

SUNY Ulster

SPRING 2015-Credit Classes FREQUENTLY ASKED QUESTIONS

Where do I get a **copy of my class schedule**?

Log in to The SUNY Ulster portal available at my.sunyulster.edu. Select the "Student Resources" tab; in the "Registration Tools" channel click on "Class Schedule"; then select Spring 2015 term. Student computers are available in HAS 220, the DEW Library or BRC 204. Students will need to log onto the computers with their My.SUNYUlster.edu user name and password.

Where is **wireless access** available for using my wireless enabled device?

Wireless is available throughout most of the Stone Ridge Campus and throughout the BRC. Students must be enrolled in credit classes for the semester to access wireless.

How do I get a **book voucher**?

Book Voucher Applications will be available in the Student Development Office, VAN 119 and online at my.sunyulster.edu. Decisions will be sent to your SUNY Ulster email within 3 business days beginning January 6th. Bookstore vouchers are available for students with financial aid grants and/or loans which exceed the cost of tuition and fees. Students eligible to receive refund checks from financial aid during the first week of the semester have the option to accept their refund checks **OR** apply for a Bookstore voucher. Any remaining book voucher credit will be disbursed to students in a refund check at a later date in the semester.

Where and when can I pick up **financial aid checks**?

Student Accounts - **VAN 204** starting Friday, January 23, 2015 after 10:00am for Federal and State grants only. Additional disbursement information is available at my.sunyulster.edu in the Student Accounts or Financial Aid channel.

Can I still **apply for financial aid**?

Yes. There are 2 easy steps:

1. Go to www.pin.ed.gov – your pin number is your signature (parent also needs a pin for a dependent student).
2. Go to www.fafsa.gov – complete the online FAFSA using 2013 income information.

Where and when can I get my **student ID card** and/or **parking permit**?

Student IDs and Parking Permits can be obtained from the Office of Public Safety, **HAS 133**.

-Before classes begin, any day between the hours of 9:00 am and 5:00 pm

-After classes begin, between the hours of 9:00 am and 5:00 pm.

Special arrangements can be made by calling Public Safety at 687-5023. To obtain a Student ID, students must bring a copy of their current schedule and a valid photo ID to the Office of Public Safety. For parking permits, students must have the year, make, model, color and license plate # of their car. Parking permits are not required at the BRC. **Students are reminded that they are required to carry their Student ID with them at all times while on campus and present it to any College Official upon their request. In addition, students are reminded that student parking spaces are designated by white lines.

Where do I get **Health Insurance certification** forms verified?

Registrar's Office-**VAN 206** beginning February 10.

How do I get into **the online site for my course** in ANGEL?

Log in to The SUNY Ulster portal available at my.sunyulster.edu. Click the "ANGEL" icon on the top right corner of the portal.

Where can I go if I need hands-on assistance in **using computer technology or help with my online course**?

Assistance is available in the Macdonald DeWitt Library (Tech Help Desk or Reference Desk) or by emailing techhelp@sunyulster.edu. Please visit: libguides.sunyulster.edu/tech_help/home

Where do I find important **academic calendar** dates?

Log in to The SUNY Ulster portal available at my.sunyulster.edu. Click on the "Home" tab and look in the "Academic Calendar & Events" channel.

Where and when can I get my **books**?

In the Bookstore (bring copy of schedule) located in **VAN 149**, online at www.sunyulster.bkstr.com or through your my.sunyulster.edu account using "BookNow." Below are the Bookstore Hours:

January 12th - 16th Monday- Friday ~ 8:30am – 5:00pm
January 19th **Closed – Martin Luther King Holiday**
January 20th - 22nd Tuesday-Thursday ~ 8:00am – 6:30pm
January 23rd Friday ~ 8:30 – 5:00pm
January 26th - January 30th Monday-Friday ~8:30am - 5:00pm
Regular Hours **Resume February 2nd** Monday - Thursday ~ 8:30am – 4:00pm
Friday ~ 8:30am – 2:00pm

BRC: Order online from www.sunyulstershop.com for delivery to the BRC.

TEXTBOOK RENTALS: **Register at www.sunyulstershop.com before proceeding to Bookstore.**

How can I **add and drop** courses?

-If you are **changing sections only** go to Registrar's Office-**VAN 206**.

(i.e.: ENG 101 section 01 to ENG 101 section 02)

-If you are a non-matriculated student **changing classes** go to Registrar's Office-**VAN 206**.

-If you are a matriculated student **changing classes** you must get an advisor's signature.

(i.e. - COM 105 to HIS 101)

1. See your academic advisor. To find the name of your academic advisor visit my.sunyulster.edu and click on the "Student Resources" tab; go to "Registration Tools" channel; click on "Advisor and Student Information Look-up" link; select "Spring 2015" term then click "Submit"; follow instructions on page to access contact information regarding your advisor.

2. Visit your Academic Department to see if an academic advisor is available.

3. If unsuccessful in locating your academic advisor go to the College Lounge-**VAN 203**.

Warning! If you are a full-time student receiving financial aid or healthcare benefits based on full-time status and you drop below 12 credits, you may lose your aid/benefits. For financial aid recipients, courses must fulfill requirements of your degree program. Please check with Financial Aid if you have questions-**VAN 105**.

What are the **add/drop/withdrawal** dates?

ADD dates: First 4 days of the semester (01/20/15-01/23/15)

DROP dates: First 3 weeks of the semester (01/20/15-02/09/15)

WITHDRAWAL dates: Weeks 4-10 of the semester (02/10/15-04/07/15) NO Refunds

Warning! If you withdraw properly on or before the established withdrawal deadline each semester, you will receive a "W" grade for the course. **If you fail to formally withdraw, you may receive an "F" grade.**

What is the **REFUND Policy**?

	Tuition	Fees
January 20, 2015 by 4:30pm for full refund	100%	100%
During 1 st Week (01/21/15-01/26/15 by 4:30pm)	75%	No Refund
During 2 nd Week (01/27/15-02/02/15 by 4:30pm)	50%	No Refund
During 3 rd Week (02/03/15-02/09/15 by 4:30pm)	25%	No Refund
After 3 rd Week	No Refund	No Refund

	Tuition	Fees
Express Semester Refund Policy – Before classes begin & 1 st Day	Full Refund	Full Refund
During 1 st Week	50%	No Refund
During 2 nd Week	25%	No Refund

Is **attendance** important? **ABSOLUTELY!**

-Students are expected to attend all class meetings (classroom or online) in courses which they are registered. Students enrolled in online courses **MUST** log onto their course within the first week of the semester. Failure to log into the online course can result in course access being denied by the instructor. Excessive absence or lateness may lead to a recommendation by the instructor that the student be dropped from the class with an appropriate grade. Instructors determine their own class attendance policy.

Warning! Financial Aid recipients may lose their eligibility due to lack of attendance.