

ONE HOP SHOP

A monthly newsletter brought to you by the offices 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

Business hours are Monday through Friday from 8:00 AM to 4:30 PM.

Important Dates!

Welcome Back Students, Faculty, & Staff!

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

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| Wednesday, August 31 | • Last day to Register or Change Schedule without Permission (4 PM) |
| Friday, September 2 | • Last Day to Change Meal Plan Selection (4:30 PM) |
| Sunday, September 4 | • Last Day to Withdraw with 100% Reduction of Charges (11:59 PM) |
| Sunday, September 11 | • Last Day to Withdraw with 70% Reduction of Charges (11:59 PM) |
| | • Deadline: to waive the Medical Insurance Charge |
| Monday, September 12 | • Last Day to Make up Previous Spring / Summer Incompletes |
| Tuesday, September 13 | • Financial Aid Disbursements Begin |
| Friday, September 16 | • Financial Aid Refunds Begin |
| | • Deadline to complete Work Study paperwork |
| Sunday, September 18 | • Last Day to Withdraw with 50% Reduction of Charges |
| Tuesday, September 20 | • Faculty: Engaged/Not Engaged Status Due Online (9:00 AM) |
| Sunday, September 25 | • Last Day to Withdraw with 30% Reduction of Charges (11:59 PM) |
| | <i>(no reduction of charges after this date)</i> |

Information on Adding & Dropping Classes

You have until Monday, September 4th (11:59 PM) to add and drop courses without being charged a fee. Keep in mind that the amount of your bill and financial aid are dependent upon the number of credits you are enrolled in. Be sure to discuss the impact of any changes you are making to your schedule with the staff in the One Hop Shop.

TO ADD A CLASS: After August 31st you will need special permission from the course instructor and your academic dean's office in order to add a course. The appropriate form with all required signatures must be submitted to the Registrar Office.

TO DROP A CLASS: After September 4th you will be charged a fee to drop courses. When dropping a course you may receive a reduction of charges for that course based on the date you withdraw from it. A partial reduction of charges can be done (see schedule above) until September 25th. After that date there will be no reduction of charges and you will have full liability.

The re-calculation of financial aid: If you withdraw from any classes your financial aid will be reviewed and may be lowered. If you withdraw from all coursework, then a recalculation of all financial aid will be required. The appropriate form with all required signatures must be submitted to the Registrar Office. Be sure to contact Financial Aid if you have concerns before adding or dropping classes.

Your Refund + BankMobile Disbursements

Financial Aid refunds will begin to appear in student accounts on Friday, September 16 (pending any technical difficulties). After that refunds will continue to be issued on a weekly basis as funds are received. The timing of your specific refund depends on the type and amount of financial aid you are receiving. If you are receiving any assistance from New York State, then your refund may not be available until early October.

Make sure you set up your account with BankMobile Disbursements to avoid delays in receiving your refund. Continuing students were sent notifications last spring about the HigherOne accounts being purchased by BankMobile. More information on the overall refund process can be found at canton.edu/refund.

Work Study Deadline

September 16th is the deadline to complete your workstudy paperwork with your supervisor. Students were emailed in August to pick up their paperwork in the Ready Center. You must provide your supervisor with the eligibility card and complete all payroll paperwork with the Human Resources Office in French Hall.

If you are still looking for a job, you can view all available positions at [Jobs for Roos](#). After the September 16th deadline your workstudy award will be cancelled if you have not found a job and we will begin to re-award those funds to students on the wait list.



What you should know – Repeats & Applicable Coursework

If repeating a course and receiving TAP: If you are planning to repeat a course, please make sure you need a higher grade to graduate in your current program so that TAP will pay for it. 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 have any doubt, please contact Anne Drake in the Registrar Office or your Academic Advisor.

If repeating a course and receiving Federal Aid (including loans): Federal Aid will still cover you if you repeat a class once.

Applicable Coursework Requirement: Federal Aid and TAP will only cover coursework applicable to the student's program as a general education requirement, a major requirement, or elective (whether restricted or free elective). Full-time students must have at least 12 credit hours that are applicable towards the students' current major; not the major they plan to be in next semester.

A useful tool for Financial Aid knowledge is the [Financial Aid Advisor Manual](#). This manual was designed to help answer general questions about aid eligibility and further clarifies these types of situations. When in doubt always contact the One Hop Shop for a final decision.

Your information is protected. (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 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 the One Hop Shop and complete a [FERPA waiver form](#). Forms not completed at the One Hop Shop must be notarized.

Staff Spotlight



Kathy Parker – Senior Financial Aid Advisor

Kathy has worked at SUNY Canton for 15 years. She is a SUNY graduate from Northern New York. She began working the front counter as a member of the support staff in the Student Service Center (now known as the One Hop Shop). She is now a senior member of the staff assisting students with entry into the EOP program, review of special circumstance consideration requests, and creating financial aid packages for students. She counsels students one-on-one on a variety of financial aid related issues. One of her primary responsibilities is working with students who withdraw from college and answering questions about financial aid when students add or drop classes.

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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