

# 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 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.

Student Services is comprised of the following areas: admissions, career and internship services, advising and counseling, financial aid, 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, Tower Building.

## ■ The Advising and Counseling Center

The Robert J. Miner Advising and Counseling Center at SUNY Orange 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 help students clarify their goals, identify behavioral and social obstacles, and explore available resources for achieving those goals.

The Advising and Counseling Center offers services at both the Middletown and Newburgh Campuses:

**Middletown Campus—Shepard Student Center**  
115 South Street, Middletown, NY 10940  
(845) 341-4070

**Newburgh Campus—Tower Building, 1st Floor**  
One Washington Center, Newburgh, NY 12550  
(845) 562-2454

### Academic Advising

In conjunction with its academic departments, SUNY Orange boasts a thorough advising program that is coordinated by the Advising and Counseling Center. The College recognizes that access to academic guidance is vital to the educational process and a student's success. Based on a student's area of study, an advisor or counselor is assigned to assist the student in developing and meeting his or her academic goals. This includes helping students to understand the college's options, requirements, policies and processes, to develop decision-making skills, and to navigate their academic career.



Following is a broad sampling of the College's academic advising support:

- **Declared Students:** Students are assigned an Advisor, often a faculty member within their major department, who will help to guide them through the requirements and opportunities within their chosen field of study.
- **Undeclared Students:** By group and individual appointments. An advisor will guide students in developing academic and career goals
- **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
- **Individual Studies Students:** The individual studies degree is designed for the student whose goals are not adequately addressed by one of the College's other programs. The student will work closely with the individual studies advisor to prepare a program of study for approval by the College's academic affairs department.

### Personal/Supportive Counseling

The Advising and Counseling Center offers short-term personal counseling and crisis intervention to students needing assistance in adjusting to college life. Counselors will assist students to assess, identify and manage emotional difficulties within the context of their academic career, and connect them to appropriate resources.

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 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 and students who would like advice on how to handle a difficult situation involving a student who may need to be put in touch with the Advising and Counseling Center.

## Advising and Counseling

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### Transfer Counseling

As members of the New York State Transfer and Articulation Association, the College's counselors have 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 to helping SUNY Orange counselors guide students through the transfer process. Careful planning with a counselor can streamline the student's transfer process to their college of choice. The Advising and Counseling Center will assist the student with this process through the selection of courses, academic major/program, transfer colleges and completion of application materials.

In addition, the Center sponsors College Transfer Days in the fall semester, inviting approximately 90 public and private college and university representatives to campus to discuss their programs.

### Assessment Center

All degree-seeking students are required to participate in an assessment of their English and math skills prior to registering for classes, unless a waiver of the test is granted. This assessment is designed to ensure that students are placed into the appropriate classes based on their abilities.

Advisors and counselors are available to discuss how the results of the assessment test fit into the student's academic and career goals. For further information, please call 341-4045.

Students who do not have a high school diploma from an accredited and registered high school, or a high school equivalency diploma, but wish to apply for financial aid must meet minimum score requirements on the Placement Assessment/Ability to Benefit Test to be academically eligible for financial aid.

The Advising and Counseling Center also offers computer-based College Level Entrance Examinations (CLEP) tests, which allow the student the opportunity to earn college credits in various subject areas based on the results of the test. Students should consult with an advisor/counselor prior to taking a CLEP exam in order to discuss applicability and transferability of credits to a degree program. For further information, please call 341-4073.

### Veterans Affairs

The College's Veterans Affairs representative, located in the Advising and Counseling Center, provides support services to meet the needs of students with military educational benefits. For further information, please call 341-4071.

### Workshops/Classes/Programs/Facilities

The Student Success Center, located on the second floor of the George F. Shepard Student Center, serves as a multipurpose venue for workshops, classes and programs coordinated through the Advising and Counseling Center. From study and life skills to career planning and financial aid workshops, the Center is dedicated to providing an array of opportunities to enhance the student's college experience. When not being utilized for scheduled programs, the Student Success Center is available as an open computer lab for students' academic needs.

