

Integrated Resources for Information & Solutions (IRIS) advises, guides, and empowers students to achieve their professional, educational and financial goals by providing accurate individualized support in the journey from admission to graduation.



# IRIS

INTEGRATED RESOURCES FOR INFORMATION AND SOLUTIONS

## IRIS Advisor Responsibilities and Expectations

- Maintain student confidentiality per FERPA policy.
- Be available to students during walk-in hours.
- Return phone calls and emails in a timely manner during office hours.
- Provide assistance with navigating online academic tools including MAVzone, Degree Works, and navigating the student account/bill and financial aid requirements.
- Be knowledgeable of University programs of study and essential learning requirements and review these with students.
- Interpret and communicate University policies and procedures to students.
- Be prepared for student appointments and cancel or reschedule appointments when necessary.
- Encourage and support students through their college career.
- Connect students to appropriate campus resources.

## Student Responsibilities and Expectations

- Be familiar with online academic tools including MAVzone and Degree Works.
- Check your official CMU email account daily.
- Be familiar with and follow University dates and deadlines.
- Be knowledgeable of the requirements for your degree program, your GPA, and financial aid. Have a plan to meet these requirements.
- Note your registration date and register in a timely manner.
- Schedule advising appointments in advance and arrive on time for appointments.
- Cancel or reschedule advising appointments if you cannot keep them.
- Be prepared for your appointment and ask questions if you need clarification.
- Follow through on recommendations from your advisor.
- Review your bill and any financial aid checklist items via the Finance Tab in MAVzone.
- Develop a plan for paying for your education. This may include completing the free application for financial aid (FAFSA) in a timely manner.
- Utilize resources on campus.
- Ask for help when you need it.
- Accept responsibility for your decisions.

## Walk-Ins

- Walk-ins are brief advising sessions where quick questions can be answered
- Call IRIS to find out the walk-in times for the week
- Walk-ins are seen on a first come, first served basis
- There may be a wait time to see an advisor

### The following requests are best handled at walk-ins:

- Minor schedule change — adding or dropping a course
- Quick review of Degree Works report or Program Sheet requirements
- Quick question about your bill/financial aid

## Appointments

- Call IRIS to schedule an appointment.
- Before your first appointment, login to MAVzone and become familiar with navigating the site.
- Review your Degree Works report prior to the appointment and come to the appointment with your questions and notes.

### The following requests are best handled at an appointment:

- In-depth review of degree requirements
- Major exploration
- Creating a financial plan

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