

# 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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## Important Dates!

At this point you should be settled into your classes and preparing for midterms. Refunds have begun and will continue throughout the rest of the semester.

- Friday, October 2 • Last Day to Withdraw from First Seven-Week Courses (4 PM)
- Saturday, October 10 • Open House
- Monday, October 12 • Second Seven-Week Courses Begin
- Tuesday, October 13 • Final disbursement of fall-only loans.
- Friday, October 16 • Midterm Grades Available for Students Online (NOON)
- Friday, October 23 • Open House
- Monday, November 2 • Winterterm 2015 Registration Period Begins
- Advising Week Begins!

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## When will I receive my refund?

This is one of the most common questions we received. The timing of your specific refund depends on the type and amount of financial aid you are receiving. We began issuing refunds based on federal and private assistance payments in September. In October we will start to receive payments from New York State assistance programs and will begin to issue those refunds as funds are received.

More information on the refund process can be found at [canton.edu/refund](http://canton.edu/refund). **Be sure to set up or update your account with HigherOne to avoid delays in receiving your refund!** We recommend you monitor your SUNY Canton email account on a weekly basis throughout the semester to keep up with any issues that arise on your student account. You can view a summary of your charges and payments online through your UCanWeb account under the Account Summary by Term link.

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## Considering a total withdrawal from college?

Be sure to discuss the financial impact of any changes you are making to your schedule with the staff in the One Hop Shop. If you [withdraw from all coursework](#), then a recalculation of all financial aid eligibility will be required. The appropriate form with all required signatures must be submitted to the Registrar Office. A complete college withdrawal is a separate process from just adding or dropping a course.

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## Who can access your information? (The FERPA law.)

Now that classes have begun you are considered an officially enrolled student and covered under the Federal Education Rights and Privacy Act (FERPA) law to protect the privacy of your educational records. That means that from this point forward we cannot speak to anyone (including your parents) about your academic or financial records without your written permission, even if we did so prior to the start of classes. If you wish to authorize someone to speak to us on your behalf, please stop by to see the Registrar in the One Hop Shop and complete a [FERPA waiver form](#). Forms not completed at the One Hop Shop must be notarized.

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## Did you know there is coursework that does NOT count for financial aid purposes?

If you are receiving a New York State TAP Grant and are repeating a course: Please make sure that you need a higher grade in the course to graduate in your current degree program. If a higher grade is not required, then New York State will not pay for it and cancel your grant. Repeated courses that were previously passed do not count as earned hours for the semester unless a specific grade is required for graduation. If you are even slightly unsure about a course you are repeating, please contact Anne Drake in the Registrar Office or see your Academic Advisor.

In order to receive financial aid to help pay for your courses, the course must also be applicable toward the degree program you are in for the semester you are taking the course. Aid will only cover coursework applicable to the degree program as a general education requirement, a major requirement, or elective (whether restricted or free elective).

In addition to these requirements you should always be aware of the minimum number of credits and GPA requirement you must maintain in order to continue receiving financial aid each semester. A copy of the [Satisfactory Academic Progress Guidelines](#) chart is available in the One Hop Shop as well as on our webpage.

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## Are you prepared for Advising Week?

Advising week runs from Monday, November 2 through Friday, November 6. During this time period you should be meeting with your Academic Advisor to discuss your schedule for the upcoming Spring 2016 semester (and Winterterm 2015 if desired). The following week you will be able to login to your UCanWeb account and enter your class schedule for the upcoming semesters.

At this time of year various offices begin to place holds on your student account for various reasons. A common reason is an unpaid balance on your student account for the fall semester or missing financial aid paperwork. Be sure to clear up any outstanding holds on your student account timely so you can schedule your courses as planned. **Delays in scheduling could lead to getting closed out of certain required courses!**

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## End of the Federal Perkins Loan program

The rumors are true. Currently the Federal Perkins Loan program expires on September 20, 2015. This means the program is basically gone forever unless the federal government acts quickly. There is a proposal to extend the program for one year on a continuing resolution while the budget gets figured out. That passed unanimously in the House of Representatives but is currently stalled in the Senate.

Here's what YOU can do, sign the [online petition](#) in support of continuing the program and let your Senator and Representative know you want the program continued. Last year SUNY Canton awarded over \$500,000 in Federal Perkins Loans and there are no plans to replace these funds and help students once they are gone. Want to know more about the Federal Perkins Loan program? View [this video](#) which breaks it all down.

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**Welcome Back!** We're always looking to improve so please take the time to complete this [short online customer satisfaction survey](#) for the One Hop Shop based on your recent experience. [Click here](#) for more information on the One Hop Shop and to view previous issues of this newsletter.

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