

# 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)

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## Important Dates!

We hope you are getting a great start to this semester.

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

- Tuesday, October 4 • Payments for first-time loans borrowers received.
- Friday, October 7 • Last Day to Withdraw from First Seven-Week Courses (4 PM)
  - Homecoming & Family Weekend
  - FAFSA Friday – 12-1, Mailroom Lobby
- Monday, October 10 • Open House
- Friday, October 14 • FAFSA Friday – 12-1, Chaney Lobby
- Saturday, October 15 • SUNY Financial Aid Day
- Monday, October 17 • Second Seven-Week Courses Begin
- Friday, October 21 • Midterm Grades Available (12 PM)
  - FAFSA Friday – 12-1, Mailroom Lobby
- Friday, October 28 • Open House
  - FAFSA Friday – 12-1, Chaney Lobby
- Monday, October 31 • Spring 2016: Class Schedule Available - Advising Period Begins

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## Disbursement Notifications + Refunds

You will receive an email to your SUNY Canton email address every time we receive a payment from a financial aid source for each type of source. For example, if you receive one loan and two grants, then you will receive three emails. Each email will state the fund received and the amount. If your parent is borrowing a parent loan, then they will receive a paper notification mailed to them when their parent loan is paid.

A separate email will be sent to you if we issued a refund to you as a result of the payment. Be sure you set up your account with BankMobile Disbursements to avoid delays in receiving your refund. See [canton.edu/refund](http://canton.edu/refund) for details. Parents who receive refunds are mailed a paper refund check directly from SUNY Canton.

We began issuing refunds on Friday, September 16, 2016 to BankMobile Disbursements (over 1.5 million refunded to date). Payment from New York State aid is generally not received until October. The timing of your specific refund depends on the type and amount of financial aid you are receiving. You can view the current status of your account in UCanWeb under Account Summary by Term.

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## 2017-2018 Academic Year – The Early FAFSA!

To help simplify the process and assist students in completing their FAFSA accurately to get as much aid as possible, the early FAFSA has arrived! You no longer have to wait for your or your parents' taxes to be filed. Instead you can use what is already on file and forget about having to estimate your tax information. The FAFSA for the 2017-2018 academic year opens on October 1, 2016.

Students attending this academic year used 2015 tax information on their FAFSA application. For next school year you will use the same tax information so BE SURE to update your current 2016-2017 FAFSA application if you had estimated income information on it. The U.S. Department of Education will be comparing your FAFSA applications for this year and next year to see if the income information is the same. Your record will be flagged for extra review if there are discrepancies. Double-check your 2016-2017 FAFSA now to prevent this from happening.

Look for our table on FAFSA Friday's to help get your questions answered!

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## Did you fail a midterm?

Students who receive all failing grades at midterms will be notified about the possible impact on their financial aid status. Before dropping any course you should consult both your Academic Advisor and the Financial Aid Staff. Our staff will review your account to see how changes to your schedule may impact your current and future financial aid eligibility. Don't assume because a friend was told they would be okay that your account will be. The impact on your student account may be different than other students. Different aid has different requirements for maintaining eligibility. Friday, November 18<sup>th</sup> by 4 pm is the last day to withdraw.

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## Prepare for Advising Week

Advising week begins Monday, October 31<sup>st</sup>. Please use this time to evaluate your student account. Plan to meet with your Academic Advisor to discuss Winterterm 2016 and Spring 2017. Review your UCanWeb account for any required surveys or holds to prevent delays at your scheduled registration time. Clean out your email account, we send notifications to your SUNY Canton email account.

Be aware that holds are currently being placed on student accounts and meal plans for various reasons. Some reasons include failing to complete paperwork and an unpaid balance due on your bill. Often these holds are designed to prevent you from scheduling your classes until the hold issue has been resolved.

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## Staff Spotlight



### Ben Crump – Agency Program Aide, Student Accounts

Ben is the latest addition to the One Hop Shop team. He started in his position as Agency Program Aide with the Student Accounts staff in June. His duties include – but are not limited to – receiving and posting students' online payments to their accounts, printing and mailing refund checks, responding to and/or forwarding emails from the Student Accounts email account, drawing in Tuition Pay Payment Plan information and posting the payments to students' accounts, monitoring and following up with in-house plan payments, assisting with vouchering and re-depositing processes, and performing various other day-to-day processes behind the scenes.

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**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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