### 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 at both the Middletown Campus and the Newburgh Campus:

#### **In Middletown:**

George F. Shepard Student Center, Room #227  
(845) 341-4444

Email: [careers@sunyorange.edu](mailto:careers@sunyorange.edu)

Website: [www.sunyorange.edu/careers](http://www.sunyorange.edu/careers)

Hours of Operation: Monday, Tuesday, Thursday, Friday: 8:30am-5:00pm; Wednesday: 8:30am-7:30pm

#### **In Newburgh:**

Tower Building, Room #123  
(845) 341-4444

Email: [careers@sunyorange.edu](mailto:careers@sunyorange.edu)

Website: [www.sunyorange.edu/nec/services/career](http://www.sunyorange.edu/nec/services/career)

Hours of Operation: vary. Please call ahead.

### **Student Support Services Program**

The Student Support Services (TRIO/SSS) program provides low-income, first-generation and disabled students with academic support services, including academic advisement, workshops on test taking, study skills and time management. The TRIO/SSS program may also provide grant aid to current SSS participants who are receiving Federal Pell Grants.

TRIO/SSS is designed to increase the college retention and graduation/transfer rates of its participants and facilitate successful student transition from one level of higher education to the next. The SSS Office is located on the third floor of the George F. Shepard Student Center. Contact the coordinator of Support Services at 341-4642 for more information.

### **Office of Disability Services**

The Office of Disability Services (ODS) 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, course accommodations,

sign language interpreters, readers/audio taping services, scribes and peer note-takers.

Students are responsible for identifying themselves to the ODS office and provide 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 Disability Services serves as a national voter registration site. The staff is happy to assist any student in filling out or submitting an application to vote.

For more information, contact the ODS office at 341-4077. The office is located in Room 301 of the George F. Shepard Student Center.

### **Kindercollege—Campus-Based Childcare**

To help alleviate childcare concerns that may become obstacles for students wishing to continue their education, Kindercollege provides child care and learning experiences for children of SUNY Orange students. Children of staff and faculty 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.

Kindercollege is located in the Sarah Wells Building on the Middletown campus and is licensed by the New York State Office of Children and Family Services. Kindercollege accommodates children 18 months through five years of age.

### **Health Services**

The Health Services office, located in the George F. Shepard Center, is designed to promote health education and wellness for our campus 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. All students, faculty and staff are encouraged to take advantage of these services at no additional cost.

All students are covered by an accident insurance policy, and all full-time students are covered by an additional sickness benefit (see College fees). Insurance information, brochures and claim forms are available in the Health Services office or at [www.studentplanscenter.com](http://www.studentplanscenter.com).

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

## Bookstore / Food Service

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### Bookstore

The SUNY Orange Bookstore, located on the second floor of the George F. Shepard Student Center, stocks textbooks and supplies for courses as well as gift items, clothing and other items. The Bookstore accepts cash, personal checks, MasterCard, Visa and Discover cards for payment. Gift Certificates are also available.

George F. Shepard Student Center  
115 South Street, Middletown, NY 10940  
(845) 341-4815    [www.sunyorangebookstore.com](http://www.sunyorangebookstore.com)

**Hours of Operation** (*during the Fall and Spring terms* when classes are in session):

Mondays, Tuesdays & Thursdays 8:30 a.m.-4 p.m.

Wednesdays 8:30 a.m.-7:30 p.m.

Fridays 8:30 a.m.-Noon

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 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.

### Newburgh Campus Bookstore Service

This service makes textbooks available in Newburgh at the start of each term for classes that are offered at that location. Hours of operation are posted on line and on site prior to each term.

### 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 E-Book, Textbook Rental and guaranteed Buy-Back programs. 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.
- **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.

Food service is available on Level B of the Newburgh campus weekdays from 7:30 a.m.-2 p.m.

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 at the Student Activities Office. 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 George F. Shepard Student Center.

## 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. 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.

### 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/studentlife](http://www.sunyorange.edu/studentlife).

### Athletics

The College schedules intercollegiate competition for men in tennis, basketball, baseball, soccer and golf, and for women in volleyball, tennis, 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 at 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.

### Lyceum

The ancient Greek word from which Lyceum is derived means a place for or an association providing a forum for ideas and presentations through lectures, entertainment and concerts. Throughout the academic year, Cultural Affairs at SUNY Orange presents Lyceum 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, Lyceum 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 about the Lyceum Series, or an updated schedule of events, visit the SUNY Orange website at [www.sunyorange.edu/lyceum](http://www.sunyorange.edu/lyceum) or call (845) 341-4891.

## College E-Mail Policy

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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.