



CLARIFYING THE NEW STUDENT EXPREIENCE

FOR FACULTY AND STAFF

FLEX SESSION: AUGUST 22, 2025

PRESENTERS: SALLY WONG & PATRICK GARRETSON

AGENDA

1. Welcome & Introductions
2. Presentation
3. Q & A

Please submit questions in the Chat.

We will answer them in the chat or after the presentation.

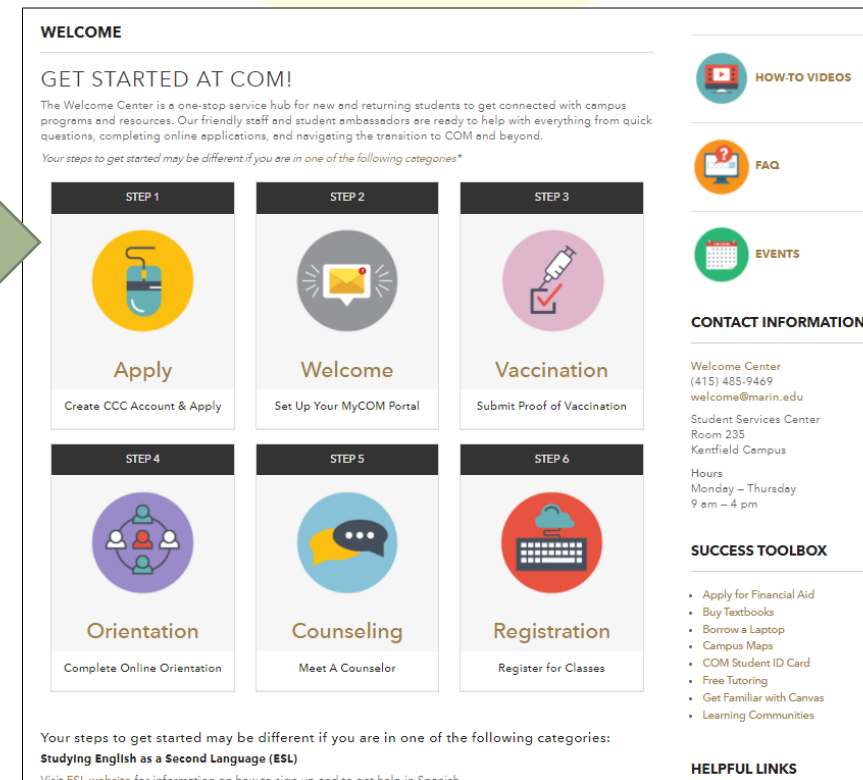
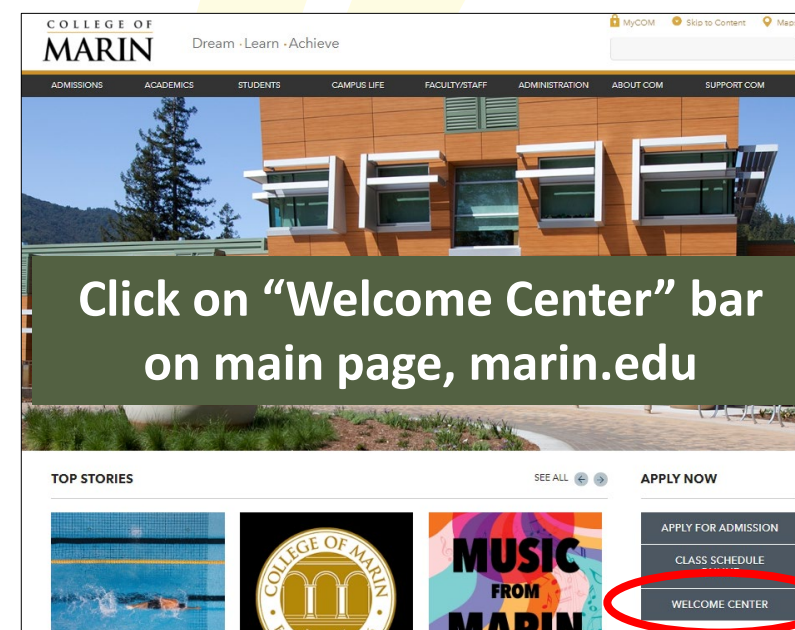


FLEX SESSION OUTCOMES

- Describe the application and enrollment steps for a new COM student.
- Identify challenges a student may face in getting started as a new COM student.
- Direct a potential student to the COM application web page to get started. Connect students to the Welcome Center who need assistance.
- Learn where new student resources are, how to access them, and where to direct students for help.

