

- 1) What is your worksite?
- 2) What department do you work in?
- 3) What does “Student Services” say to you?
- 4) Do you have contact with students on a regular basis?
- 5) Are you familiar with where all student services are located?
- 6) What part of a student’s path do you feel that you are the biggest part of in your current classification?
 - a) the start
 - b) the middle
 - c) the end
 - d) or all of the above
- 7) What is the most common question that you get when you have contact with a NEW student? In person or on the phone?
- 8) When you get a call and the student does not know what their first step to enrolling in college is, what is the first question you ask them? What type of follow-up does your answer require, if any?
- 9) What are the most common resource tools that you use when serving a student?
 - Phone Directory
 - Campus map
 - Catalog

10) Do you put yourself in the student's position when assisting them and fielding their questions?

11) Do all students qualify for Financial Aid, EOPS, CalWORKs, DSPS, Basic needs, etc.?

12) Does your college have a One Stop facility?

13) What are the first three (3) things that you feel a student should know or do before enrolling in classes at your college?

14) If you receive a call from a student who says that their class is cancelled for the semester, what is the first thing that you say to that student? What could be a possible follow-up question?

15) What is your response to student who ask what classes they should take?