

# Student Services

Student Services is dedicated to attracting, enrolling and sustaining a diverse student population. Through an array of exemplary programs and services, the dedicated 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 Academic Advising Office assists students in deriving maximum benefit from their college experience and in developing the full range of their academic, career, and personal potential. The Office 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.

### 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 Academic Advising Office 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.
- **Developmental Students:** Individualized attention is provided to students who, based on the placement test, are taking courses to prepare them for their major course of study.

### Transfer Advising

The Academic Advising Office assists students with the transfer process by helping them select a transfer institution; understand the transfer process and the SUNY transfer

guarantee; find information about the application requirements and process; and determine

appropriate courses for their institution of choice. The Office also provides transfer workshops and arranges visitations by 4-year college representatives from a variety of institutions throughout the year. During College Transfer Days in the fall semester, approximately 80 public and private college and university representatives visit campus to meet and discuss their programs with students.

As members of the New York State Transfer and Articulation Association, the staff 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.

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](http://www.suny.edu/student) for applications, and important eligibility and deadline requirements.

## Veterans Affairs

The College's Veterans Affairs Certifying Officials, located in the Academic Advising Office, provide benefit information and enrollment certification services to meet the needs of military veteran students and their dependents. Academic advisors work 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 more information, go to [www.sunyorange.edu/veterans](http://www.sunyorange.edu/veterans).

## Student Success Video

Throughout the semester, the Academic Advising Office offers workshops 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 and college success seminars. Additionally, the Office'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

Student Services Central provides current and prospective students with efficient, convenient and expedited enrollment services and support information in



## Academic Advising / Student Services

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one convenient location. Our knowledgeable cross-trained staff provides assistance with admissions, financial aid, course registration, and student accounts.

### **Middletown:**

George F. Shepard Student Center, 3rd floor.  
845-341-4030

### **Newburgh:**

Kaplan Hall, Room 110  
845-341-4030

## **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, personal branding, networking essentials, portfolio development, 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. Call (845) 341-4444, or email [careers@sunyorange.edu](mailto:careers@sunyorange.edu) to make arrangements to see a career specialist.

## **Office of Accessibility Services**

The Office of Accessibility Services (OAS) provides access and equal educational opportunity for students with disabilities. Prior to admission, or any time after beginning classes, students with disabilities are encouraged to contact the office to schedule an intake interview. Based on the intake interview and documentation provided by a student, a variety of accommodations may be provided to help students limit the impact of their disability on their academic performance. OAS also acts as a liaison between the student, faculty and staff. Once students have self-identified, applied for services, and provided documentation of their disability, staff works to determine eligibility for reasonable accommodations. Under the Americans with Disabilities Act (ADA), both the student and the College must carry out these responsibilities in a timely manner.

The Office of Accessibility Services is an official New York State Voter Registration site. Individuals who visit our office are given the opportunity to register as NYS voters. Assistance is available to complete the registration process.

For more information, contact the Office of Accessibility Services at (845) 341-4077 (Middletown Campus) or (845) 341-9034 (Newburgh Campus).

## **Educational Opportunity Program**

The Educational Opportunity Program (EOP) serves as a primary vehicle for increasing the academic excellence and retention of Orange County's historically underserved students. We commit to providing timely access to academic, personal, and social support services assisting in the matriculation, retention, and graduation of SUNY Orange EOP students.

For more information, please call (845) 341-4407

## **Trio Student Support Program**

Trio Student Support Services assists students who are the first generation in their family to attend college, have a documented disability, and/or are considered to be low income as per federal guidelines. Our goal is to increase student retention and graduation rates, and facilitate a smooth transition and transfer to four-year institutions. We help students to achieve their academic, personal, and career goals by providing support with: selecting a major and appropriate courses; exploring transfer schools; improving financial literacy; discovering and applying for scholarships; accessing tutorial and other support services; researching careers; improving study and organization skills; and overcoming personal barriers to success.

