Student Services

Campus Mail Services

SUNY Potsdam provides its students a centralized student mailroom, which is located on the first floor of the Barrington Student Union. There are over 4,000 mailboxes for students and student organizations. All student mail, intra-campus, USPS and courier service packages, is received at this central location. Stamps and other related USPS products are available for purchase at the service window. The student mailroom is staffed six days per week with window hours each day. Access to mailboxes is available seven days per week, which coincide with the Barrington Student Union hours. All undergraduate students are assigned a campus mailing address, which remains with them for their time at SUNY Potsdam. Students are required to sign out a mailbox key when they arrive on campus and return it when they graduate or no longer attend SUNY Potsdam. Any question or concerns please call 267-2186

Career Planning

The time to plan for your future is NOW, even for First-Year students!

Career Planning (206 Sisson Hall) is an excellent resource in guiding you in your future careers. The career staff can help you identify your skills, values and interests; select a career and major; obtain a summer, part-time or permanent position; make contact with career professionals; prepare your resume and portfolio; develop a self-marketing brochure; sharpen your interview techniques; conduct company research; learn how to present yourself in the best possible light to employers; and select, plan and apply to graduate school. The staff at Career Planning is here to serve all of your career-related needs.

Center for Diversity

The Center for Diversity is comprised of Collegiate Science Technology Entry Program (CSTEP), North Country Science Technology Entry Program (NCSTEP), Office of Native American Affairs and Multicultural Affairs. The Center exists to assist all students, especially students of color and/or diverse backgrounds, in their educational and personal transition and development at SUNY Potsdam. It is the expressed goal to provide educational and social programs and services to help students meet their personal and professional goals. In its continued effort to afford students empowering opportunities, the Center provides academic and personal advising as well as referral to other campus services. The Center also coordinates diversity training sessions, skill development workshops and leadership opportunities to assist in the college-wide appreciation for multiculturalism and diversity. Please do not hesitate to stop by Sisson Hall or call us at 267-2184 for additional information regarding the division and its offices, programs and services.
Student Services

Computing & Technology Services
Computing & Technology Services (CTS) provides support and leadership for SUNY Potsdam in all areas of information technology. The CTS main office is located in Stillman Hall, Room 103. You are encouraged to contact CTS with any questions you may have: helpdesk@potsdam.edu for account and technology problems, cts-webmaster@potsdam.edu for questions, comments, and suggestions for improving the information provided in the CTS web pages (not the SUNY Potsdam web site.)

Please visit the CTS website at www.potsdam.edu/cts.

The Counseling Center

Student Services
The Counseling Center staff provides individual or group counseling to any registered SUNY Potsdam student. Counseling may assist with a wide range of issues, but focus is on empowering a client to continue towards their educational goals in a way that is most healthy for the individual. We view each person as a unique individual and offer a safe, confidential place to discuss problems. SUNY Potsdam students often use the Counseling Center to focus on: relationship problems, depression, anxiety and stress control, relaxation and yoga, eating disorders, homesickness, social phobias, sexuality concerns, family of origin issues, psychiatric disorders, and many others. Support groups are formed based on need or interest. For those who prefer a self-help approach, we have an extensive self-help library as well as a light box to assist students struggling with Seasonal Affective Disorder.

The Counseling Center has a part-time psychiatrist in their office available for medication management. To set up an appointment with the psychiatrist students are asked to make an appointment with a counselor first to complete an intake session.

We provide consultation and workshops on a wide variety of topics in an effort to help faculty staff and students understand how to help their fellow SUNY Potsdam community members. One workshop of particular importance to us is QPR Suicide Prevention Training (Question, Persuade, Refer) given to faculty, staff and students; over 1600 campus members have been trained.

The Counseling Center provides free yoga and meditation classes throughout the academic year. Yoga can be an effective resource that helps individuals reduce stress while increasing psychological and emotional balance in a person's life. A certified yoga instructor facilitates group and individual work. Just outside of our office, we have installed a tile labyrinth available to students and staff for meditative purposes.

