

## Student Mall Customer Service Walk-in Guidelines

The [Office of Registrar/Bursar/Financial Aid] and the Student Mall will be open to directly assist students starting August 24, 2020.

To protect the health and safety of students and all members of the University community, our office will be following safe social distancing practices. Color-coded signs will be posted to guide students to the appropriate service counter; please review these carefully to ensure you are on the correct line. Staff members will also be available to ensure students are on the correct service line.

To ensure proper social distancing, only a limited number of students will be allowed into the Student Mall at any one time; markings will be posted identifying where to stand when waiting on a line. Public Safety Offices will be on call to direct traffic when volumes require assistance. **Students should maintain a six-foot distance and wear a facemask at all times while waiting on line and in the Student Mall. Students must wear a mask while waiting on line and in the Student Mall.** We will be unable to assist students who are not wearing a facemask. Mall space is limited; only the student should wait on line; please do not bring visitors with you. Please make sure you have your student ID ready when you approach a team member.

Members of the Financial Aid Office will also be available to assist students by phone; you may call to schedule a WebEx appointment.

### Summary Guidelines:

- **Go *Online* instead of in-line:**
  - Please consider using email, telephone or the drop box if your transaction does not require a face-to-face transaction with Student Mall personnel.
  
- **Please follow color-coded signs to guide you to the appropriate service counter:**
  - **Blue: Registrar**
  - **Red: Financial Aid**
  - **Green: Bursar**
  
- **Social Distancing:**
  - **Please maintain a minimum of six feet distance when standing on line.**
  - **Maximum number of students on line inside Student Mall (markers will direct where to stand)**
  - Financial Aid: 4 students
  - Registrar: 4 students
  - Bursar: 6 students

- **Make sure you check the student portal to ensure you have all necessary documents**
- **Make sure you have ID when approaching the service counter**
- **Please exit lobby when transaction is complete**
- **Staff are available to assist by phone and email**