WELCOME CENTER

- Visit the Welcome Center
Mon – Thurs: 9 am – 4 pm and
Fri: 9 am – 1 pm
- Check out our Welcome Page
for access to many resources:
ss.marin.edu/welcome
- Contact us for help/questions:
welcome@marin.edu



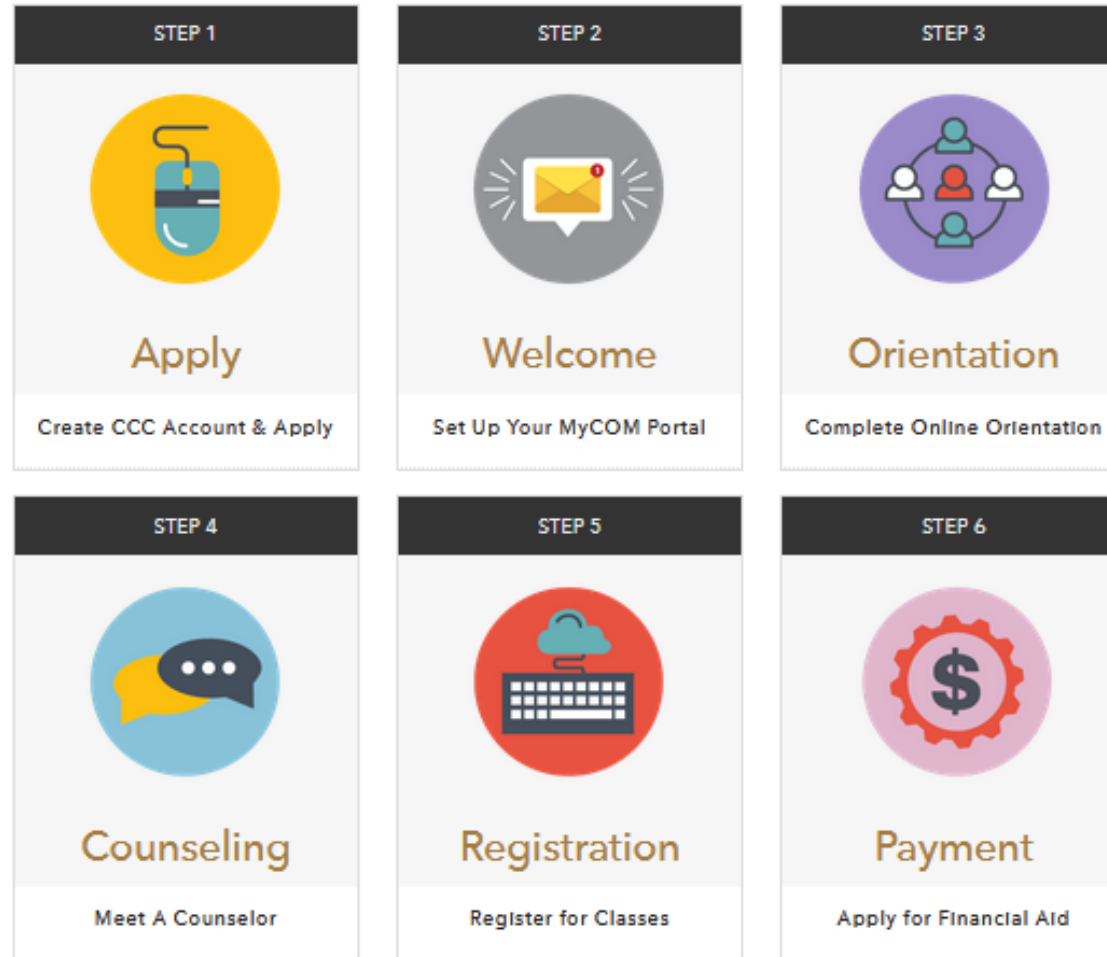
IN-PERSON STUDENT SERVICES

- Visit the Welcome Center at 830 College Ave (next to the post office) for these services:
 - *Enrollment Services & Financial Aid*
 - *COM ID Cards*
 - *Cashiering Services*
 - *Transit Stickers*
 - *Parking Permits*
 - *Computer kiosks*
 - *Assistance with application and enrollment processes.*



Welcome Center page:
ss.marin.edu/welcome

Steps for New Students



Steps to Enrollment Flyer



RETURNING STUDENTS

- Returning students need to complete a new application
 - if they have not attended College of Marin within the past year (fall and/or spring semesters)
- Current or continuing students do not need to complete a new application.
- If students are unsure, they can check with Enrollment Services if a new application is needed.

ENGLISH AS A SECOND LANGUAGE (ESL)

- New ESL students complete a COM application. The application is available in Spanish.
- COM offers both noncredit and credit ESL classes.
- Students who want to enroll in ESL classes should sign up for the placement test/orientation to determine their ESL level.
- Students sign up for the placement test/orientation at the ESL Office (AC 109) or at the Welcome Center.
- For the current semester, students should go to the ESL Office for assistance.
- For more details: <https://esl.marin.edu/>

HIGH SCHOOL STUDENTS

- High school students can enroll in college classes and pay no enrollment fee* for up to 11 units. They are responsible for other student fees.
- For students who are concurrently enrolled in high school, there are additional steps required after the COM application.
 - Attend Zoom Jumpstart orientation (for new high school students)
 - Complete College Credit Program (CCP) application
 - After Enrollment Services processes CCP form, students register in their portal.
- For more details: <https://www1.marin.edu/high-school-programs>

*Enrollment fee for CA residents is \$46/unit.

INTERNATIONAL STUDENTS

- International Students should not use the online application.
- There is an International Student Admissions Application Form to complete with a number of required documents to be submitted.
- There are application deadlines for each semester.
- For more details:
<https://es.marin.edu/admissions/international-admission>

APPLY FOR ADMISSION

2-Step Process

1

Students first create an OpenCCC account*, used by all California Community Colleges.

2

Students complete a College of Marin application after logging in to their OpenCCC account.

