

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

Monday, 8:00 AM – 4:30 PM

Tuesday, 8:00 AM – 4:30 PM

Wednesday, 8:00 AM – 4:30 PM

Thursday, 9:00 AM – 4:30 PM

Friday, 8:00 AM – 4:30 PM

Saturday, CLOSED

Sunday, CLOSED

Important Dates!

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

- Sunday, October 1 • 2018-2019 FAFSA Opens!
- Tuesday, October 3 • Fall 2017: Payments for first-time loan borrowers received.
- Friday, October 6 • Fall 2017: Last Day to Withdraw from First Seven-Week Courses (4 PM)
 - FAFSA Friday @ Halford Lobby (NOON-1PM)
- Monday, October 9 • HOLIDAY – Columbus Day
- Friday, October 13 • FAFSA Friday @ Chaney Lobby (NOON-1PM)
- Saturday, October 14 • Open House
- Monday, October 16 • Fall 2017: Second 7-Week Courses Begin
- Tuesday, October 17 • Fall 2017: Midterm Grades Available in UCanWeb (NOON)
- Friday, October 20 • FAFSA Friday @ Campus Store Area (NOON-1PM)
- Friday, October 27 • FAFSA Friday @ Chaney Lobby (NOON-1PM)
- Saturday, October 28 • Open House
- Monday, October 30 • Winter 2017: Class Schedule Available - Advising Period Begins
 - Spring 2018: Class Schedule Available - Advising Period Begins

NOTE: There are financial aid lab open hours in the One Hop Shop every Monday and Tuesday from 1 PM – 3 PM.

Disbursements + Refunds

DISBURSEMENT NOTIFICATIONS

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 received. 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.

REFUND NOTIFICATIONS

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 for details. Parents who receive refunds are mailed a paper refund check directly from SUNY Canton.

We began issuing refunds on Friday, September 15, 2017 to BankMobile Disbursements (over 1 million refunded to date). Payment from New York State aid is generally not received until mid to late October. The timing of your specific refund depends upon 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.

2018-2019 Academic Year – It's FAFSA Time!

The FAFSA for the 2018-2019 academic year opened on Sunday, October 1, 2017. Use this FAFSA year to apply for financial aid for the Summer 2018, Fall 2018, and Spring 2019 semesters. Remember due to changes last year you no longer have to wait for your or your parents' taxes to be filed, just use the one you filed for 2016 earlier this year.

Got questions?

Look for our table on FAFSA Friday's to help get your questions answered and feel free to stop into the One Hop Shop anytime.

Need help?

Hands-on computer assistance is available in the Financial Aid Lab. We have opened up the conference room in the One Hop Shop to be used as a Financial Aid Computer Lab on Mondays and Tuesdays from 1 PM to 3 PM. Stop in to get assistance completing your 2018-2019 applications, no appointment needed. Financial Aid Advisors will be there to assist you with the online application processes. If these times don't work with your class schedule, then please contact us to schedule an appointment to get further assistance. We always have a couple of computers available for students to use in the One Hop Shop.

Why is it important to file early?

There is limited financial aid available and the sooner you apply the more likely you are to receive it. Our recommended filing deadline for the 2018-2019 FAFSA is January 1st, 2018. Applying early gives you extra time to get all paperwork completed and to resolve any issues with eligibility.

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 17th by 4 pm is the last day to withdraw from a course.

Be Prepared for Advising Week

Advising week begins Monday, October 30th. Please use this time to evaluate your student account. Plan to meet with your Academic Advisor to discuss Winterterm 2017 and Spring 2018. 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.

The Perkins Loan Program

This is a loan program for students and the college receives limited funding for it each year. The program officially ended on September 30th, 2017 as Congress has not authorized any extensions for the program. Beginning on October 1st we will not be able to make any new future awards to students even if you have received funding in the past. Any student who had a fall disbursement for this program will still be able to receive their spring disbursement in February. If you have counted on funds from this program to help pay your college bill please be aware that there will be no future funding available and no other fund will replace it and/or be able to fill your financial need.

Staff Spotlight



Melissa Mussen – Office Assistant 1, Student Service Center

Melissa has worked on campus since January 2012 starting with the College Association. In May of 2014 she went to the state side as a cleaner and came to the Student Service Center in December 2016. Duties include front counter and phone customer service for Student Accounts and Financial Aid. She is primarily responsible for student and employee payroll distribution. She lives with her three children, Jordynne, Justin and Carmen, in Rensselaer Falls. She's very happy in her role in the One Hop Shop and continues to learn new things every day. She loves coffee and sunshine!

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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