

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

Who should you contact within the One Hop Shop?

There are four different offices located within the One Hop Shop and we realize it may be difficult to know which office to contact when you need assistance. If you do contact the wrong office we will assist you in reaching the correct office. The nature of your questions will often determine which office you need to speak with. For example New York State TAP Grants are certified by the Registrar Office, added to your account by the Financial Aid Office, then paid and refunded if necessary by the Student Accounts Office. We understand this can get pretty confusing! Listed below is a brief breakdown of each office and how they can assist you.

- Financial Aid: Issues concerning federal and state financial aid including loans and adjustments.
- Meal Plans & ID Cards: Issues and adjustments to meal plans, Roo Express, and the Student ID card.
- Registrar: Issues with schedules, adding or dropping courses, and requesting academic transcripts.
- Student Accounts: Issues concerning your student bill, payment plans, and refunds.

Important Dates!

Another semester has begun and you should be settling into your new coursework.

Remember to always monitor your UCanWeb account and SUNY Canton email for important notices!

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| Monday, February 1 | • Last Day to Make up Fall 2015/Winterterm 2015 Incomplete grades |
| Tuesday, February 2 | • Begin to receive financial aid payments for the Spring 2016 semester. |
| Friday, February 5 | • Begin issuing refunds for financial aid recipients. |
| Sunday, February 7 | • Last Day to Withdraw with 50% Reduction of Charges (11:59 PM) |
| Sunday, February 14 | • Last Day to Withdraw with 30% Reduction of Charges (11:59 PM)
No reduction in charges after this date. |
| Monday, February 15 | • Begin the certification process for New York State financial assistance. |
| Saturday, February 20 | • SUNY Financial Aid Day hosted by SUNY Canton. |
| Tuesday, February 23 | • Begin to receive payments for First-Time Loan Borrowers. |
| Friday, February 26 | • Last Day to Withdraw from First Seven-Week Courses (4 PM) |
| Saturday, March 5 | • Spring Break Begins!! |

When will I receive my refund?

This is one of the most common questions we receive. Refunds will begin to appear in student accounts on Friday, February 5 (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 March. More information on the refund process can be found at www.canton.edu/refund. Be sure to set up your account with HigherOne to avoid delays in receiving your refund!

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.

The Withdrawal Process

There are many reasons a student may need to withdraw from one or all coursework. Students may be charged a drop fee for individual courses. Withdrawing from any course may impact your eligibility for financial aid in current or future semesters. Be sure to ask questions before submitting any paperwork.

If you are considering withdrawing from all coursework, please view the basic information on the withdrawal process and our brochure at http://www.canton.edu/student_accounts/withdraw.html. It is highly recommended that you sit down and discuss your options with both your Academic Advisor and your Financial Aid Advisor prior to withdrawing to fully understand the impact on your student record.

It's Tax Time!

This time of year you receive mail, to your permanent mailing address, from various sources to assist you in completing your Federal and State Income Tax returns. Students who attended college during the 2015 year were mailed a paper 1098-T in January which can be used when filing your taxes (or by your parent if you are a dependent) to claim educational expenses. This form can also be viewed/printed from your UCanWeb account (only includes SUNY Canton charges and not any for other colleges you may have attended).

The Volunteer Income Tax Assistance (VITA) program is available to assist students with completing their tax returns. The program has operated for over 10 years at SUNY Canton and typically runs from February thru April.

Time to start thinking about next school year! (2016-2017)

Topic 1: Get the FAFSA done!

Yes, it's already time to start thinking about your financial aid application for next year. Our recommended filing deadline to be considered for some limited campus based aid funds is March 1, 2016. Gather up your 2015 tax information and if you haven't filed we recommend you use your 2014 income to estimate your 2015 income on the 2016-2017 FAFSA application. You can begin to complete the 2016-2017 FAFSA application after January 1, 2016 by going to fafsa.gov. New York State residents will be given a link at the end of the FAFSA to complete their New York State application as well.

For those of you who have not accessed your federal student aid account since last year, you will find that the FSA PIN number you used is no longer being accepted. You now need to create an FSA ID. When attempting to sign in to any of the federal websites you will be directed to create an FSA ID username and password if you have not already done so. Don't worry it's very easy. Just be sure to write it down and keep the information in a safe place for future use.

Topic 2: Apply for a Scholarship!

It's time to apply for scholarships for next school year. Visit <https://canton.academicworks.com/> to submit a general merit based scholarship application. This application will automatically match you with opportunities that you qualify for (please don't apply for each opportunity individually). You will need to log in using your Network ID. Be sure to complete all required portions of the application and make sure to save and continue. Any applications that are still in "draft" form will not be reviewed. After completing your application, you may be presented with "Recommended Opportunities" that often require supplemental questions. Please complete these to be considered for those specific opportunities. Some awards require that a student demonstrate financial need which is calculated based on information provided on the FAFSA, so you will need to also have a FAFSA on file with SUNY Canton.

Application review will begin in early February and continue until all scholarships have been awarded. After submitting your scholarship application, please return to the scholarship link and log in to check the status of your application and to see if you have been granted an award. If awarded, you will also be notified via your SUNY Canton email address as well as by mail. Please direct any questions regarding completing the scholarship application to the Foundation Office at foundation@canton.edu or (315) 386-7082.

Satisfaction Survey: Please take the time to complete our [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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