Our Peer Counselors are SUNY Potsdam students who have completed an intense training internship. If you live on-campus PCs will come right to your room, if you live off-campus you can talk on the phone or meet on campus. For a Peer Counselor call: 315-261-8873 between 4:30 p.m. and 8:00 a.m., 7 days a week while Fall and Spring classes are in session.

Library Services and Facilities

F.W. Crumb Memorial Library
Located in the center of the campus quad, this library provides:
- Access to books, periodicals, and audio-visual materials on all subject except music;
- Silent individual and quiet group study spaces;
- Drop-in and by-appointment research assistance;
- Reserve materials for classes other than Crane classes;
- Desk top and laptop computers;
- Wireless access
- Minerva’s Café

Julia E. Crane Memorial Library
Located in the Schutte building of the Crane complex, this library provides:
- Access to music books, scores, periodicals, and audio-visual materials;
- Silent individual and quiet group study spaces;
- By-appointment and by-chance (if the librarian is available) research assistance;
- Sound recording listening equipment;Desk top and laptop computers;
- Wireless access
Library Facilities

- Reserve materials for Crane classes

Additional services are provided through the web:

- Bearcat, the library catalog, showing the holdings of both libraries;
- Any time, any place access to online resources: ebooks, periodicals, reference sources;
- Any time, any place virtual reference service;
- Chat with a SUNY Potsdam reference librarian at scheduled hours
- Reference consultation request form
- Interlibrary loan services.

For complete information about library resources, services, and policies, go to (http://www.potsdam.edu/library.html)

Students can expect:

- To receive expert research assistance;
- To have formal instruction in research skills and information resources;
- To encounter friendly and helpful staff;
- To find spaces that support various activities and accommodate various learning styles.

Students are expected to:

- Understand that library materials are shared resources;
- Honor loan and other library policies;
- Contribute to maintaining an environment conducive to learning.

Library resources can make an important contribution to your academic success. Take advantage of all the Libraries have to offer you.

Office of Student Conduct and Community Standards

The Office of Student Conduct and Community Standards works closely with students, faculty, staff, and the local community on concerns related to conflict resolution, appropriate citizenship, academic integrity and other quality of life issues. It is the goal of the office, through coordination of the judicial system, to help students learn to think proactively concerning their behavior and its effect on others. The desired result being that students will accept both the responsibility and consequences for their behavior and will strive to make appropriate choices. In addition, The Office of Student Conduct and Community Standards coordinates the College's research about and response to student use and abuse of alcohol and other drugs.

Summary of Services:

- Student ombudsman/advocate
- Conflict mediation
- College Judicial System

PACES Dining Services

We know that no two students have exactly the same schedule or eating preferences so PACES Dining Services offers a variety of meal plans from which to choose. Our plans give customer security, flexibility and value for their money while dining on campus. We consistently rank very high in national customer service surveys, so much so that other SUNY schools have looked to PACES plans and facilities as a model for their institutions. For information about hours of operations, restaurant descriptions, daily menus and specials, visit www.potsdam.edu/studentlife/dining.

Fresh food and healthy choices are everywhere. As founding member of the Farm-to-School Program (and recipients of the 2003 GardenShare Award), we purchase locally grown foods whenever possible - including trans-fat free oil, maple syrup, honey, fruits and vegetables. Our Bowman Commissary prepares salads and baked goods fresh each day. When we make purchasing decisions, our primary criteria is always quality. You will be familiar with most of the brand name products we serve - Thomas's® English Muffins, Dannon® yogurt, Heinz® ketchup, Tyson® Chicken, Tropicana® juices, Tazo® teas, Kraft® salad dressings, Aquafina® bottled water, Hormel® ham, Uncle Ben's® rice - to name just a few. Our vegan entrees are prepared by LeCommencal - a famous vegetarian restaurant in Quebec.

Quality service accompanies the quality food that we serve at SUNY Potsdam. Dining Service employees, many of whom are students, take pride in their work and take care to make you feel at home on campus. All employees, whether they are cashiers or clean-up crew, are trained to give you friendly, professional service. Our managers conduct monthly comment tables at every location. Your comments, concerns and suggestions are promptly addressed.
Student Services

PACES Dining Services

At PACES Dining Services, we take food safety seriously. All of our employees receive training in food safety and many – including all our managers, cooks and front-line supervisors - have gone through the extensive ServSafe® food safety certification program. We are inspected by the NYS Board of Health and we post the reports for your review. Want to take a tour through our storerooms and coolers? We’d be happy to show you around. Our facilities are clean and well-organized.

