

# Mason Student Services Center

## What is the Mason Student Services Center?

The Mason Student Services Center (MSSC) is the first stop and the central resource for information and solutions related to registration, financial aid, billing and payments, academic records and other student support services. A team of cross-trained Mason Student Services Center Representatives provide assistance to new and continuing students at all points of their academic career, in one convenient location, thus eliminating the need to visit multiple offices on campus.

## What types of services are offered?

### Registration and Enrollment

- Assistance with registration and schedule changes
- Assistance with re-enrollment to Mason after an absence
- Changes of Major/Minor/Concentration
- Assistance in obtaining Enrollment Verification

### Billing and Payments

- Assistance navigating various methods of payment
- Explanation of charges and payments on student's account
- Payment Plan enrollment
- Refund inquiries

### Financial Aid

- Assistance identifying outstanding requirements
- In-person citizenship verification
- Status and explanation of financial aid awards
- Scholarship information

### Academic Records and other Student Services

- Document Collection for Financial Aid, Student Accounts and the Registrar's Office
- Transcript inquiries
- Transfer Credit Tools
- Advisor and Department locations and referrals

## In-person services

Walk-in services are available Monday – Friday, 9am to 5pm. Visitors who need to meet with an MSSC Representative or drop off a document should check-in on an iPad and proceed to the Waiting Area. All services require visitors to present ID.

## Virtual Services

Visitors may submit their inquiries online using the MSSC Check-In link at [mssc.gmu.edu](https://mssc.gmu.edu). An MSSC Representative will review your case and reply to you via email.

Documents for Admissions, Financial Aid, Registrar's Office, and Student Accounts may be submitted online using the MSSC Secure Document Link. The Document Link will be emailed to you after you submit a Document Drop-Off case using the MSSC Check-In at [mssc.gmu.edu](https://mssc.gmu.edu). After submission, documents will be processed by the Mason Student Services Center or routed to the appropriate home office specialist.

## MSSC Community

Find answers online by searching through more than 600 topics in the MSSC Community using keywords or searching under subject tiles. Visit [knowledge.mssc.gmu.edu](https://knowledge.mssc.gmu.edu) to start your search.

## Mason Student Services Center

Visit [mssc.gmu.edu](https://mssc.gmu.edu) for in-person and virtual service options.

**Location:** Fairfax Campus  
SUB 1, First Floor

**George Mason University**  
4400 University Drive, 3E7  
Fairfax, VA 22030

Phone: 703-993-2000  
Website: [mssc.gmu.edu](https://mssc.gmu.edu)