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

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.
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**THURS** 02 03 04 05 06 07
**FRI** 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
**SAT** 01 02 03 04 05 06

**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#.

**Extended Evening Hours and Special Closures**

**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

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**Germantown**: Open 5-7pm

**Rockville**: Open 5-7pm

**TP/SS**: Open 5-7pm

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**Closed for Spring Break**

**GT Open 2-7pm only**

**RV Open 2-5pm only**

**TP Open 2-7pm only**

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3/9/2020
# 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.*

## Extended Evening Hours and Special Closures

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Students must have applied to the College and have been issued an M#.
**HOURS OF OPERATION**

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

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*Hours of operation may change at any time.*

Appointments are required. Appointments are scheduled using the Starfish system. Students must have applied to the College and have been issued an M#. The Starfish system is a web-based student management system that helps students manage their academic records and access various resources.

**Extended Evening Hours and Special Closures**

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**Closed for Commencement:**
3/9/2020

**Closed for Memorial Day:**
3/9/2020
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 unofficial transcript for prerequisite override requests
- Review of a completed academic appeal form
- 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 cannot 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 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.”

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.