

One-Hop Shop Financial Aid, Registrar Billing (Student Accounts)

September 2023
Newsletter



Office Hours

Monday	8:00 a.m.—4:30 p.m.
Tuesday	8:00 a.m.—4:30 p.m.
Wednesday	8:00 a.m.—4:30 p.m.
Thursday	9:00 a.m.—4:30 p.m.
Friday	8:00 a.m.—4:30 p.m.

Important Dates

Wednesday, Sept. 6th @ 11:59pm	Fall	Last day to withdraw with 70% reduction of charges.
Thursday, Sept. 7th	Fall	Last day to make up previous Spring/Summer incompletes.
Wednesday, Sept. 13th @ 11:59pm	Fall	Last day to withdraw with 50% reduction of charges.
Friday, Sept. 15th @ 9:00am	Fall	Engaged/Not Engaged Status due—Faculty.
Friday, Sept. 15th—Sunday, Sept. 17th	Fall	Homecoming & Family weekend.
Wednesday, Sept. 20th @ 11:59pm	Fall	Last day to withdraw with 30% reduction of charges (No reduction of charges after this date).
Wednesday, Sept. 20th @ 4pm	Fall	Pass/Fail Request Due for Regular 15-Week Classes.
Friday, Sept. 22nd—Saturday, Sept. 23rd	Fall	Alumni Recognition Weekend.

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Special Points of Interest

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REGISTRAR

Add/Drop Process:

Registrar's Office

Helpful Links:

[Diploma Replacement](#)

[Residency](#)

[Part Time Non Degree Students](#)

[Transcript Requests](#)

[Withdrawing](#)

Contact Us:

315-386-7616

registrar@canton.edu

Starting Tuesday, August 29, 2023, you need to follow the [Course Change Request process](#) to add or withdraw from a course for the Fall 2023 semester.

[Instructions can be found here](#) for how to start the process in [UCanWeb](#).

Please note that this is a **TWO STEP** process. You must initiate the request. Then your request to add or drop the class goes for approval as appropriate (your instructor, advisor and/or dean's office). If your request is approved, you **MUST then confirm that is still your intent by logging back into UCanWeb and going to Course Change Request Outcome**. Be vigilant in checking UCanWeb to track the progress of your request.

NOTES:

- **[There is a \\$20 processing fee on each request you submit. This fee will automatically be added to your bill.](#)**
- Please make sure you are carefully reading all of the emails you receive related to your requests.

Pay attention to campus deadlines by reviewing the [Academic Calendar](#)

If you intend to **withdraw from ALL classes this semester**, that is a different process. [Those instructions are HERE.](#)

If you have login issues, please contact the Help Desk at helpdesk@canton.edu or 315-386-7448

If you have UCanWeb issues, please contact the Registrar's Office at registrar@canton.edu or 315-386-7616



Request to Pass or Fail

Wednesday, Sept. 20th @ 4pm

The deadline for students to request a Pass/Fail Option is 3 weeks from the date the course begins for full 15-week courses.

The deadline for students to request a Pass/Fail Option is 1 week from the date courses begin for any course which is NOT a regular, full 15-week course

All deadlines are published on the Academic Calendar, no late submissions will be accepted.

Engaged/Not Engaged Status:

Friday, Sept. 15th @ 9:00am

Engaged/Not Engaged flags are added to each student per course during the third week of classes.



FINANCIAL AID

Financial Aid

Important Information:

Federal School Code:

002855

NYS HESC Codes::

Associate Degree: 3010

Bachelor Degree: 6010

Helpful Links:

[Net Price Calculator](#)

[Smart Track](#)

[Excelsior Scholarship](#)

[NYS TAP](#)

For Questions:

[Schedule](#) an Appointment with one of our counselors

Contact Us:

315-386-7616

finaid@canton.edu

2024-2025 FASFA Update— Not available until December 2023



The Free Application for Federal Student Aid process is going to look a bit different than it was in the past. Please watch your emails and mail for information on the changes!