For more information, please call the Trio office at (845) 341-4175

### 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.

### The Wellness Center

The Wellness Center is open to all students, staff, and faculty free of charge. Our mission is to promote physical and mental health education and wellness for our entire campus community, and to assist students in reaching their academic and career goals. We provide health and wellness programs and workshops throughout the academic year to help students maintain a healthy lifestyle and build on their strengths. All physical and mental health services are provided by licensed professionals. Our registered nurses are available for consultation regarding health concerns including accidents, injuries and illness. Our personal counselors are here to listen and to make appropriate referrals to help students cope with a variety of issues including stress, anxiety, depression, and difficulties related to adjustment to college life. We offer a safe haven during stressful or troubling times.

The Wellness Center also maintains all immunization and health records for SUNY Orange.

### Student Accident Insurance Program

All students are covered by an accident insurance policy (see College fees). These plans are underwritten by QBE Insurance Corporation. Insurance information, terms of coverage, brochures and claim forms are available in the Wellness Center or at:

[www.sunyorange.edu/wellness/insurance.shtml](http://www.sunyorange.edu/wellness/insurance.shtml)

All accidents should be reported to the Wellness Center so that an incident report can be completed.

### 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](http://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

## Center for Student Involvement

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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](http://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 addition to the Cafeteria, the College offers food service in the Sarah Wells Cafe in the new Rowley Center for Science and Engineering.

In Newburgh, 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.

## ■ Center for Student Involvement

The hub of student activity is the second floor of the George F. Shepard Student Center, which houses the Center for Student Involvement as well as an Information Desk where students can obtain information or assistance regarding all student clubs and events. The Center for Student Involvement also maintains a location on the Newburgh campus on the lower level of the Tower Building.

### Identification Card

Each student receives a SUNY Orange ID card displaying his or her picture. This card must be carried and be readily available at all times for purposes of identification. The ID card is also used as the College library card.

A replacement fee of \$15 is charged for lost or mutilated cards. The ID cards must be validated every semester.

### Parking Tags

Parking tags are required for all daytime students and are available in Middletown at the Center for Student Involvement 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 Student Services Central.

### Co-Curricular Activities

Activities, clubs and organizations sponsored by the Board of Activities range from theater, dance and musical presentations to lectures, comedy, novelty/variety shows and various trips to recreational, educational and cultural events. On the Middletown campus, a game room and offices for student government and the Board of Activities are located on the first floor of the Shepard Student Center.

On the Newburgh campus, the Center for Student Involvement 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 the Center for Student Involvement 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, Board of Activities, International 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/csi](http://www.sunyorange.edu/csi).

### 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 Center for Student Involvement-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 Center for Student Involvement and the Cultural Affairs sponsors 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 3.5 after completion of at least 12 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**

Cultural Affairs at SUNY Orange presents a broad spectrum of events throughout the year. Programming is diverse and is meant to augment the educational and academic opportunities of the college community, as well as provide enriching experiences to the community-at-large. Inasmuch as SUNY Orange is a community college, the community is invited to participate and avail itself of all programs. Events include jazz, classical, and world music concerts; classics, modern, new, and children's theatre; short and full-length films with introductions & discussions; poetry and book readings by poets and authors; music, visual art, theatre, literary, biology/botany master classes; lectures on science, social studies, history, humanities, art, architecture, music, film, theatre, timely issues; art or other timely exhibits including small musical performances and art demonstrations during receptions. Questions may be directed to (845) 341-4891 or 341-9386 and [cultural@sunyorange.edu](mailto:cultural@sunyorange.edu).

For more information visit our website at [www.sunyorange.edu/culturalaffairs](http://www.sunyorange.edu/culturalaffairs).

## **■ 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.

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

## **■ College Email Policy**

SUNY Orange uses e-mail as the official means of communicating academic and administrative information to students.

### **Assignment of E-mail Address**

SUNY Orange assigns an e-mail address (@sunyorange.edu) to each registered student. This College-issued e-mail account is 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.

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