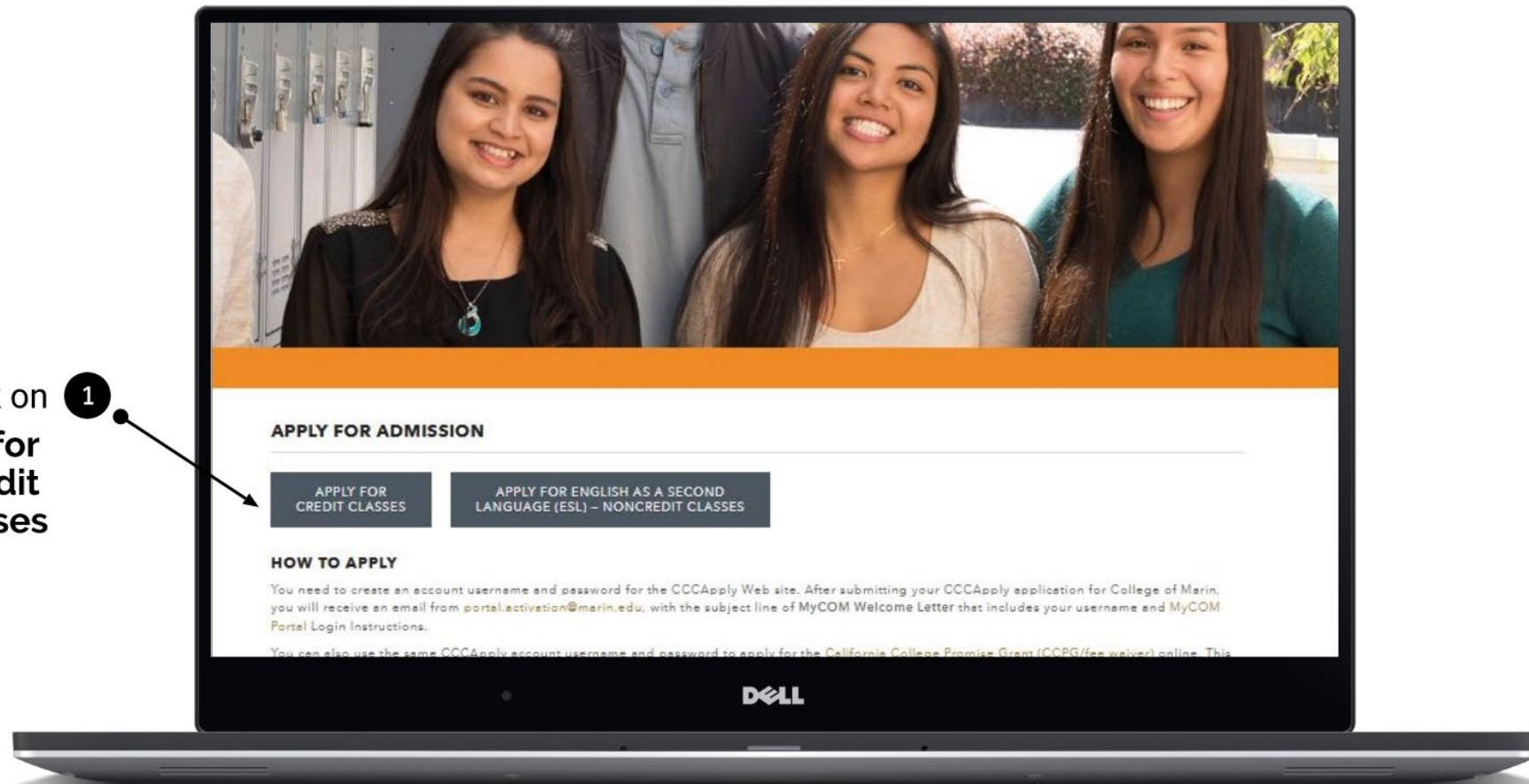
*If students already have an OpenCCC account, they just need to sign in.



