

# COUNSELING & ADVISING

GERMANTOWN | ROCKVILLE | TAKOMA PARK/SILVER SPRING

## SPRING 2020

## ADVISING BY APPOINTMENT ONLY

**Beginning Wednesday, January 29th**, the Counseling & Advising departments on all three campuses **will no longer be offering walk-in services**. Students will be asked to **schedule appointments in advance using the Starfish system**.

♦ **No appointments available?** Please check back regularly as new appointments are made available on an ongoing basis.

- Many advising issues can be resolved by seeking out help from the appropriate office (e.g., FAFSA questions in the Financial Aid office). Call 240-567-5000 or visit Raptor Central (Welcome Center) for help determining the best option for resolving your issue.
- Students are encouraged to develop relationships with individual Counselors and reach out directly by e-mail, when possible.
- The Counseling departments are available to assist students with personal emergencies or quick questions via "Express" that can be addressed within 10-15 minutes or less during our general hours of operation with no appointment necessary. If it is determined more time is needed, students will be asked to schedule a future appointment or provided another option to receive service.

## Disability Support Services (DSS)

New students to DSS must self-identify to DSS in order to begin the process for accommodations and services. Please visit the DSS website and click on the 'New Students' tab and then click on the 'New Student Intake' icon to complete the online student intake form. Once DSS reviews the intake form, DSS will contact you directly to schedule an initial intake appointment.

Returning Students to DSS must request accommodations each semester including Winter and Summer sessions. Students can find the request for Services Form and additional instructions on the 'Returning Students' tab on the DSS website.

[montgomerycollege.edu/counseling-and-advising/disability-support-services](http://montgomerycollege.edu/counseling-and-advising/disability-support-services)

### Important Updates & Closures

Rockville Counseling & Advising will be CLOSED from 12:30-5pm on Thursday, March 26th.

MC will be CLOSED on Friday, March 20th for Spring Break.

Counseling & Advising will be CLOSED until 2pm on Friday, May 22nd for Commencement.

MC will be CLOSED on Monday, May 25th for Memorial Day.

## ADDITIONAL ACADEMIC ADVISING OPTIONS

### Returning Students with Declared Majors

Students in declared majors are encouraged to work with Program Advisors or Academic Department Chairs. Locate program advisors & download advising guides at: [montgomerycollege.edu/academics/program-advising/](http://montgomerycollege.edu/academics/program-advising/)

### All Students—Online Advising

Students with quick questions about a specific/concrete issue can email online advising (this is not ideal for new students or students that need to complete academic planning for the upcoming semester).

- 1) Go to: [ww.montgomerycollege.edu/can](http://ww.montgomerycollege.edu/can)
- 2) Scroll down to: **ONLINE ADVISING**
- 3) Click on: 

### Newly Admitted and Prospective Students

Newly admitted and prospective students that need assistance navigating the onboarding process should direct their questions to Raptor Central at 240-567-5000 or in person on their preferred campus.

### Visiting Students

Students from other colleges and universities visiting for one semester should follow the steps outlined on: [montgomerycollege.edu/admissions-registration/visiting-students.html](http://montgomerycollege.edu/admissions-registration/visiting-students.html)

### Prior Coursework Review for Prerequisite Overrides

Students with transfer credits that are interested in seeking an exemption for placement testing or a pre-requisite override should complete the prior coursework review by following the instructions under Online Advising above and clicking on the "Prior Coursework Review Request Form."

## COUNSELING/ADVISING FRONT DESK

Germantown: 240-567-7734 | Rockville: 240-567-5063 | Takoma Park/Silver Spring: 240-567-1480 |

Rockville Disability Support Services: 240-567-5058

Help is also available from Raptor Central in person or by phone at 240-567-5000.

**HOURS OF OPERATION\***

**Mondays**

8:30 a.m. - 5:00 p.m.

**Tuesdays**

8:30 a.m. - 5:00 p.m.

**Wednesdays**

8:30 a.m. - 5:00 p.m.

**Thursdays**

8:30 a.m. - 2:00 p.m.

**Fridays**

8:30 a.m. - 5:00 p.m.

*\* Hours of operation may change at any time.*

**Appointments required.**

Appointments are scheduled using the Starfish system.  
Students must have applied to the College  
and have been issued an M#.

