<table>
<thead>
<tr>
<th>Support Services</th>
<th>Student Needs</th>
<th>Processes to Identify Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>College Bookstore</strong></td>
<td>The stores sells textbooks and other classroom and academic supplies for students at all 4 campuses</td>
<td>The process for textbook purchasing includes faculty and administration decisions. Non-classroom supplies are purchased based on analyses of trends. A buy-back system makes available used textbooks. Monthly sales reports from each campus store are reviewed, as are staffing &amp; textbook outages</td>
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<tr>
<td><strong>Financial Aid</strong></td>
<td>Financial Aid awards assist students by helping pay education-related expenses. It is available from federal, state, and private resources. There are four primary types of financial aid programs: grants, scholarships, loans &amp; federal work-study.</td>
<td>The process of identifying financial need stems from the aid budget, built on the CPI (Consumer Price Index) for the Milwaukee area &amp; MATC’s budget compared to other area colleges regarding living expenses. The COA or Cost of Attendance consists of tuition/fees; room/board; books; transportation; and personal expenses. The formula for meeting student financial need is Cost of Attendance (COA) minus Expected Family Contribution (EFC), or how much the U.S.</td>
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<tr>
<td><strong>Multicultural Student Services</strong></td>
<td>The Department is composed of Asian, African American, American Indian, and Latino offices, staffed with specialists sensitive to services needed by minorities. As advocates, they provide case management and help students overcome educational, vocational, and financial obstacles in achieving their educational goals.</td>
<td>An intake form determines the student’s needs upon first visit. A specialist then creates a folder and case manages the student from semester to semester</td>
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<td><strong>Student Legal Services</strong></td>
<td>Students are provided with advice on civil law issues, receiving help to resolve legal problems interfering with their studies. Information on access to public benefits and health care is also furnished.</td>
<td>Information tables are staffed with legal and referral information; info. is also given by phone and email. A legal column appears in the student paper and community advocates and SDC reps visit the campuses to directly assist students.</td>
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<td><strong>Testing Services</strong></td>
<td>Since prospective students pursue many different goals in entering the college, they must be tested to assess their readiness to enter the college, pursue Pre-College coursework or work toward a high school degree or GED/HSED.</td>
<td>Incoming students are tested for academic readiness and abilities with ACCUPLACER computerized placement tests of academic skills in Reading Comprehension, Sentence Skills, Arithmetic and Elementary Algebra for program entry; Academic screening tests for Pre-college (incl. adult high school); and GED/HSED testing for those pursuing a high school equiv. diploma.</td>
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<td><strong>Veteran Aid</strong></td>
<td>The Office aids students with the transition into college programs using their veterans' benefits. The Office helps ensure that GI Bill payments arrive in time to meet expenses.</td>
<td>Individual needs are assessed at the time of an initial appointment. No general evaluations are conducted.</td>
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