Go to: *marin.edu/apply*

Click on
**Apply for
Credit
Classes**

1



Credit vs. Noncredit Application

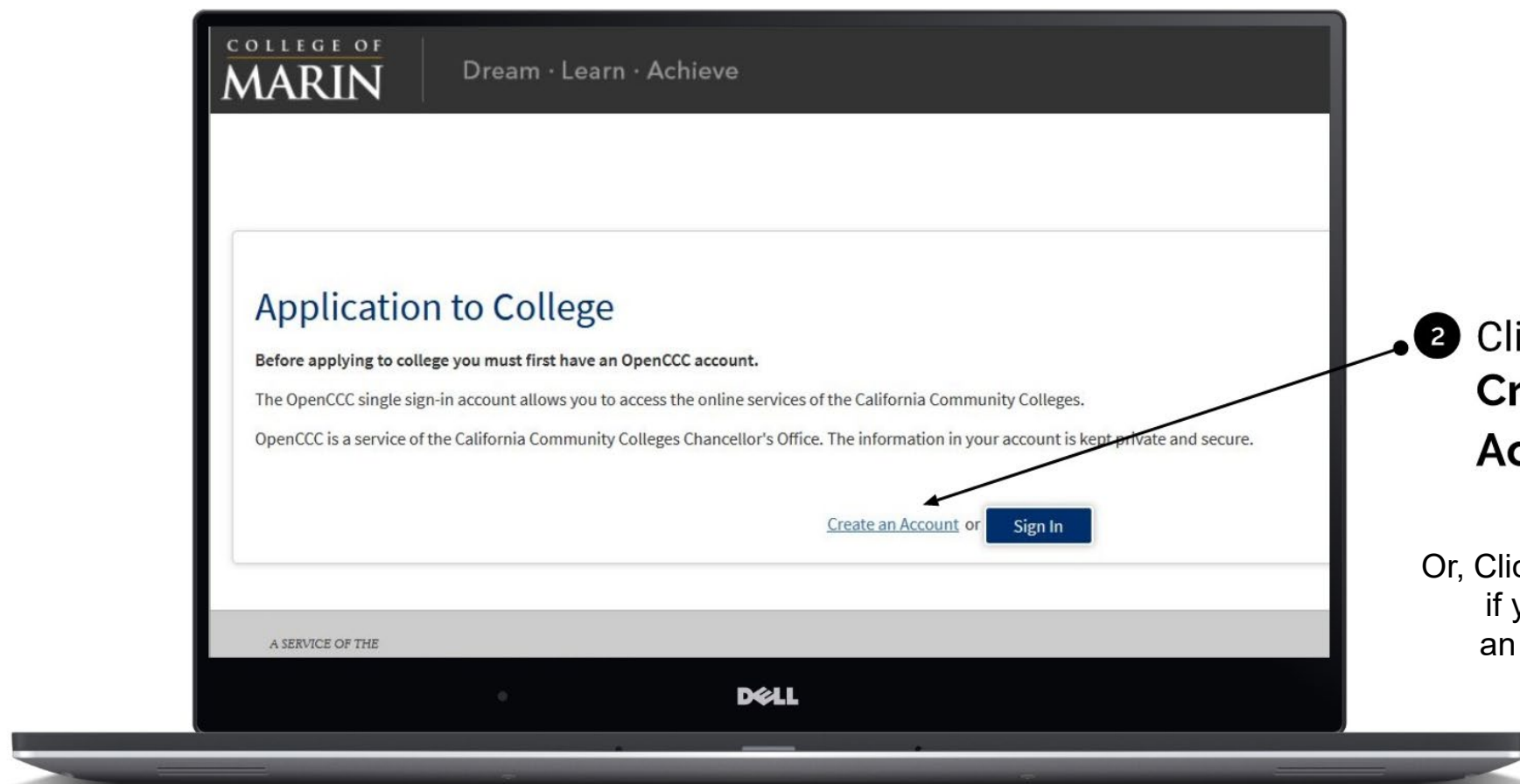
APPLY FOR CREDIT CLASSES

- Allows students to enroll in any credit class and noncredit class
- Asks for residency information

APPLY FOR ENGLISH AS A SECOND LANGUAGE (ESL) – NONCREDIT CLASSES

- Only allows students to enroll in noncredit classes
 - ESLN classes
 - Adapted Physical Education
- Does not ask for residency information

Create an OpenCCC Account



2 Click on
**Create an
Account**

Or, Click on **Sign in**
if you have
an account.

POTENTIAL CHALLENGES: OpenCCC

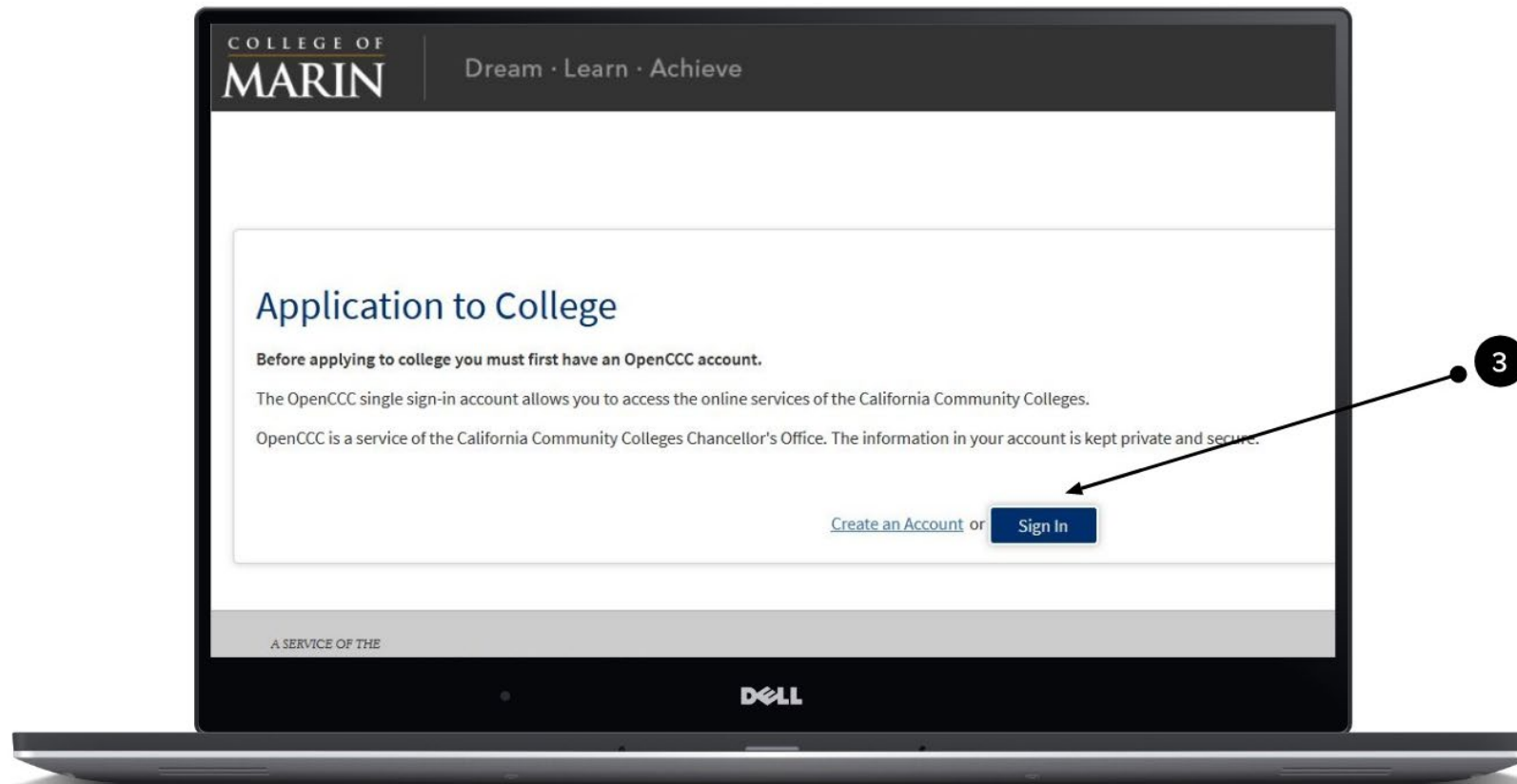
- Each account must have a unique phone number and email address.
- To create an OpenCCC account, students need a phone to receive texts or email they can access.
- If they already have an account and no longer have access to the email or phone number on the account, they must contact CCC Tech Help to recover their account.
- CA Community Colleges use OpenCCC, so it is likely they already have an account if they have attended another CA community college or attended COM in the recent past.