Meal Plans
Dining Services offers six residential meal plans and 3 commuter meal plans. Our residential meal plans have a combination of accounts, each of which is designed to provide for different dining needs: Guaranteed Meals, FLEX and "Be-My-Guest” Passes. Guaranteed meals are allocated every week, and provide you with the security of knowing that you won't run out of meals before the semester is over. You may use your meals anytime during the week, the only restriction being a four meal per day maximum. Each week you will begin with the number of meals detailed in your plan (for "short" academic weeks your meal allocation will be pro-rated).

FLEX Dining Credits can be used in any dining location and any time, but must be used by the end of the semester. This is a great way to purchase grab and go items between meals or special treats.

Be-My-Guest Passes are designed to feed a friend or relative while they are on campus. These passes can only be used at Lehman Dining Center during normal serving hours. Our Commuter Plan is an all FLEX account.

The Lehman Dining Center
The Lehman Dining Center provides traditional all-you-can-eat meals seven days a week. Guaranteed Meals are used here - one guaranteed meal is deducted from your plan for entrance. Lehman features a number of individual food kiosks: Passport World Foods, Terri Yaki’s Asian Wok®, New York Subs & Sandwiches, Nature’s Bounty, Grains, The Five Star Grill, Heartland Home-Style Cooking, Adirondack Sweets, and Cocina Cucina.

The Student Union Dining Court
The Student Union Dining Court is open seven days a week and for late night service until 1:00 a.m. Your guaranteed meal can be traded in for a meal allowance in the Dining Court or you can use FLEX, Bear Express or cash. We feature more than 200 menu items ranging from home made soups to Lake Champlain Chocolates®. The Student Union is made up of the following restaurants: The Blue Plate Diner, Tomassito’s, Mediterrano’s, The Firehouse Grill, Chips Old Time Deli, Fifth World Grill and Cookies, Cream & Company.

Cafes and Snack Bars
Dexter’s Café, located in Thatcher Hall, is a popular lunch location that has an urban sensibility. Gourmet salads, grilled panini sandwiches, espresso drinks, fine pastries, and daily specials are just a few of the products offered.

Minerva’s, located in the Crumb Library, features a full range of espresso drinks as well as a wide assortment of pastries, desserts, snacks and baked goods.

Becky’s Place, nestled within Pratt Commons, is a gateway restaurant where we offer some of our delicious signature dishes (featuring a grill area, stir fry/sauté station, coffee, specialty drinks and sweets).

The Crane Snack Bar, located in the Crane Commons, is a small snack bar and deli counter which offers hot and cold beverages, pastries, bagels, sandwiches, daily specials, soups and a full salad bar.

Microfridges
PACES offers the MicroFridge appliance on a rental basis to all resident students. The MicroFridge is a combination refrigerator/freezer and a 600-watt microwave oven. The unit is available for the low rental fee of $125 per year or $75 per semester, plus a $20 deposit. To contract a unit, download and complete the lease agreement at www.potsdam.edu/studentlife/ResHalls/CampusLiving101/microfridge and return it with your rental fee and deposit to the PACES Business Office in Merritt Hall.

Bear Express
Bear Express is an optional on campus debit account. Every student is assigned a $500 semester account, unless a different amount ($0 - $100) is selected on-line via BearPaws. The amount selected/assigned will appear on the college bill if the account is opened within the first twenty days of classes. Students may open an account or add money to their existing account anytime during the semester by cash or credit card at the SUNYcard Office in Merritt Hall. Bear Express amounts selected/assigned in the first semester are billed again for the second semester. Bear Express balances roll over from semester to semester and are added to the selected/assigned amount. The account is optional and can be cancelled or changed on-line via BearPaws. You can also use your Bear Express card at several local Potsdam business! There is a complete list on-line at www.potsdam.edu/studentlife/BearExpress/MerchantsList.
Reachout

Reachout is an information and referral service that offers St. Lawrence County’s only 24 hour crisis and information “helpline.” Reachout’s 24 hour crisis intervention hotline is staffed by trained volunteers who listen, help callers sort out problems and refer them to other useful agencies and services. Most of the volunteers working for Reachout are students who are willing to help people throughout the county. The Reachout volunteers can help you find information on services available to you throughout the county. They also have information about any drug, health and other questions you may have. The service is completely confidential and you can call 24 hours a day. The phone number is 315-265-2422.

