

# ONE HOP SHOP

A monthly newsletter brought to you by the SUNY Canton Student Service Center.

## Who's in the One Hop Shop?

- ⇒ Financial Aid
- ⇒ Meal Plans & ID Cards
- ⇒ Registrar
- ⇒ Student Accounts

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## Office Hours

The One Hop Shop is currently observing summer office hours. During this time the office will be open for business Monday through Thursday from 8:00 AM to 4:30 PM and on Friday from 8:00 AM to 12:00 NOON.

Regular office hours will resume on Monday, August 17<sup>th</sup>. Regular office hours are Monday through Friday from 8:00 AM to 4:30 PM.

We will have special office hours on Sunday, August 23 from 12 NOON to 4:00 PM to assist students with any last minute issues.

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## Important Dates!

July starts the billing process season for the upcoming Fall semester and finds us at the end of the summer sessions.

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|----------------------|--|
| Monday, August 3     | • Fall 2015 semester bill due  |
|                      | • Last day to withdraw from a Summer Session III course.                   |
| Tuesday, August 18   | • Orientation - Transfer & Non Traditional Students                        |
| Thursday, August 20  | • Residence Halls: New Resident Students Check In (8:00 AM)                |
| Friday, August 21    | • Residence Halls: Returning Resident Students Check In (8:00 AM)          |
|                      | • Academic Expectations/Mandatory Curriculum Meetings (1:00 PM)            |
|                      | • Orientation – New Students   |
|                      | • Graduation – Summer 2015 ( <i>diplomas will be mailed in September</i> ) |
| Saturday, August 22  | • Orientation – International Students Only                                |
| Monday, August 24    | • <b>Fall 2015 Semester Classes Begin!</b>                                 |
| Wednesday, August 26 | • Last day to Late Register or Change Schedule without Special Permission  |
| Sunday, August 30    | • Last day to withdraw with 100% reduction of charges                      |

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## Fall 2015 Billing & Registration

Fall semester bills are due on Monday, August 3<sup>rd</sup>. If you failed to complete your required billing forms in UCanWeb and/or did not pay your balance due, then your course schedule may have been dropped. You will need to resolve any billing issues before you can add your spring schedule back (all courses may no longer be available). To view the current status of your fall semester bill, login to UCanWeb and go under the 'Student' menu, then choose the 'Billing' menu and select 'Complete Billing Forms; View Adjusted Bill'. Then 'View Adjusted Bill' to find the status. It will say PENDING until it has been reviewed by a staff member in the One Hop Shop. Once review is completed, the status will be updated to PROCESSED. **Please monitor your UCanWeb account and SUNY Canton email for important notices about your student account.**

Students who failed to register for fall classes by the May 8 deadline had a hold placed on their account and were charged a \$50 Late Registration fee. This fee must be paid before you will be allowed to register for fall classes.

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## Late Orientation for New Students

Orientation is mandatory for all students who are new to SUNY Canton, even if you have attended another college before. Included during orientation are opportunities to get to know the campus and staff, take the accuplacer exam if needed, learn more about your online access, and meet with an academic advisor to discuss your course schedule and make any necessary adjustments. For those who missed the sessions in July, you can still register for one of the late orientation sessions being held on August 18 or August 21. You can get more [information](#) online about who each session is designed for, view the full orientation [schedule](#), and [register for the orientation](#) session!

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## Financial Aid Refunds

One of the most common questions we receive each semester is "When will I receive my refund?" Refunds will begin to appear in student accounts on Friday, September 11 (pending any technical difficulties). The timing of your specific refund depends on the type and amount of

financial aid you are receiving. Refunds from New York State aid typically do not begin until October. More information on the refund process can be found at [canton.edu/refund](http://canton.edu/refund). Be sure to set up your account with HigherOne to avoid delays in receiving your refund!

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## Workstudy Jobs

You can view all available jobs at [Jobs for Roos](#). All students who accepted a workstudy offer will receive paperwork in the mail to their home address in August. Workstudy students must bring their eligibility card to their potential supervisor to prove eligibility. All follow-up paperwork will then need to be submitted to the Human Resources Office in French Hall to get you added to the payroll. Then off to work you go!



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## Roo Express & Meal Plan Reminders

Our website provides you with [basic information](#) on these accounts including locations where you can use your card, how to check your balance, how to freeze your card, and how to add money to your card. Adjustments to these accounts may be made online, by phone, or just make a quick stop into the One Hop Shop. Be sure to set up your Manage My ROO Card account to have all of these options available to you.



[Meal plans](#) can be adjusted throughout the first week of the semester by filling out a form at the One Hop Shop. Commuter students have the option to select a meal plan at any time throughout the semester.

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**We hope you've been having a great summer!** We're always looking to improve so please take the time to complete this [short online customer satisfaction survey](#) for the One Hop Shop/Student Service Center based on your recent experience.

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