

Student Services

Student Services is comprised of the following areas: admissions, career and internship services, academic advising, financial aid, Wellness Center (health services), student activities, records and registration, and student support services. Student Services offices are located on the Middletown campus in the George F. Shepard Student Center and on the College's Newburgh campus, in Kaplan Hall, Student Services Central (room 110).

For a list of specific locations and contact information, please see page 6 of this catalog.

Student Services is dedicated to attracting, enrolling and sustaining a diverse student population. Through an array of exemplary programs and services, the dedicated and caring staff at the College is able to provide the assistance, connection, guidance and support students need to successfully achieve their academic and personal goals.

■ Academic Advising

The Advising and Counseling Center assists students in deriving maximum benefit from their college experience and in developing the full range of their educational, personal, and social potential. The Center is staffed by professionals who work from a developmental perspective to help students clarify their academic and career goals, identify obstacles, and explore available resources for achieving those goals. Services are offered at both the Middletown and Newburgh campuses.

Academic Advising

Academic advising at SUNY Orange is designed to facilitate student learning, development and success by collaborating with students to develop and implement meaningful and attainable educational plans. The College recognizes that academic advising is vital to the educational process and student success, and offers a thorough advising program that is coordinated by the Advising and Counseling Center in conjunction with the academic departments.

Academic advising is an intentional educational process that guides students in the development, implementation and achievement of educational, career and life plans. Effective advising includes: assisting students to develop meaningful and attainable goals, make informed decisions and effectively use college resources; providing accurate and timely information about SUNY Orange programs, classes, resources, services, policies and procedures, as well as transfer and

career opportunities; developing an understanding of the college experience and curriculum;

facilitating students' self-sufficiency; and fostering students' intellectual and personal development toward academic success and lifelong learning.

Based on a student's area of study, an academic advisor is assigned to assist students in developing and meeting their academic goals. Advisors work collaboratively with students in an intentional educational process to assist in the development, implementation and achievement of educational, career and life plans.

- **Declared Students:** Students are assigned an advisor, often a faculty member within their major department, who will help guide them through the requirements and opportunities within their chosen field of study.
- **Undeclared Students:** An advisor will guide students in developing academic and career goals, and these students may also derive benefit from the major and career exploration resources available in the Office of Career and Internship Services.
- **Developmental Students:** Individualized attention is provided to students who, based on the assessment test, are taking courses to prepare them for their major course of study.

Transfer Advising

The Advising and Counseling Center assists students with the transfer process by helping them understand how to: go about selecting a transfer institution; the transfer process and the SUNY transfer guarantee; and how to find information about the application requirements and process, and appropriate courses for their institution of choice. The Center also provides transfer workshops and arranges visitations by 4-year transfer representatives from a variety of institutions throughout the year. During College Transfer Days in the fall semester, the Advising and Counseling Center invites approximately 90 public and private college and university representatives to campus to meet and discuss their programs with students.

As members of the New York State Transfer and Articulation Association, the Advising and Counseling Center has developed contacts with many of the four-year colleges and universities where a majority of SUNY Orange students transfer to complete their undergraduate and post-graduate degrees. These relationships are instrumental in helping guide students, and careful planning can streamline the transfer process to their college of choice. The Advising and Counseling Center will assist students with this process by helping them understand how to: go about selecting a transfer institution; the transfer process and the SUNY transfer guarantee; and how to find



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information about the application requirements and process, and appropriate courses for their institution of choice.

All New York residents who transfer directly from a SUNY or CUNY two-year college with an A.A. or A.S. degree are guaranteed admission to a four-year SUNY College for full-time study. The transfer guarantee becomes effective if a student is denied admission at all four-year college choices. Please refer to www.suny.edu/student for applications, and important eligibility and deadline requirements.

Placement Test Advising

All new college applicants are required to complete the placement test prior to registering unless they have been granted a waiver based on previous college-level course work. The test determines appropriate course placement to correspond to the student's skill level, and students who do not hold a valid H. S. diploma or G.E.D. from an accredited high school must meet minimum requirements to be academically eligible for financial aid.

Using these placements, students will begin classes at a level where they are most likely to succeed. Advisors are available to discuss how the results of the placement test fit into a student's academic plans. Contact the Advising and Counseling Center: 845-341-4070 in Middletown, or Student Services Central: 845-341-9502 in Newburgh.

