

# 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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## Winter Break Office Hours

The campus will observe reduced hours during the winter break, the office is closing at 4:00 PM instead of 4:30 PM. Normal office hours will resume on Monday, January 23, 2017. We will be open on Sunday, January 22<sup>nd</sup> for special office hours to assist you with getting any last minute items finished before classes begin on Monday, January 23<sup>rd</sup>.

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## Important Dates!

We hope you are enjoying a nice long relaxing winter break.

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

- Monday, January 2 • Holiday – Office Closed
- Friday, January 13 • Winter 2016: Last Day to Withdraw (4 PM)
- Thursday, January 19 • Spring 2017: New Resident Students Check In to Residence Halls (12-4 PM)
- Winter 2016: Classes End
- Friday, January 20 • Spring 2017: New Student Orientation
- Saturday, January 21 • Winter 2016: Final Grades Available (2 PM)
- Sunday, January 22 • Spring 2017: Returning Students Check In to Residence Halls (12-4 PM)
- Select Offices open from NOON – 4 PM for special office hours
- Monday, January 23 • Spring 2017: Classes Begin
- Wednesday, January 25 • Spring 2017: Last day to late register without special permission (4 PM)
- Sunday, January 29 • Spring 2017: Last day to withdraw with 100% reduction of charges

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## Spring Bills – Past Due

If you have not made payment on your Spring 2017 bill or completed your required billing forms in UCanWeb, then you likely have been charged a late fee, had a hold added to your account, and possibly had your spring course schedule dropped. Check your email and account in UCanWeb for notifications and resolve all billing issues as soon as possible.

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## Add/Drop Reminders

You have until Monday, January 30<sup>th</sup> 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.

**ADDING A CLASS:** You can add any open courses where you meet the course requirements through your UCanWeb using your registration code. After January 25<sup>th</sup> you will need special permission from the course instructor, your academic advisor, 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 by the posted deadlines on the academic calendar.

**DROPPING A CLASS:** You can drop any courses you are registered for through your UCanWeb using your registration code. After January 25<sup>th</sup> you will need special permission from your academic advisor and your academic dean in order to drop a course. 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 January 29<sup>th</sup>. After that date there will be no reduction of charges and you will have full liability. 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. Dropping any class may impact your financial aid eligibility.

**ADDING or WITHDRAWING A CLASS:** After January 30<sup>th</sup> you will be charged a fee to add or withdraw from courses. When withdrawing from 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 January 29<sup>th</sup>. After that date there will be no reduction of charges and you will have full liability. 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 by the posted deadlines on the academic calendar.

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## SAP + Appeal Deadline

In late December students were notified of any financial aid issues caused by their academic performance during the Fall 2016 semester. Grade review occurs each semester and those who did poorly may have been put on Academic Probation, Financial Aid Warning, Loss of Financial Aid and/or College Suspension. Each case is reviewed individually.

The Satisfactory Academic Progress chart can be viewed for financial aid online at [http://www.canton.edu/fin\\_aid/sap.html](http://www.canton.edu/fin_aid/sap.html). Any concerns you have with Financial Aid Warning or Loss of Financial Aid should be addressed with the staff in the One Hop Shop. Concerns about Academic Probation should be addressed with the Provost's Office.

Students who lost financial aid eligibility may request a one-time waiver if they had extenuating circumstances impacting their academic performance. The deadline to apply for a waiver is Monday, January 16<sup>th</sup> and the application is available at [http://www.canton.edu/fin\\_aid/documents/Waiver-SAP.pdf](http://www.canton.edu/fin_aid/documents/Waiver-SAP.pdf). If applying for a waiver be sure to include supporting documentation. Decisions will be communicated through email from the Director of Financial Aid.

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## Roo Express & Meal Plan Reminders

Our website provides you with [basic information](#) on these accounts including locations where you can use your card, how to check your balance, how to freeze your card, and how to add money to your card. Adjustments to these accounts may be made online, by phone, or just make a quick stop into the One Hop Shop. Be sure to set up your Manage My ROO Card account to have all of these options available to you.



[Meal plans](#) forms are now available to make changes to your meal plan for the spring semester. Changes will be accepted until January 27, 2017 at 4:30 pm. Forms are available in the One Hop Shop.

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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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