

ONE HOP SHOP

A monthly newsletter brought to you by the office in SUNY Canton's One Hop Shop.

Who's in the One Hop Shop?

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

Office Hours

The One Hop Shop is currently observing the SUNY Canton campus summer hours of Monday through Friday from 8:00 AM to 4:00 PM. We will resume normal business hours on Monday, August 22. Normal business hours are Monday through Friday from 8:00 AM to 4:30 PM.

SPECIAL HOURS: We will be open on Sunday, August 28th from NOON – 4 PM to help you get any final items done before classes begin on Monday!

Important Dates!

We hope you are enjoying the last days of summer break before your fall classes begin.

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

- | | |
|----------------------|---------------------------------------------------------------------------------|
| Friday, August 5 | • Fall 2016 – Bills Due! |
| Saturday, August 6 | • Summer Session III – Last Day to Withdraw (11:59 PM) |
| Wednesday, August 10 | • Summer Session III – Classes End |
| | • Graduation – Summer 2016 (<i>diplomas mailed in September</i>) |
| Monday, August 15 | • Orientation – New EOP Students |
| Monday, August 22 | • Orientation – Transfer & Non-Traditional Students |
| Thursday, August 25 | • Residence Halls – New Students Check In (8 AM – 4 PM) |
| Friday, August 26 | • Residence Halls – Returning Students Check In (8 AM – 4 PM) |
| | • Orientation – New Students |
| Saturday, August 27 | • Orientation – New Students |
| Sunday, August 28 | • OPEN – Select offices open for business (NOON – 4 PM) |
| Monday, August 29 | • Fall 2016 – Classes Begin! |
| Wednesday, August 31 | • Fall 2016 – Last day to Register or Change Schedule without Permission (4 PM) |

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

Once classes begin 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 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.

Fall Bills are due August 5th

See the [full billing instructions](#) for complete details about charges and what is required in the billing process. You must complete your billing forms online through your UCanWeb account by the deadline to avoid a late charge. Failure to complete your forms on time and/or make any required payment toward the balance due will result in removal of your class schedule and housing assignment. If your classes get dropped you won't be able to add them back to your schedule until you resolve all issues (all courses may no longer be available).

Follow these steps to access your fall bill:

- Login to UCanWeb.
- Click on the Student Menu
- Click on the Billing Menu
- Click on Complete Enrollment Confirmation/Billing form; View Adjusted Bill.
 - Complete the Enrollment & Billing Confirmation
 - Complete the Financial Aid Disbursement Authorization

- Return to the menu and select View Adjusted Bill
 - Review your charges
 - Add a Roo Express account (optional)
 - Click Submit to send bill for processing
- Note the status of your bill. It will say PENDING until it has been reviewed and PROCESSED once the review is complete.
- Set up payment of any balance due (payment plan, online payment, or paper check).

REMINDER: Don't forget to complete your medical insurance waiver if you have current medical insurance coverage. Be sure you have taken care of all outstanding financial aid and housing issues or they can delay the processing of your bill.

Please monitor your UCanWeb account and SUNY Canton email for important notices about your student account.

Are you looking for a refund?

One of the most common questions we receive each semester is "When will I receive my financial aid refund?" Refunds will begin to appear in student accounts on Friday, September 16 (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. Be sure to set up your account with BankMobile Disbursements (formerly HigherOne) to avoid delays in receiving your refund!

Work Study 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!



Roo Express & Meal Plan Reminders

Students, Faculty and Staff are encouraged to establish a Roo Express account. Visit www.canton.edu/ca/rooexpress.html to set up and manage your account. Here you can view account balances and transactions, make deposits, report your card lost or found and view a listing of places where Roo Express is accepted. If you need assistance or would like to make a deposit by cash or check, please stop by the One Hop Shop or contact us at (315) 386-7624 or orologjob@canton.edu.



Meal plans can be adjusted throughout the first week of the semester. Stop by the One Hop Shop to complete the necessary form. The last day to make changes to meal plans is Friday, September 2, 2016 at 4:30 pm. Commuter students have the option to select any of the meal plans offered at any time throughout the semester.

Are you repeating a course?

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.

Are you taking a class not required by your current degree program?

In order to receive financial aid to help pay for your courses, the course must 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.

Orientation

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. You can still register for one of the late orientation sessions being held on August 22 or August 26. You can [get more information](#) online about orientation, view the full orientation [schedule](#), and [register for the orientation](#)!

Staff Spotlight



Britney Lawton – Instructional Staff Assistant

Britney began working in Student Accounts/Financial Aid in July of 2015 after working in several offices on campus and in the Education Department at St. Lawrence University. She received her A.A.S. in Liberal Arts from SUNY Canton, B.A. in Math with a minor in Women's Studies from SUNY Potsdam, and M.Ed. in Educational Leadership from St. Lawrence University. Britney, her husband Patrick, and new dog Beckett resided in Lisbon. Britney assists with 3rd party funding, bill processing, winter aid applications, Title IV calculations, special projects, verification, and assisting students with questions.

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: September 2016