Students who have a documented disability and wish to request special accommodations must make arrangements with the Office of Accessibility Services prior to the test: Middletown: 845-341-4077; Newburgh: 845 341-9034.

Veterans Affairs

The College's Veterans Affairs Certifying Official, located in the Advising and Counseling Center, provides benefit information, enrollment certification and support services to meet the needs of military veteran students and their dependents. Additionally, a designated Academic Advisor works with veteran students to help them develop and pursue academic plans, acclimate to the academic environment, and secure any additional resources necessary to facilitate success. For further information contact the Advising and Counseling Center in Middletown at 845-341-4070, or Student Services Central in Newburgh at 845-341-9502.

Workshops/Classes/Programs

Throughout the semester, the Advising and Counseling Center offers workshops classes and programs designed to assist students in developing necessary skills and resources, and to provide information to help achieve their goals. These include workshops on transfer planning and veterans' opportunities, group advising for specific degree programs, mental health screenings, college success seminars, and more. Additionally, the Advising and Counseling Center's website provides links to online workshops to help students with college skills such as test-taking, study skills and time-management, all accessible anytime from any computer.

■ Student Services

Student Services Central - Newburgh campus

The Newburgh campus Student Services Central is a one-stop service center intended to provide current and prospective students with efficient, convenient and expedited enrollment and support information and services. Our knowledgeable crossed-trained staff is available to provide assistance with admissions, financial aid, assessment testing, advising and counseling, payment services, and disabled students services among others.

Student Services Central is located in room 110 in Kaplan Hall. They may be reached by phone at 845-341-9502, or email studentservicescentral@sunyorange.edu.

Office of Career & Internship Services

The Office of Career & Internship Services assists students with all phases of the career development process. The Office is staffed by professionals who can guide students through a maze of career information and make valuable resources available for their use. Specific services include:

Career Advising/Counseling

Career Specialists work with students on a 1:1 basis, or through group workshops and career planning courses. We provide assessments which help the students to gain a better understanding of their interests, skills and abilities, values and personality type. We assist students to obtain and research occupational, educational and employment information and help them determine what college major may complement their career exploration results. The staff is available to work with students on resume preparation, interviewing techniques, networking essentials and professional presentations.

Career Information

The Office of Career & Internship Services assists students to access resources which help them assess and relate their interests, skills, expectations, education, experience, personal background, and desired lifestyle to the employment market. We have information available on current and projected employment opportunities and can direct students to internet sites which can further help them in the career exploration process.

Employment Services

The Office of Career and Internship Services maintains an on-line job bank for part-time and full-time jobs which is available 24/7 as long as the student has access to the Internet. We help students develop resumes and cover letters and assist them to prepare for job interviews. Our office assists students in connecting with employers through campus interviews, job fairs, networking opportunities, and job-search events.

Experiential Education

The Office provides experiential education programs that include student employment, internships, volunteer jobs, service learning, and shadowing experiences. We work closely with other departments that provide experiential education opportunities. Our primary goal for experiential education opportunities is that they provide a learning experience for our students; an opportunity for our students to learn about the world of work, as well as an opportunity to apply the skills and competencies they have acquired during their years of schooling.

The Office of Career & Internship Services is located on both the Middletown and Newburgh campuses. Their hours of operation in Middletown are Monday, Tuesday, Thursday and Friday from 8:30am to 5:00pm; and Wednesday from 8:30am to 7:30pm. Newburgh hours are Wednesday from 9:00am to 4:00pm (for additional appointment hours in Newburgh call (845) 341-4444, or email careers@sunyorange.edu.)

Office of Accessibility Services

The Office of Accessibility Services (OAS) provides support services and coordinates reasonable academic accommodations for students with documented disabilities under ADA and Section 504 of the Rehabilitation Act. Academic accommodations include, but are not limited to, use of adaptive equipment, alternative testing, classroom accommodations, sign language interpreters, readers/audio format exams, scribes and peer note-takers.

Students are responsible for identifying themselves to the OAS and providing documentation that is current and appropriate. In addition, the office serves as a resource to faculty and staff, works to dispel negative and limiting stereotypes and promotes a campus environment that is sensitive, accepting and responsive to the needs and contribution of all SUNY Orange students.