- *Optional* verification step in the COM application process
- Requires:
 - Setting up an ID.me account
 - Device with a camera function
 - Photos of official ID documents
 - Face scan
- Students can skip the ID.me step (but they don't make it easy to skip)
- Note: Completing ID.me prevents delays to getting the welcome email

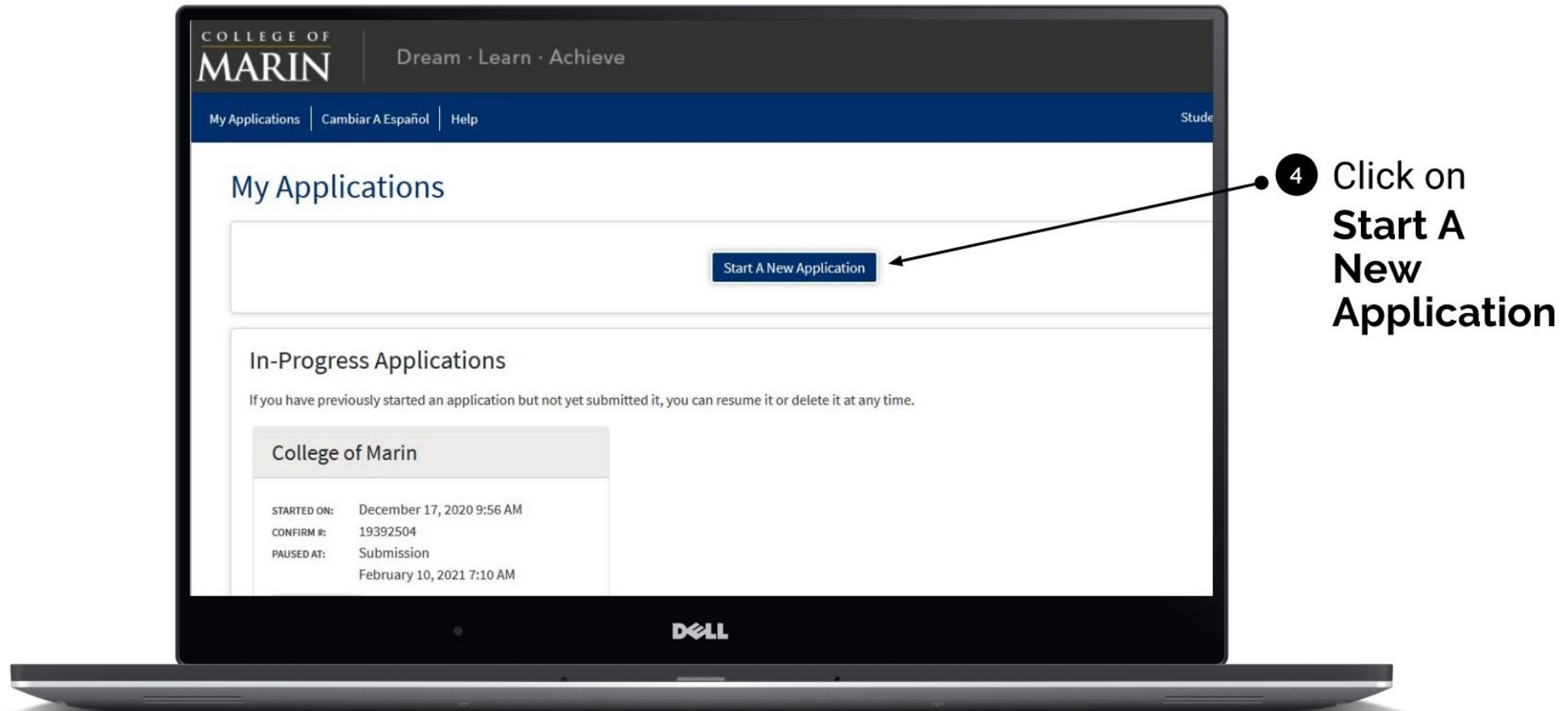
Apply to College of Marin

Come back to this screen to access the College of Marin application.



