Student Employment:** Refer to the [Student Jobs webpage](#) for on or off campus employment, or to the Career and Employment Center.

Students with Disabilities or Note-takers

- ✦ **[Disability Services](#)** web page for general information and questions
- ✦ If students have specific questions, refer to **Craig Buxton, (608) 243-4728.**
- ✦ If students have disability documentation to submit, they may drop off their documentation at the following offices:
 - **Truax:** Student Development Center, Room D1618 (we also collect documentation for students at Commercial Ave. and our West Campus locations)
 - **Downtown:** Student Development Center, Room D116
 - **Watertown, Fort Atkinson, Portage, Reedsburg:** Please bring it to the front desk and state it is for Disability Resource Services