The Office of Accessibility Services serves as a national voter registration site. The staff in OAS is happy to assist any student in filling out or submitting an application to vote.

For more information, contact the Office of Accessibility Services at 341-4077 (in Middletown), or 341-9034 (in Newburgh).

Lab School—Campus-Based Childcare

To help alleviate childcare concerns that may become obstacles for students wishing to continue their education, Lab School provides child care and learning experiences for children of SUNY Orange students. Children of staff, faculty and the community will be accepted as space permits.

Morning, afternoon and full-day programs provide a healthy, happy and stimulating learning environment. Each child is able to explore and learn through a variety of activities, including music and movement, creative art, story time, outdoor play and child-directed center-based readiness experiences.

Lab School childcare program is located in the new Morrison Lab School at Middletown, and in the Tower Building on the Newburgh campus and is licensed by the New York State Office of Children and Family Services. Lab School accommodates children 8 weeks through five years of age.

Wellness Center (Health Services)

The Wellness Center (Health Services) office is designed to promote health education and wellness for the entire SUNY Orange community. Primary nursing and emergency care, physical and mental health assessment with referral, health and wellness programs and workshops are provided on campus by registered nurses. In addition to promoting the health and wellness of the College community, the Wellness Center (Health Services) is available to assist students in reaching their collegiate and career goals. All students, faculty and staff are encouraged to take advantage of these free services. The Wellness Center (Health Services) also maintains all student immunization and health records.

See page 6 for Wellness Center (Health Services) phone numbers and locations. *NOTE: The nurse is on the Newburgh campus on Thursdays from 8:30 a.m. to 2 p.m.*

INSURANCE— Student Accident Insurance Program

All students are covered by an accident insurance policy (see College fees). These plans are underwritten by Commercial Travelers Mutual Insurance Company. Insurance information, terms of coverage, brochures and claim forms are available in the Wellness Center (Health Services) or at www.studentplanscenter.com

All accidents should be reported to Health Services so that an incident report can be completed. Please call Wellness Center (Health Services) at 341 4870 for more information.

Personal/Supportive Counseling

The Wellness Center (Health Services) offers crisis intervention, assessment, support and referrals to students needing assistance adjusting to college life or experiencing mental health difficulties. This includes helping students to assess, identify and manage personal and mental health difficulties within the context of their academic experience, and connecting students to appropriate resources. The Center also offers short-term personal counseling, but does not provide ongoing psychological therapy or treatment.

Students wishing to consult with one of these professionals should contact the Wellness Center and request an appointment for a “personal matter.”

Information related to counseling services is confidential unless disclosure is necessary during situations where a student or someone else is in imminent danger. When disclosure is required, only information that is essential will be shared and the

Bookstore / Food Service

student will be informed of such disclosure to the best extent possible.

Referrals to community resources are available and will be made when requested or deemed necessary, but follow through is at the discretion of the student.

Consultations are also available for faculty, staff and students who would like advice on how to assist or refer a student who may need mental health assessment or support.

Bookstore

The SUNY Orange Bookstore stocks textbooks and supplies for courses as well as gift items, clothing and other items. The Bookstore accepts cash, personal checks, Master-Card, Visa and Discover cards for payment. Gift Certificates are also available.

(845) 341-4815 www.sunyorangebookstores.com

In Middletown:

George F. Shepard Student Center (2nd Floor)

In Newburgh:

Tower Building (1st Floor)

Hours of Operation

Bookstore hours vary throughout the year. Specific hours of operation will be posted for each semester that may include some variation of the above. Additional evening hours are offered at the start of each semester.

Textbooks

Textbooks are carefully selected by faculty and are important to your college success. In addition to covering tuition and fees, you'll typically need to budget \$35-40 per credit hour for textbooks. The SUNY Orange Bookstore stocks required and recommended books and materials needed for course work and frequently has money saving used textbooks available for sale. Available for purchase a couple of weeks prior to the start of each semester, textbooks are set up alphabetically by course name and number within the store. Bring your class schedule and/or a syllabus to locate the books and materials you'll need for each course. Students with student financial aid bookstore credit must allow sufficient time for pre-authorization and entry into the computer system. In all cases, proper identification and student "A" number are required.