Germantown Campus:  
SA Bldg, Rm 250 | 240-567-7734, option 6

Rockville Campus:  
MK Bldg, Rm 220 | 240-567-5063, option 5

Takoma Park/Silver Spring Campus:  
ST Bldg, Rm 233 | 240-567-1480, option 6

**Extended Evening Hours and Special Closures**

MON	TUES	WED	THURS	FRI	SAT
02	03 Rockville Open 5- 7pm	04 Germantown Open 5-7pm	05	06	07
Germantown Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 5-7pm	Rockville Open 5-7pm		
09	10 Rockville Open 5- 7pm	11 Germantown Open 5-7pm	12	13	14
Germantown Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 5-7pm	Rockville Open 5-7pm		
16	17	18 CLOSED UNTIL 2PM GT Open 2-7pm only RV Open 2-5pm only TP Open 2-7pm only	19	20 CLOSED FOR SPRING BREAK	21
23	24 Rockville Open 5- 7pm	25 Germantown Open 5-7pm	26 Rockville Closed 12:30-5pm Open 5-7pm	27	28
Germantown Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 5-7pm			
30	31 Rockville Open 5- 7pm				
Germantown Open 5-7pm	TP/SS Open 5-7pm				

**HOURS OF OPERATION\***

**Mondays**

8:30 a.m. - 5:00 p.m.

**Tuesdays**

8:30 a.m. - 5:00 p.m.

**Wednesdays**

8:30 a.m. - 5:00 p.m.

**Thursdays**

8:30 a.m. - 2:00 p.m.

**Fridays**

8:30 a.m. - 5:00 p.m.

*\* Hours of operation may change at any time.*

**Appointments required.**

Appointments are scheduled using the Starfish system.  
Students must have applied to the College  
and have been issued an M#.

Germantown Campus:  
SA Bldg, Rm 250 | 240-567-7734, option 6

Rockville Campus:  
MK Bldg, Rm 220 | 240-567-5063, option 5

Takoma Park/Silver Spring Campus:  
ST Bldg, Rm 233 | 240-567-1480, option 6

**Extended Evening Hours and Special Closures**

MON	TUES	WED	THURS	FRI	SAT
		01 Germantown Open 5-7pm TP/SS Open 5-7pm	02 Rockville Open 5-7pm	03	04
06 Germantown Open 5-7pm	07 Rockville Open 5- 7pm TP/SS Open 5-7pm	08 Germantown Open 5-7pm TP/SS Open 5-7pm	09 Rockville Open 5-7pm	10	11
13 Germantown Open 5-7pm	14 Rockville Open 5- 7pm TP/SS Open 5-7pm	15 Germantown Open 5-7pm TP/SS Open 5-7pm	16 Rockville Open 5-7pm	17	18
20 Germantown Open 5-7pm	21 Rockville Open 5- 7pm TP/SS Open 5-7pm	22 Germantown Open 5-7pm TP/SS Open 5-7pm	23 Rockville Open 5-7pm	24	25
27 Germantown Open 5-7pm	28 Rockville Open 5- 7pm TP/SS Open 5-7pm	29 Germantown Open 5-7pm TP/SS Open 5-7pm	30 Rockville Open 5-7pm		

**HOURS OF OPERATION\***

**Mondays**

8:30 a.m. - 5:00 p.m.

**Tuesdays**

8:30 a.m. - 5:00 p.m.

**Wednesdays**

8:30 a.m. - 5:00 p.m.

**Thursdays**

8:30 a.m. - 2:00 p.m.

**Fridays**

8:30 a.m. - 5:00 p.m.

*\* Hours of operation may change at any time.*

**Appointments required.**

Appointments are scheduled using the Starfish system.  
Students must have applied to the College  
and have been issued an M#.

Germantown Campus:  
SA Bldg, Rm 250 | 240-567-7734, option 6

Rockville Campus:  
MK Bldg, Rm 220 | 240-567-5063, option 5

Takoma Park/Silver Spring Campus:  
ST Bldg, Rm 233 | 240-567-1480, option 6

**Extended Evening Hours and Special Closures**

MON	TUES	WED	THURS	FRI	SAT
				01	02
04	05	06	07	08	09
	Rockville Open 5- 7pm	Germantown Open 5-7pm			
Germantown Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 5-7pm	Rockville Open 5-7pm		
11	12	13	14	15	16
	Rockville Open 5- 7pm	Germantown Open 5-7pm			
Germantown Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 5-7pm	Rockville Open 5-7pm		
18	19	20	21	22	23
			Offices Close at 5pm	CLOSED UNTIL 2PM FOR COMMENCEMENT	
25	26	27	28	29	30
CLOSED FOR MEMORIAL DAY	Rockville Open 5- 7pm	Germantown Open 5-7pm	GT Open 2-5pm		
	TP/SS Open 5-7pm	TP/SS Open 5-7pm	TP/SS Open 2-5pm		
			Rockville Open 5-7pm		

# Counseling/Advising Scheduling Instructions

<http://www.montgomerycollege.edu/can>

**New Students:** Complete all of the enrollment steps below *BEFORE* scheduling in Starfish!

## Apply for Admission

Complete the admissions application and related admissions tasks. See **Step One on the Getting Started: How to Apply and Register** page for details.



## Activate Your MC Account and Determine Placement

Claim your MyMC account, set up your MC email account, and determine if you need to take placement tests. See **Step Two on the Getting Started: How to Apply and Register** page for details.



