

# Step 1: Intro to ECS

Cheryk Manning: Hello Amazon Associates. My name is Cheryk Manning and I'm an advisor with enrollment concierge services with Maricopa Community Colleges. If you're watching this video, this is going to be the first step in our virtual advising experience. Um, the purpose of it is I know that the, um, the wait time to see an advisor can sometimes be a bit long. So the same information that we cover in the recorded advising video will be covered in the next several videos. Uh, they are designed to help you get started and make sure that you're maximizing your benefit. Um, it would be helpful if you and I set up an appointment to speak. So if you haven't done that yet, there will be a link to my advising appointment calendar on this route on this um, website so just make sure that you have scheduled an appointment if you haven't done so, but please continue watching these videos so we can go over all of the same information and get you going faster.

So, enrollment concierge services or ECS for short is a small team out of the district office, and when Maricopa Community Colleges partners with an employer like Amazon, my team will step in and will help provide support for students using, um, certain employer benefits. We'll help make sure that you're properly admitted to the correct program. We'll make sure you get the right academic advising for your program whether that's through us or if it's through the campus directly. We'll also make sure that you get scheduled a-appropriately and on time. And we'll also help make sure that your uh, tuition voucher paperwork from Amazon career choice is completed. And once it is, we actually work with the colleges and the district office to process those vouchers. So I like to tell people to think of us as like an educational tour guide.

Our goal is to help get you from point A to point B and do it with as less frustration as possible. Um, my team works with several other employers. So if you ever reach out to us by phone or text, you will need to say, hey, my name is so-and-so and I am an Amazon associate, and they can either get you to myself or another advisor that does help Amazon Associates. So that's who we are. Um, a couple questions I get asked all the time, how much do we charge? We don't charge. Uh, we're just like any other campus employee that assists with students. It's just instead of assisting students that work, uh, or go to a particular campus, we work with students that are using a particular benefit. So that's who we are.