Refund Policy

Textbooks may be returned or exchanged within 5 days of purchase through the second week of classes for the fall and spring semesters and through the first week of class for the summer semesters. At all other times, sales are final and no further returns or exchanges are allowed. For a refund or exchange to take place, the customer must be within the refund period and provide

the original register receipt. Books must be in perfect resalable condition and free from any writing, stains, markings or damage, with original packaging and/or shrink-wrap intact.

Non-text merchandise may be returned within five business days from purchase if the packaging is intact, the item is in resale condition and the original receipt is present.

Defective items should be returned immediately and will be replaced within 90 days of purchase.

Other Bookstore Services

- **Free Textbook Pre-Pack Service:** By giving us your schedule prior to the start of the term, you can save time by having us pull your textbooks for you.
- **Textbook Options:** Inquire about our textbook rental, Guaranteed Buy-Back, used text book and e-book, options. The SUNY Orange Bookstore continuously looks to offer expanded options that meet student needs and helps reduce textbook expenses.
- **Textbook Buy-Back Opportunities:** Reduce your textbook expense and "recycle" your books. Find out the dates when you can receive cash for textbooks you no longer need. Campus Buy-Back dates, and a 24/7 online Buy-Back option can be found on our web site www.sunyorangebookstores.com.
- **Academically Priced Computer Software:** Special savings are often available to students, faculty and staff.
- **Special Orders:** Interested in a book you can't find? Talk to us about placing a special order.
- **Ring Days:** Opportunities to order a school ring are offered throughout the year
- **School Spirit:** The Bookstore carries a wide range of insignia clothing and gift items.
- **Cap and gown regalia** is coordinated through the Bookstore each year. Review the current "Graduation Checklist" or visit our website for additional information.

Food Service

The College Cafeteria in the George F. Shepard Student Center serves breakfast and lunch every weekday from 7:30 a.m. 4 p.m. and features a nutritious state-of-the-art salad bar. Food kiosks are also located in Harriman Hall (ground floor, Room 112) and in the Bio-Tech Building (main level). Kiosk hours of operation are Monday through Thursday from 8 a.m.-7 p.m. and each Friday from 8 a.m.-2 p.m.

In Newburgh, the Tower Cafe & Grill is located on the basement level of the Tower Building. A full-service cafeteria, the Tower Cafe & Grill offers hot and cold sandwiches, soups, pizza, fries, drinks, snacks, and more

Also on the Newburgh campus, The Hudson View Cafe in Kaplan Hall offers beverages, snacks, and light food items.

Vending machines are located in Harriman Hall,

Bio-Tech Building, Orange Hall, George F. Shepard Student Center, Morrison Hall, Physical Education Building and the Newburgh campus.

■ Student Activities

The hub of student activity is the second floor of the George F. Shepard Student Center, which houses the Student Activities Office as well as an information desk where students can obtain information or assistance regarding all student clubs and events.

Identification Card

Each full-time or part-time credit student receives an identification card upon registering for class. This card must be validated each semester and should be carried at all times. The identification card also serves as a campus library card and a student activity pass, which enables the student to gain free admission or a special student rate to various activities. Report a lost or stolen card to the Student Activities Office immediately. A \$15 fee will be assessed for each replacement card.

Parking Tags

Parking tags are required for all daytime students and are available in Middletown at the Student Activities Office in the George F. Shepard Student Center, or in Newburgh at Student Services Central in Kaplan Hall. A valid college identification card is required to obtain a parking tag. College security personnel will issue tickets for parking violations, and all tickets can be paid at the Bursar's office in the Shepard Student Center in Middletown, or in Newburgh at Student Services Central in Kaplan Hall.

Co-Curricular Activities

Activities, clubs and organizations sponsored by the Student Activities Committee range from theater, dance and musical presentations to lectures, comedy, novelty/variety shows and various trips to recreational, educational and cultural events. Student Activities is located on the second floor of the Shepard Student Center on the Middletown campus. The second floor is also the site of the Bookstore, Bursar's office and student lounges. A game room and offices for student government are located on the first floor.

On the Newburgh campus, Student Activities is located in the Tower Building, B-Level near the cafeteria, including offices for the Student Senate and Board of Activities, a meeting room for clubs and organizations, and a Game Room with billiards and ping pong.

The phone number for Student Activities is (845) 341-4015 in Middletown and (845) 341-9544 in Newburgh.