Student Health Services

Van Housen Hall 1st Floor
Monday—Thursday (8 a.m. to 5 p.m.)
Friday (8 a.m. –4:30 p.m.)
(315) 267-2377

Website: www.potsdam.edu/studentlife/healthservices

Portal:
BearPAWS > New Student Services > Student Health Services
Portal

The care delivered at Student Health Services is designed to keep students on track for healthy lives during their stay at Potsdam and in the years beyond. The clinic works just like your doctor’s office at home. Please schedule your appointment via the portal on BearPAWS or by calling the receptionist. Walk-ins are not accepted. You will be seen by our physician or nurse practitioners in a clinic that has the first health center in the SUNY System to be approved by the Accreditation Association for Ambulatory Health Care, ensuring the quality of the care you receive meets or exceeds nationally recognized standards for excellence. Visits to the clinic are free, and are not billed to your insurance, because you pay a health fee. There may be some charges if you use certain lab tests or medications.

The Student Success Center

Located on the first floor of Sisson Hall, the Student Success Center offers help in the following areas:
Academic Advising (267-2580) - questions about adding, dropping or withdrawing from classes, the S/U grading option, general education and graduation requirements, academic standing, etc.
Academic Support (267-3447)
Accommodative Services (267-3267)
Experiential Education (267-2803)

First Year Transitions (267-2735)
International Education & Programs (267-3150)
Special Programs (EOP & Bridges) (267-2335)
Student Support Services (267-2347)
SUNY Potsdam PAIRS
Tutoring (267-2345) - free peer tutoring for specific classes
Withdrawal or Leave of Absence from the College (267-2580)
The Student Success Center

Academic Advising

How Do I Get An Adviser?
New Arts and Sciences freshmen and undeclared transfers are assigned an adviser by the Student Success Center and receive notification of their adviser assignment in the mail. Crane students are assigned advisors by the Office of Advising located on the second floor of Bishop Hall, C221 (267-2775) and a list of advisors is posted outside of that office and in other locations in the Crane Center. Transfer students who declare a major will be assigned an adviser by the Chair of their major department. Students can schedule a meeting with their advisers any time after the start of classes. If you have any questions about your adviser assignment, contact the Student Success Center, Main Office, Sisson 128, 267-2580.

Teacher Education students are assigned an adviser when they declare their major. Students with questions concerning Teacher Education undergraduate programs should contact Laura Chambers at 267-4801 or 267-3083.

Declaration of Major
If you are interested in declaring a major after your arrival on campus, you can do so by meeting with the Chair of the department of your intended major. The Chair will ask you to fill out a declaration form and will assign you an adviser from that department, if you do not already have one. If you have a preference for a particular adviser, be sure to tell the Chair during your meeting.

Scheduling Classes
Approximately three weeks before registration the schedule of classes becomes available. You can obtain a schedule from many campus locations including the Registrar’s Office, the walkway between Raymond and Carson, and the college union lobby. The schedule includes information about registration, schedule changes, the final exam schedule, course listings and miscellaneous information, such as the academic calendar and the addresses and phone numbers of various offices. Courses are listed by department; departments are listed alphabetically. When looking up a course you need or would like to take, you will find the course code, department abbreviation, course number, the number of credits, course title, General Education indicators, time and days the course meets, room number and building, and the instructor. General Education courses are also listed separately in the back of the class schedule.

Some Hints for Meeting with your Advisor:
• Your adviser is there to help you. But it is ultimately your responsibility to keep track of your requirements for graduation.
• Be prepared for your appointment. Make a list of courses you need or want to take.
• Ask questions. If you want to know more about a course, or if you don’t understand the requirements for your major, ask your adviser.

If you have trouble contacting your advisor, check with the department secretary, with Academic Services, or in Crane’s Office of Advising, Bishop C221.

