

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

Summer Hours

The One Hop Shop will observe the SUNY Canton campus summer hours from 5/13/2016 to 8/19/2016. During that time the office will be open Monday through Friday from 8:00 AM to 4:00 PM.

Important Dates!

We hope you are enjoying the summer.

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

- Wednesday, June 1
 - Summer Session I, Last day to drop with 100% Reduction of Charges
 - Summer Session II, Last day to drop with 100% Reduction of Charges
- Friday, June 3
 - Alumni Weekend
- Wednesday, June 8
 - Summer Session I, Last day to drop with 40% Reduction of Charges
 - Summer Session II, Last day to drop with 25% Reduction of Charges
- Thursday, June 9
 - Summer Session II, Full Liability begins
- Wednesday, June 15
 - Summer Session I, Last day to drop with 20% Reduction of Charges
- Thursday, June 16
 - Summer Session I, Full Liability begins
- Tuesday, June 28
 - Summer Session II, Last day to withdraw.

Past Due Balances

Any student who owed a balance due on their account as of May 7, 2016 had a hold placed on their account. The hold will remain until the balance due is paid in full. This includes any student who was charged the late registration fee of \$50 for failing to schedule any fall coursework. You should contact the One Hop Shop to make payment arrangements as soon as possible. You can view the balance on your account through UCanWeb under the Account Summary option under the Student Menu.

Academic Progress – Financial Aid

Notifications are being sent to students who failed to meet the minimum satisfactory academic progress guidelines for financial aid purposes. Remember that there is a separate academic review from the financial aid review, each have their own criteria. There are different guidelines for federal aid and state aid.

If you are not meeting the [minimum standards](#) you will be sent an email and paper letter explaining the impact on your financial aid eligibility. The notice will state if you are in danger of losing or have lost eligibility for any financial aid programs for next semester. You do have the option to appeal any loss of aid if you have extenuating circumstances that impacted your academic performance. [Appeals](#) are due by August 1, 2016.

If you need to make up some credits, you may want to consider taking some summer classes to get back on track. Summer Session III begins on July 7, 2016 and runs for 5 weeks.

Are you ready for your fall bill?

If you can say yes to each of these questions, then you should be ready to complete your billing forms once they are issued around July 5th. Bills for the fall semester will be due on Friday, August 5, 2016. We recommend you double-check your status for each of these in UCanWeb to make sure nothing had changed.

- ✓ Are you scheduled in all of your fall classes?
- ✓ Have you completed your housing application or received a release?
- ✓ Are you missing any financial aid documents?
- ✓ Do you have any holds on your account?
- ✓ Do you owe a past due balance from a prior semester?

If you are part-time student, be sure to update the Financial Aid Office with the number of credits you plan to take during the upcoming year. This will prevent delays in processing your financial aid, bill, and confirming your course schedule.

Staff Spotlight



Brittany Duarte – Customer Service Representative (Financial Aid)

Brittany is the newest edition to the Financial Aid staff. Her primary responsibility is phone and reception as one of our customer service representatives (Station #3) for financial aid and billing questions. She assists with parent loan application processing, mailings, list review, file review, and student payroll. She also takes payments and notifies student when information is missing.

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.

Student Service Center, 0012 Miller Campus Center
(315) 386-7616
billing@canton.edu; finaid@canton.edu; registrar@canton.edu; CAoffice@canton.edu

Next edition: July 2016

