

# 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 at SUNY Orange

### Mission

The mission of Academic Advising at SUNY Orange is to collaborate with students in developing resources, skills, and knowledge to pursue their academic and career goals.

### Definition

Academic advising is an intentional educational process that guides students in the development, implementation, and achievement of educational and career plans.

Effective advising includes:

- Assisting students to develop meaningful and attainable goals, make informed decisions, and effectively use college resources;
- Guiding students to information about SUNY Orange programs, classes, resources, services, policies, and procedures, as well as transfer and career opportunities;
- Facilitating students' self-sufficiency; and
- Fostering students' intellectual development toward academic success.

### 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.



- First semester students: Students are assigned an academic advisor, often a professional advisor in the First Year Support Team. This person will provide individualized attention and introduce students to advising tools and resources. First year support advisors reach out to students throughout the semester to discuss academic goals and planning.
- Second semester students: After their first semester, students who are ready to proceed with the core courses in their program are assigned a faculty advisor within their program department. A faculty advisor will guide students through the requirements and opportunities within their chosen program of study and throughout their studies at SUNY Orange.

### Transfer Advising

The Office of Academic Advising assists students with transfers by helping them understand the transfer process; navigate information about the application requirements and deadlines; determine course appropriateness; and understand articulation agreements and the SUNY Transfer Guarantee. The Office also provides transfer workshops and arranges visitations by 4-year college representatives from a variety of institutions throughout the year. During the Annual Transfer Fair in the Fall, approximately 80 public and private college and university representatives visit the 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 Services

SUNY Orange is approved for study under:

- Chapter 30: The Montgomery GI Bill (MGIB)
- Chapter 31: Vocational Rehabilitation
- Chapter 33: Post 9/11 GI Bill
- Chapter 33T: Dependents attending school with benefits transferred from the Veteran
- Chapter 35: The Survivors and Dependents Educational Assistance Program

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- Chapter 1606: Montgomery GI Bill Selected Reserve as well as a number of other programs, awards and benefits:
- Army Tuition Assistance Program
- Recruitment Incentive Retention Program (RIRP)
- Military Spouse Career Advancement Account (MSCAA)
- Marine Gunnery Sergeant John D. Fry Scholarship
- The World Trade Center Scholarship
- Child of Veteran Award Program (CVA)
- Veteran Tuition Award (VTA)
- NYS Regents Award for Children of Deceased and Disabled Veterans
- Air Force Tuition Assistance
- Tuition Assistance Wide Area Workflow

SUNY Orange has a VA Certifying Official, located in the Office of Academic Advising, who is ready to provide benefit information and enrollment certification services to our military students and their dependents. Academic Advisors assist Veterans with developing academic plans and accessing resources necessary for academic success.

An on-campus Veteran Resource Room is available as a place to relax and socialize with other Veteran students. It is also the meeting place of the SUNY Orange Veterans' Club.

SUNY Orange is committed to our Veteran students from the moment of acceptance through advising and registration, accessing benefits, program completion, and on to your proud walk on graduation day.

### ■ Student Services

#### Student Services Central

Student Services Central provides current and prospective students with efficient, convenient and expedited enrollment services and support information in one convenient location. Our knowledgeable crossed-trained staff provides assistance with admissions, financial aid, course registration, and student accounts.

#### **Middletown:**

George F. Shepard Student Center, 3rd floor.

#### **Newburgh:**

Kaplan Hall, Room 110

#### 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**

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**

We maintain 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 staff assists students in connecting with employers through campus interviews, job fairs, networking opportunities, and job-search events.

#### **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, the College Association provides childcare services in what is called a lab school. This service is available to children of SUNY Orange students, as well as children of staff and faculty, and the community.

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.

The childcare programs are located in the Morrison Lab School on the Middletown campus, and in the Tower Building on the Newburgh campus. The Lab School is licensed by the New York State Office of Children and Family Services. The Lab School accommodates children 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 provide short-term counseling and if needed 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.

Shepard Student Center, Room 236, Middletown Campus; Kaplan Hall, Room 322, Newburgh Campus. Phone (845) 341-4870

### Bookstore

SUNY Orange's bookstore services are provided by Follett, which operates the College's bookstores at the following locations:

#### In Middletown:

George F. Shepard Student Center (2nd Floor)

#### In Newburgh:

Tower Building (1st Floor)

Textbooks, course materials, supplies, clothing, gifts, technology, academic regalia and other items are available for purchase in-person at either campus location, as well as online at [www.sunyorangebookstores.com](http://www.sunyorangebookstores.com).

Hours of operation vary throughout the academic year and are posted online. Follett offers many textbook options (purchase new, purchase used, rent, etc.) to suit each student's needs.

### Food Service

The College Association, through a contract with Avanti Markets, provides micro-markets at three locations on the Middletown campus and one location on the Newburgh campus.

#### In Middletown:

Rowley Center (Ground floor)

Bio-Tech Building (South Street lobby)

George F. Shepard Student Center (2nd Floor)

#### In Newburgh:

Kaplan Hall (2nd Floor)

The micro markets are accessible to students, employees and visitors whenever those buildings are open for operation. A micro market is an unmanned retail space where individuals can purchase food and beverages. These markets include a wide variety of fresh and healthy items that are restocked regularly. Refrigerated cases contain fresh foods like salads and sandwiches, as well as beverages, fruits, vegetables and other perishable snacks. A variety of beverages and other non-perishable snacks are also be available.

Customers can select the food or beverage they wish to purchase and pay at the intuitive, self-checkout kiosk. Customers may also use an Avanti card that they can preload with funds and then use to pay for food. Students can acquire an Avanti card from the Welcome Desk in the Shepard Student Center on the Middletown campus, and at the Security Desk in the Tower Building on the Newburgh campus. More technically savvy customers may wish to download and use the Avanti Markets App as a payment source.

Because the micro market locations are unmanned, each area will also be outfitted with security cameras to monitor activities and transactions. Those who commit theft will be subject to disciplinary action. Removing

## Center for Student Involvement

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items from an Avanti Micro Market without paying is larceny. Under New York State Law, larceny is punishable by up to one year in jail or up to a \$1,000 fine if convicted.

To further support a variety of food choices at the Middletown campus, the College may occasionally contract with vendors to provide additional food options during limited hours on weekdays.

### ■ 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 their 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 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 Senate 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, 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 open to all SUNY Orange students. Whether it is the Biology Club, Board of Activities, International Club,

Nursing Club or Student Senate, SUNY Orange likely offers a club that will match your interests. If not, the Center for Student Involvement stands ready to help students start a new club. For more information and to see an up-to-date listing of our clubs and activities, visit the CSI website:

[www.sunyorange.edu/csi](http://www.sunyorange.edu/csi)

#### Athletics

The College schedules intercollegiate competition for men in basketball, baseball, cross country, soccer, and golf, and for women in basketball, cross country, softball, and volleyball. 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.

#### 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 (CGPA) 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

SUNY Orange reserves the right to photograph/videotape students for the purpose of institutional promotion. Whenever possible in controlled photo/video shoots, SUNY Orange will observe the common practice of allowing students to “opt-out” of the photo/video shoot. However, permissions will not be obtained for the use of student images in photographs/videos of public events on campus or off campus and sponsored by the College, such as rehearsals, performances, lectures, readings, athletic events, student life events, alumni events, and College ceremonies. Academic departments also reserve the right to photograph/videotape students and their work for institutional use. Questions about this policy should be directed to [communications@sunyorange.edu](mailto:communications@sunyorange.edu).

### ■ 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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