Clubs

The wide variety of student clubs and organizations are active and open for membership at SUNY Orange. Whether it is the Biology Club, Campus Watch Club, Film Club, Gay-Straight Alliance, Martial Arts Club,

Nursing Club or Student Senate, SUNY Orange likely offers a club that interests you. For an up-to-date listing of clubs and activities, visit the SUNY Orange website: www.sunyorange.edu/studentactivities.

Athletics

The College schedules intercollegiate competition for men in basketball, baseball, soccer and golf, and for women in volleyball, basketball and softball. An intramural program of athletics is available for all students.

Theater

Theater productions are held under the auspices of The Apprentice Players, a club open to all students. Additional Student Activities-sponsored theater productions performed by professional companies are scheduled throughout the year.

Music

The Arts and Communication Department sponsors musical productions throughout the academic year. In addition, the Student Activities Office and the Lyceum Series sponsor a variety of concerts each semester. All students are invited to participate.

Phi Theta Kappa

Since its founding in 1918, Phi Theta Kappa has sought to recognize and encourage scholarship among associate degree students at two-year institutions of higher education. To achieve this purpose, the honor fraternity has developed opportunities for leadership and service, as well as provided a stimulating climate for continued academic excellence.

A local chapter of Phi Theta Kappa, the national honor fraternity, was established at SUNY Orange in 1988. Students who have attained a cumulative grade point average (CumGPA) of at least 3.49 after completion of a least 15 credit hours are eligible for membership.

Religious Activities

Local clergy of all faiths extend a welcome for SUNY Orange students to attend their services and church activities.

Cultural Affairs

Throughout the academic year, Cultural Affairs at SUNY Orange presents programming that is diverse and meant to broaden the educational and academic opportunities of the College community, as well as provide enriching experiences to the community-at-large.

Each semester, Cultural Affairs presents a schedule of events covering a wide range of social, cultural, educational, ethnic and artistic themes. Events include lectures; theatre; children's theatre; film; music; dance; poetry readings; master classes and workshops; and art or other timely exhibits.

For more information or an updated schedule of

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events, visit Cultural Affairs on the SUNY Orange website at www.sunyorange.edu/culturalaffairs or call (845) 341-4891 for events in Middletown, or (845) 341-9386 for Newburgh campus events.

■ College Photography Policy

In order to document various College activities, as well as to promote the academic, cultural and student activities on campus, students agree to allow College photographers and their designees to capture their images in both still pictures, as well as motion video.

■ Using Telecommunications Relay Service (711) to Contact SUNY Orange

Telecommunications Relay Service, 711, allows telephone communications between individuals who are deaf, hard of hearing, deaf-blind or speech disabled using a Telecommunications Device for the Deaf (TDD) and anyone using a regular telephone. Dial 711 24 hours a day, 7 days a week, including holidays.

To contact SUNY Orange via TDD equipment, please dial 711, then (845) 344-6222.

■ College Email Policy

Effective Aug. 30, 2010, SUNY Orange will use e-mail as the official means of communicating academic and administrative information to students. Most announcements will come to a student's e-mail in-box in the form of the "Student Grapevine" (sample at right)

Assignment of E-mail Address

SUNY Orange assigns an e-mail address (@sunyorange.edu) to each registered student. This College-issued e-mail account will be designated as the student's official e-mail address when administrative and academic departments need to communicate with students.

College Responsibility

The College is responsible for communicating with students in a timely and accurate way about changes in policies, procedures and deadlines that affect them. The College will select the most appropriate method (mail, telephone, e-mail) to convey pertinent information to specific groups of students. In some cases, e-mail may be used exclusively. Routine announcements, administrative and academic dates and deadlines, and information of a general nature will typically only be sent by e-mail.

Student Responsibility

Students are responsible for receiving, reading, responding to and complying with official e-mail communications sent by the College. Because information may be time-sensitive, students are encouraged to check their e-mail regularly (daily, several times weekly) throughout the semester.

Students who opt to redirect their @sunyorange.edu e-mail account to another personal e-mail account do so at their own risk. The College is not responsible for e-mail that is not delivered to a forwarded address or for spam filters that may block e-mail messages. The student's failure to receive or read e-mail communications does not constitute an excuse for missing College communications or College deadlines.