

NSO FAQ

1. WHAT DO I NEED TO BRING TO ORIENTATION?

A smiling face and a good attitude is really all you will need. We will be taking your student ID photo, so make sure you come photo ready. Knowledge of the last four digits of your social security number would be helpful to know as well.

2. DO I HAVE TO STAY FOR THE WHOLE ORIENTATION?

If you want to receive credit for attending, the answer is **yes**. You are not forced to stay, but if you do not stay for the whole orientation, you will need to complete another orientation at a different date.

3. I CAN'T MAKE MY ORIENTATION ANYMORE, CAN I RESCHEDULE?

Yes! We understand things come up. To reschedule, go to <https://www.muskegoncc.edu/enrollment-services/new-student-orientation/> and click the semester you are planning to attend. In the upper left hand corner, click log in and log in with the same email and password from the first time. Click on **"My Account"** and scroll to events and remove the event that you are unable to attend. Then click **"View Upcoming Events"** and find the Orientation that works with your schedule and register for that one.

4. I CAN'T REMEMBER MY PASSWORD TO LOG IN TO SIGN UP FOR AN ORIENTATION, WHAT SHOULD I DO?

Click on **"Forgot your password or is your account locked? Click here for assistance."** Enter the email you used when you first applied to Muskegon Community College. Answer the security question and put in a new password. Make sure you write it down.

5. DO I HAVE TO ATTEND NEW STUDENT ORIENTATION?

Short answer, yes. Long answer, attendance of mandatory New Student Orientation will depend on your student type. If you...

- are a new student seeking a certificate or degree at MCC, you must attend.
- have transferred in 12+ credits and they have been applied to your account, you are able to waive New Student Orientation.
- are an Early College student, speak to your Early College Dean
- are a Dual Enrolled Student, speak to your High School counselor

6. IF I HAVE TAKEN ORIENTATION ONCE, DO I HAVE TO TAKE IT AGAIN?

If it has been more than 3 years, we highly recommend you take New Student Orientation again as some of the information may have changed, but it is not required.

7. WHY IS NEW STUDENT ORIENTATION MANDATORY?

We require our students to take Orientation to make sure that every student is given the information and tools they need to succeed as well as made aware of the resources they have access to as students at MCC.

8. WHAT WILL I LEARN IN NEW STUDENT ORIENTATION?

There are several areas that we will cover, which include:

- Financial Aid, including award letters and verification
- Navigating the campus
- How to log into and navigate your MyMCC student portal
- How to plan and register for classes
- Student life and resources available to you

9. WHY IS NEW STUDENT ORIENTATION SO LONG?

There is a lot of information that needs to be covered in orientation (see question 8) and that takes time. We also need time to take your student ID photo, which can take up quite a bit a time, depending on how many students are signed up for the Orientation.

10. I CAN'T REGISTER FOR CLASSES BECAUSE I HAVE AN ORIENTATION HOLD. WHAT DOES THAT MEAN?

We give you a full semester to attend our mandatory New Student Orientation. If you haven't attended in that time frame, we notify you that you have a certain amount of time to complete an orientation. If it is not completed by deadline given, a hold is placed on your account until you do complete orientation. If you have questions about this, please email orientation@muskegoncc.edu.

11. WHAT HAPPENS IF I COME LATE TO NEW STUDENT ORIENTATION?

We understand things happen outside of your control. However, if you are more than 10 minutes late to orientation, you must reschedule (see question 3).



ORIENTATION OFFICE
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