## Complete Orientation

Complete the following:

- **New Student Orientation**
- **Advising questionnaire**
- **Academic Orientation**

## What if I have a quick question and don't need a lot of time?

Send your question to the online advisor or visit the Counseling department to request "express" service (10 minutes or less). For example:

- Third attempt overrides
- Review of a completed academic appeal form
- Review of unofficial transcript for prerequisite override requests
- Troubleshooting/ assisting to determine next steps

## What if I cannot find an appointment on a day/time that works for me?


Send your question to the online advisor.

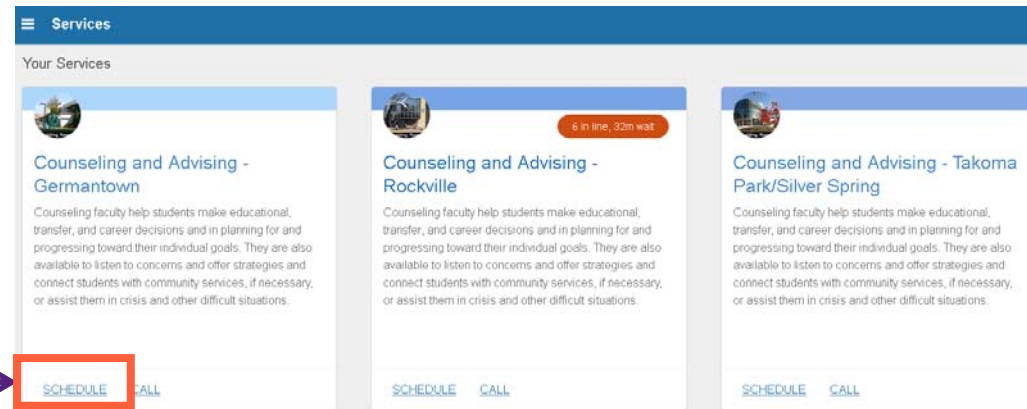
1. Go to <http://www.montgomerycollege.edu/can>
2. Scroll down to: **ONLINE ADVISING**
3. Click on: **ASK A QUESTION**

If the concern can not be addressed at a distance, we will assist you in scheduling an appointment in the Counseling /Advising department.

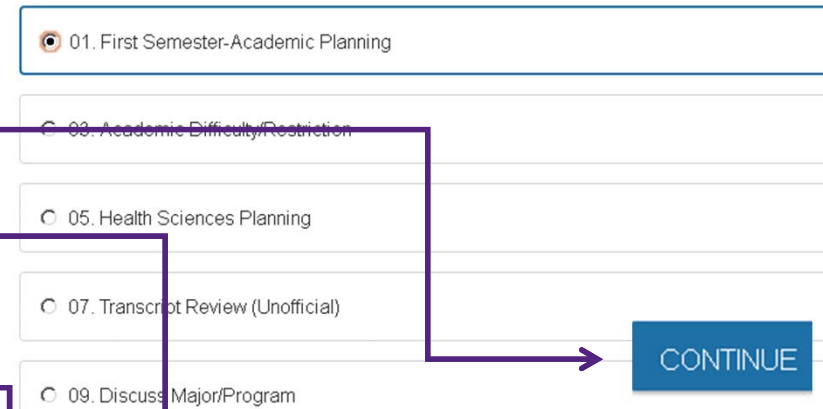


# How to Schedule an Appointment in Starfish

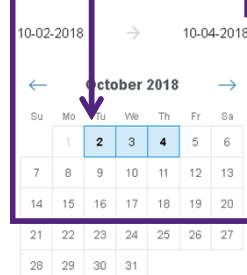
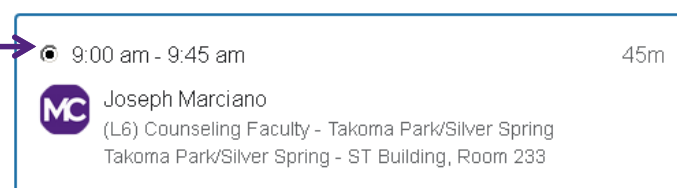
1. Go to: [mymc.montgomerycollege.edu](http://mymc.montgomerycollege.edu) and sign in with your "MyMC" login/password
2. Click on "Counseling & Advising Network".
3. Scroll down and click on "Log in to Starfish"
4. On the left-hand side, click on the menu  and click on "My Success Network"
5. Find your preferred Counseling Department by campus and click on "Schedule" to schedule with the next available counselor. *To schedule with a specific counselor, click on the campus link and scroll down to see an alphabetical list of counselors and their calendars.*
6. Select an option under "What do you need help with" that most closely matches.
7. Click on "Continue"
8. Select your preferred day (tip: look for dates in bold)
9. Select your preferred time from the list of options.
10. Click on "Continue"
11. Add information to describe the reason(s) of the appointment in the space provided.
12. Click on "Confirm."



What do you need help with?



What day and time works for you?

CONFIRM



Wait for an appointment confirmation in your MC e-mail.

You may be asked to show this e-mail in order to sign-in for your appointment.