3 Click on **Sign In** if you are not logged in

Start College of Marin Application

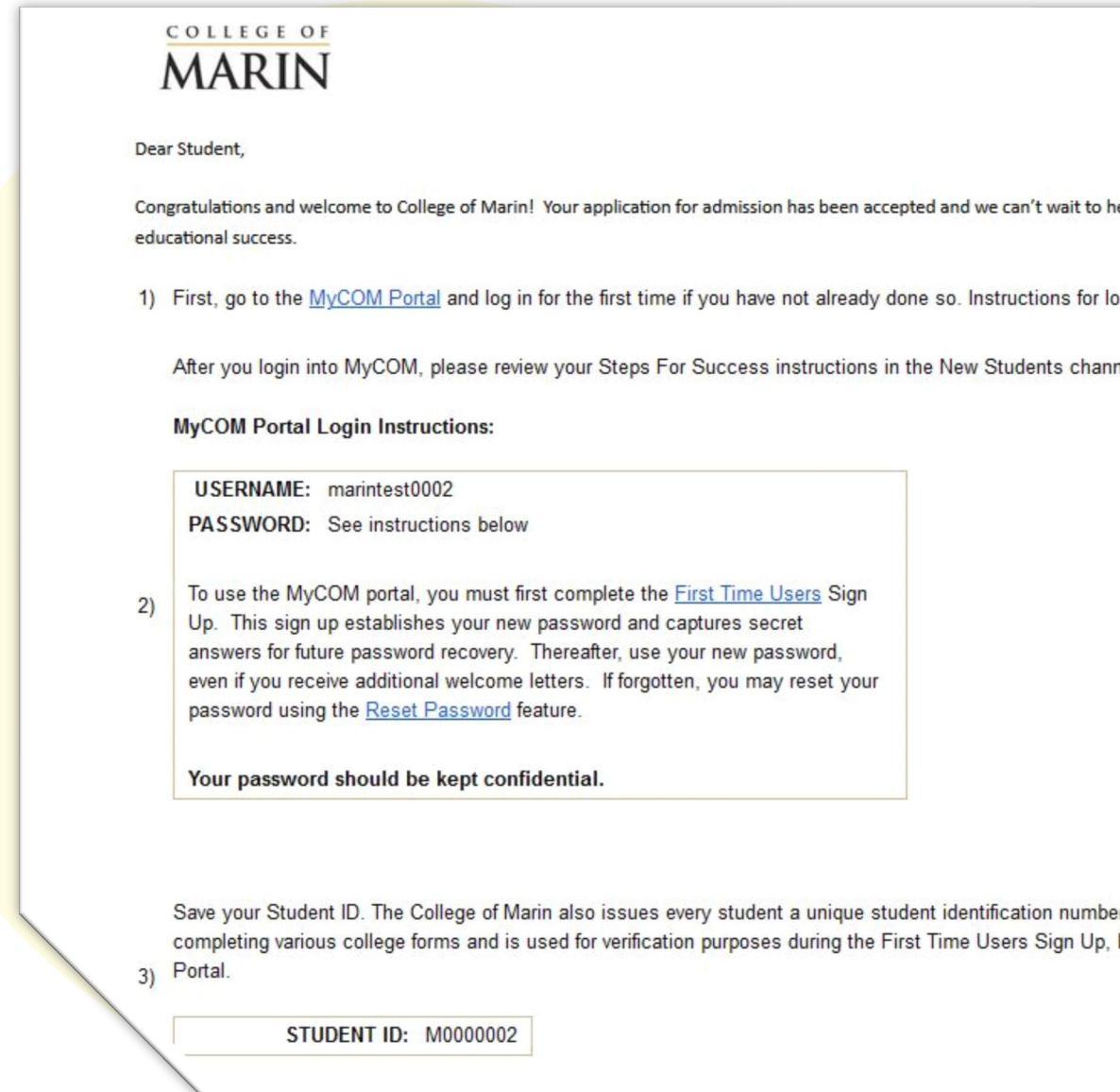


POTENTIAL CHALLENGES: COM APPLICATION

- The credit application takes a minimum of 20 minutes, potentially longer
- Application asks for high school information – all students need to provide it. They should complete it as accurately as possible.
- Specific residency information is required for the credit application such as permanent resident card number or visa number.
- If an application contains missing or contradictory information it can delay the creation of a student account