Adding/Dropping Courses—Impact on Financial Aid

Before adding or dropping any course(s), 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. If you withdraw from all coursework, than a recalculation of all financial aid will be required.

Are you taking a class not required by your current degree program?

In order to receive financial aid to help pay for your courses, the course must be applicable toward the degree program you are in for the semester you are taking the course. Aid will only cover coursework applicable to the degree program as a general education requirement, a major requirement, or elective (whether restricted or free elective).

In addition to these requirements, you should always be aware of the minimum number of credits and GPA requirement you must maintain in order to continue receiving financial aid each semester. A copy of the [Satisfactory Academic Progress Guidelines](#) chart is available in the One Hop Shop as well as on our webpage.



Federal
Student
Aid

@FAFSA

EVERYTHING YOU NEED TO KNOW

Health Insurance Waiver

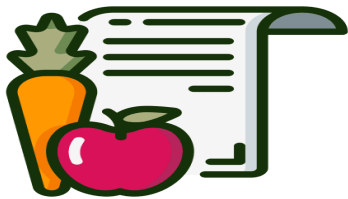
The Medical Insurance deadline is Friday, September 22nd!

If you have current medical insurance coverage, then you can request that the health insurance charge be waived. **If you are a new student, you must have your SUNY Canton email account set up to waive the health insurance.** United Health Care will issue you a 6-digit code that will be emailed to your SUNY Canton email account that you will need in order to waive your coverage.

Login to UCanWeb
Click on the Student Menu
Click on the Billing Menu
Click on Complete Online Health Insurance Waiver
–Closes Friday, September 22th @ 4PM
Follow the link provided and answer all questions



Be sure to have your current health insurance ID card available to answer the required waiver application questions. Once you waive coverage be sure to read the confirmation email that is sent from UHC to your canton.edu email account. This email will confirm if you have “waived” or “enrolled” in the coverage. If you accidentally enroll you need to contact us to have your insurance waived.



Meal Plan Updates

If you are looking to change your meal plan, all charges have to be paid before updates can be made. To change you plan, simply email Mealplans@canton.edu to update your request.

Your Refund & BM Technologies Disbursements

Financial Aid refunds will begin to appear in students’ accounts on Friday, September 29th (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 mid-October at the earliest.

Make sure you set up your account with BM Technologies to avoid delays in receiving your refund. More information on the overall refund process can be found at www.canton.edu/refund.

Billing Office
(Student Accounts)

Student Refunds are issued through BM Technologies (BMTX). Make sure you have your bank account preference set up to avoid delays & have your refund automatically deposited into your account within 24–48 hours.

Parent Refunds are mailed in a paper check format only.

Helpful Links

[Selecting a Refund Preference](#)

[Tuition and Fees](#)

[Withdrawing](#)

[Liability](#)

Contact Us:

315-386-7616

billing@canton.edu

BankMobile



ANNOUNCEMENTS & SPECIAL EVENTS



Personal Information

Please make sure your personal information is correct and up to date such as your address and chosen name.

Homecoming & Family Weekend

Saturday, September 16th 11:30AM — 9:00PM

All family members are welcome to attend and the link below provides the schedule for this year's Homecoming/Family & Community Weekend.

Housing on campus is not available for parents/families, however, our local area has many lovely hotels, motels, and bed-and-breakfasts to choose from.

[View more information about area hotels and restaurants.](#)



Farewell!

On behalf of One Hop Shop, we would like to thank **Jessica Barstow** for her valuable contribution to the Financial Aid team and wish her all the best in the next chapter of her career. We are grateful for her hard work, commitment, and team spirit. It's sad to see her leave, but we are sure the new challenge she'll take on will bring professional recognition and growth. We will miss her, but we are sure she will be appreciated wherever she goes.

All the best and good luck!



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.

One Hop Shop, 0012 Miller Campus Center

(315) 386-7616

billing@canton.edu; finaid@canton.edu; registrar@canton.edu