

# 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!

Welcome back to campus, we hope you are staying warm and getting a great start to this semester.

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

- Sunday, February 5 • Spring 2017: Last day to withdraw with 70% reduction of charges (11:59 PM)
- Friday, February 10 • Spring 2017: Financial Aid Refunds Begin
- Sunday, February 12 • Spring 2017: Last day to withdraw with 50% reduction of charges (11:59 PM)
- Monday, February 13 • Spring 2017: Certification of NYS Aid Begins
- Sunday, February 19 • Spring 2017: Last day to withdraw with 30% reduction of charges (11:59 PM)
- Wednesday, March 1 • Spring 2017: Last day to withdraw from first seven-week courses

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## Who should you contact within the One Hop Shop?

There are four different offices located within the One Hop Shop and we realize it may be difficult to know which office to contact when you need assistance. If you do contact the wrong office we will assist you in reaching the correct office. The nature of your questions will often determine which office you need to speak with. For example New York State TAP Grants are certified by the Registrar Office, added to your account by the Financial Aid Office, then paid and refunded if necessary by the Student Accounts Office. We understand this can get pretty confusing! Listed below is a brief breakdown of each office and how they can assist you.

- Financial Aid: Issues concerning federal and state financial aid including loans and adjustments.
- Meal Plans & ID Cards: Issues with and adjustments to meal plans, Roo Express, and the Student ID card.
- Registrar: Issues with schedules, adding or dropping courses, and requesting academic transcripts.
- Student Accounts: Issues concerning your student bill, payment plans, and refunds.

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## The Withdrawal Process

There are many reasons a student may need to withdraw from one or all coursework. Students may be charged a drop fee for individual courses. Withdrawing from any course may impact your eligibility for financial aid in current or future semesters. Be sure to ask questions before submitting any paperwork.

If you are considering withdrawing from all coursework, please view the basic information on the withdrawal process and our brochure at [http://www.canton.edu/student\\_accounts/withdraw.html](http://www.canton.edu/student_accounts/withdraw.html). It is highly recommended that you sit down and discuss your options with both your Academic Advisor and your Financial Aid Advisor prior to withdrawing to fully understand the impact on your student record.

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## When will I receive my refund?

This is one of the most common questions we receive. Refunds will begin to appear in student accounts on Friday, February 10<sup>th</sup> (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 March. More information on the refund process can be found at [www.canton.edu/refund](http://www.canton.edu/refund). Be sure to set up your account with BankMobile to avoid delays in receiving your refund! You have options to request direct deposit, a paper check by mail, or a BankMobile Vibe Mastercard.

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## The 2017-2018 school year is right around the corner, get prepared now!

### **Topic 1: Complete the FAFSA**

We have already received over 3,800 FAFSA applications for next year. If you haven't submitted yours yet, dig out your FSA ID and go to [www.fafsa.gov](http://www.fafsa.gov) to complete it today. A recent change made the FAFSA easier to complete, gone are the days of having to estimate your or your parents' income. We are currently in the process of sending out award notifications to students who have already completed the FAFSA.

### **Topic 2: Apply for NYS Assistance**

New York State residents will be given a link at the end of the FAFSA application process to go and complete the separate NYS TAP application. If you missed the link, go to [www.tapweb.org](http://www.tapweb.org) to complete the application today. NYS will send you an email notification after they have processed your application.

### **Topic 3: Apply for a Scholarship**

Visit <https://canton.academicworks.com/> to submit a general merit based scholarship application. This application will automatically match you with opportunities that you qualify for (please don't apply for each opportunity individually). You will need to log in using your Network ID. Be sure to complete all required portions of the application and make sure to save and continue. Any applications that are still in "draft" form will not be reviewed. After completing your application, you may be presented with "Recommended Opportunities" that often require supplemental questions. Please complete these to be considered for those specific opportunities. Some awards required that a student demonstrate financial need which is calculated based on information provided on the FAFSA, so you will need to also have a FAFSA on file with SUNY Canton.

Application review will begin in early February and continue until all scholarships have been awarded. After submitting your scholarship application, please return to the scholarship link and log in to check the status of your application and to see if you have been granted an award. If awarded, you will also be notified via your SUNY Canton email address as well as by mail. Please direct any questions regarding completing the scholarship application to the Foundation Office at [foundation@canton.edu](mailto:foundation@canton.edu) or (315) 386-7082.

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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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