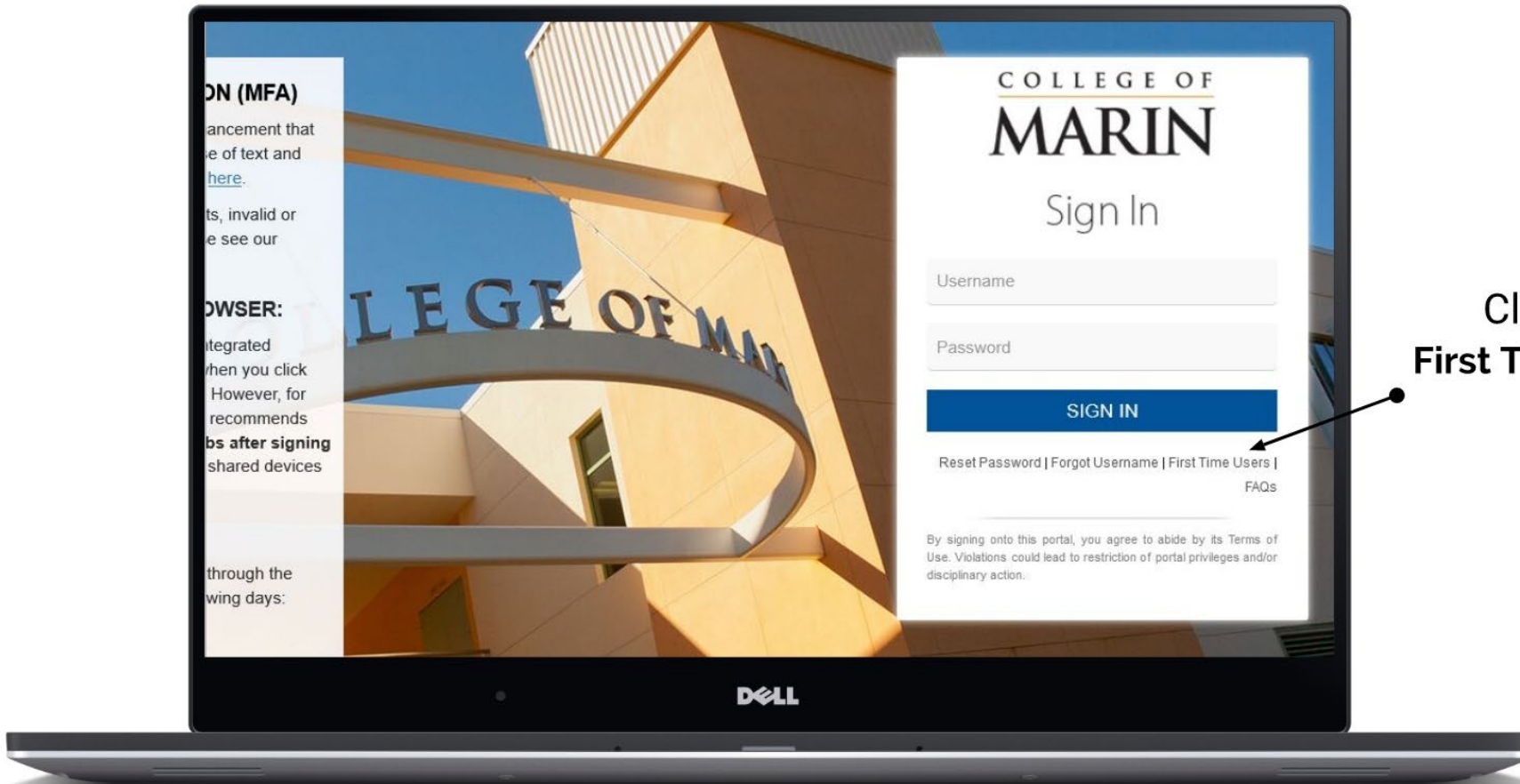
WELCOME EMAIL

- Students will receive a “**MyCOM Welcome Letter**” in their personal email, usually within 24 hours.
- The Welcome email indicates their application was successfully processed.
- This email includes:
 - Username and instructions for how to set up the MyCOM Portal.
 - Student ID number that begins with M00.
- They should contact Enrollment Services if they do not receive a welcome letter after 24 hours.



Set up MyCOM Portal

mycom.marin.edu



Click on
First Time Users

First Time User

- To set up the MyCOM portal the first time
- To create a new password for the portal
- Requires:
 - M00 Student ID number
 - Last Name (as it appears in student record)
 - Verification via email or text
 - Setting up 4 security questions and answers
- First Time User verification sometimes goes to a returning student's old email on file. IT or Welcome Center staff can update their verification email if this happens.

OPTIONAL STEPS

- Meet with An Academic Counselor
- Complete New Student Orientation in MyCOM Portal
- Apply for Financial Aid



Register for Classes in MyCOM Portal

mycom.marin.edu

Students



Services in MyCOM

COM CARE

- Submit a [CARE report](#).

Counseling

- Schedule a [counseling appointment](#).
- Schedule a [transfer center appointment](#).
- Schedule an [EOPS, CalWORKs or NextUp counseling appointment](#).
- To schedule a Student Accessibility Services appointment:
Email SAS@marin.edu, or
Call (415) 485-9406 and leave a message with your full name, M00 number, and phone number.

DegreeWorks

- Map out your academic journey and [educational plans](#).

Petitions and Prerequisites

- Submit a [petition request](#).
- Submit a [prerequisite equivalency/challenge request](#).

Reading and Writing Lab (RWL) and Online Writing Center (OWC)

- Self-register for the [RWL and OWC](#).

Tutoring Online

- Apply for [free tutoring](#).
- Access [Zoom tutoring sessions](#). Available on drop-in basis.

New Students

1. Begin your [COM orientation](#).
2. Schedule a [counseling appointment](#).
3. Register for classes using the Student Dashboard.
4. Your registration date will be assigned according to your [enrollment priority](#).

Student Dashboard

Registration

- [How to Add and Drop Classes 2025 \(video\)](#)
- [Register, Add or Drop Classes](#)
- [Authorization Codes](#)
- [Browse Classes](#)
- [View Registration History/Schedule](#)
- [Browse Course Descriptions/Programs](#)
- [Enrollment Priority](#)

Records

- [Student Profile](#)
- [Grades](#)
- [Unofficial Transcript](#)
- [Order Official Transcript](#)
- [Tax Notifications](#)
- [Verifications](#)

Account

- [Account Information](#)
- [Account Detail By Term](#)
- [Make A Payment](#)

Click on Register, Add or Drop Classes

Other Hurdles Students May Face

- Holds – prevents registration
 - CCP form needed for HS students
 - Money owed
 - Academic probation/dismissal
 - Laptop/hotspot not returned
- Pay to Stay Deadline
 - May drop student
- Petition to add late
- Prerequisites

Pay Fees for Classes in MyCOM Portal

mycom.marin.edu

Students



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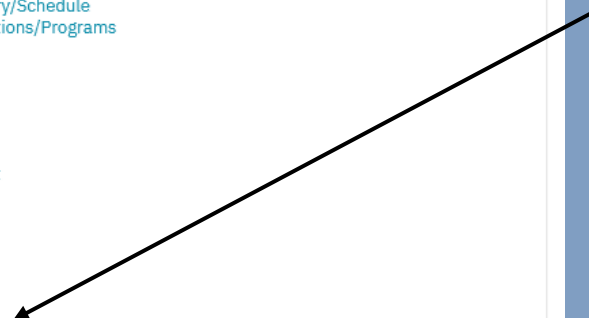
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Click on Make a Payment



HOW-TO VIDEOS

ss.marin.edu/how-videos

- Get Started as a New Student
- Set Up Your My COM Student Portal
- Use Class Schedule Online
- MyCOM Portal Overview
- Add and Drop Classes
- Use Add Authorization Codes
- Pay for Classes
- Petition to Audit a Course
- *and more...*



MyCOM ACCOUNT SECURITY

- For students' security, MyCOM Portal **Multi-factor Authentication** has been enabled
 - Students *may* need to verify their identity via email or text message at login (For example, when they log in off campus, use a new device)
- Students need to configure any of these 3 options:
 - **Email:** Make sure COM has the current email address to get the code.
 - **Cell phone:** Receive the code through a text message
 - **Install Authenticator app:** Scan QR code (Microsoft, Google, or Authy)

COM ID CARD

- Currently enrolled students can ride the Marin Transit bus for free as a COM student. They show their COM ID card with current transit sticker/bus pass.
- Students can get their COM ID card at the Welcome Center and the transit sticker from the Cashier's window.
- The mandatory transportation fee pays for the bus sticker:
 - \$10 minimum (noncredit students)
 - \$4/unit, \$43 maximum – Fall/Spring
 - \$43 fee to replace a lost transit sticker in the same semester it was issued
- Students can also request a COM ID card online at [marin.edu/comcard](https://www1.marin.edu/comcard). They submit a headshot photo with the form and the ID card will be mailed to them.
- For more details: <https://www1.marin.edu/comcard>
- Staff and faculty can also get a COM Employee ID card.

PARKING PERMITS

- Only currently enrolled students can purchase a semester parking permit. They should allow 24 hours after they have enrolled before purchasing their permit online.
- They can purchase a parking permit in their MyCOM portal or in-person at the Cashier's window.
- For students, only one vehicle can have an active permit at a time. Staff/faculty can have two vehicles with an active permit.
- There are two free parking lots: KTD Lot 13 until 5 pm (Lot 12 after 5 pm) and IVC Upper Lot 5
- For more details: <https://www1.marin.edu/parking-permits>

FINANCIAL AID

- Students should complete a financial aid application:
 - [FAFSA.gov](https://fafsa.gov) or [California Dream Application](#) (for CA residents not eligible to file FAFSA)
- Financial Aid Virtual Workshops available (see es.marin.edu)
 - Next one is in September 2025
- Connect with 10,000 Degrees (partner organization) to get FAFSA application help
- For more details: <https://es.marin.edu/financial-aid>

CHECK FLEX SESSION OUTCOMES

- ☐ Can you describe the application and enrollment steps for a new COM student?
- ☐ Can you identify challenges a student may face in getting started as a new COM student?
- ☐ Could you direct a potential student to the COM application web page to get started?
- ☐ Could you connect students to the Welcome Center who need assistance?
- ☐ Do you know where new student resources are, how to access them, and where to direct students for help?



Q & A



THANK YOU!

Please complete an evaluation form in ProLearning once you receive it.



SALLY WONG & PATRICK GARRETSON



welcome@marin.edu

Contact Us

- Visit the Welcome Center

Mon – Thurs: 9 am – 4 pm and
Fri: 9 am – 1 pm

Extended Hours: 8/26, 8/27, 9/2, 9/3: 9 am – 7 pm

- Check out our Welcome Page for access to many resources:
ss.marin.edu/welcome

- Contact us for help/questions:
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