Your Advisor Gives You:
Your Registration Time Notice. This includes your Alternate Registration PIN that you will need to register on the web. Check your record on Bear PAWS occasionally during the semester for "HOLDS" that will prevent you from registering. Check often in the weeks just before registration.

Your academic adviser is there to help you if you have academic problems or questions. You should feel free to contact your adviser any time during the year. Every semester, you must meet with your adviser the week before registration to schedule your classes. To make an advising appointment, you should either call your adviser's office or check the adviser's door for a sign-up sheet. Do not wait until the last minute to contact your adviser.

Academic Support
What is the Academic Support Office?
The Academic Support office is part of the Student Success Center. It is geared to enhancing the success of the student population on campus. The Academic Support Office Houses the Adult Learner Transitions and the Learning Lab.

Non-traditional Adult Learners are a large and growing segment of the student body. In Fall 2005, there was 963 students enrolled over the age of 24, 452 of whom were undergraduates. Adult Learners Transitions is geared to assist non-traditional students returning to college after being away from school.

The Learning Lab provides students access to resources and support services to improve their academic performance. It is host to 40+ Group Tutoring and Walk-In Tutoring Groups each semester. It also provides Study Skills Assistance to individuals or groups as needed.
The Student Success Center

Accommodative Services
The Accommodative Services Office (located in Sisson 109/111) provides academic accommodations for all qualified students who have documented learning, psychiatric, and/or physical disabilities. Accommodations can include such services as note takers, text readers, alternative testing arrangements, loan of some equipment, etc. If you have any questions regarding services, please call 267-3267.

Experiential Education
The Experiential Education Office offers many services which include, internships, volunteer opportunities and service learning. If you are interested in one of these programs please call the office to set up an appointment to discuss your options. Experiential learning allows students to learn in real life environments which enables them to gain real life experience.

First Year Transitions
Visit the First Year Transitions website to find a great deal of information on Orientation Programs, Orientation Leader information and applications, First Year Programs, First Year Experience, Learning Communities, the First Year Connections Newsletter and much more! www.potsdam.edu/support/firstyear/transition

International Education
We recognize the need to prepare students and faculty of our campus communities to succeed in an era of globalization and mass communication. Our vision is for the State University to lead the nation in offering diverse, high quality international learning opportunities. This will be implemented through the coordination of international activities on each campus and providing dynamic leadership for the management of international education policies, initiatives and programs. This vision is grounded in the values of inquiry, open-mindedness, respect, understanding and the need for academic rigor and experiential learning. Our Coordinator of International Student Services is always ready and willing to assist our international students with anything that comes up during their stay at SUNY Potsdam. Whether it is academic assistance or immigration issues, be sure to stop by or e-mail Bethany Goeke with your questions. Her office is located in Sisson Hall and her e-mail is goekeba@potsdam.edu.

Special Programs (EOP & Bridges)
The Educational Opportunity Program (EOP) has been hosted by SUNY Potsdam since 1970 and has assisted thousands of students with their educational goals. Their website is designed to provide general information about EOP at Potsdam and to give you some idea of the principles which underlie our operations (www.potsdam.edu/support/eop/services). The Bridges program has been in operation at SUNY Potsdam since 1998 and has assisted hundreds of students in beginning successful academic careers. Their website is designed to provide general information about the Bridges program and to give you some understanding of the principles which underlie our operation. (www.potsdam.edu/support/bridges).

Student Support Services
Student Support Services (located in Sisson 119) is a federally funded TRIO program designed to enhance academic skills and increase retention and graduation rates of eligible students. Services include tutoring, academic planning, academic monitoring, study skills assistance, peer mentoring, counseling and graduate school planning. Through coordination with other campus offices, the program also assists participants with career planning and financial aid counseling. Contact us at 267-2347 if you are interested in learning more.

SUNY Potsdam PAiRS
SUNY Potsdam PAiRS (Peers Assisting in Retaining Students) is a collaborative effort between the Student Success Center, the Honors Program, Career Planning, the College Writing Center, Residence Life, Experiential Education and other offices at SUNY Potsdam. It is designed to assist undeclared students at any stage in the process of declaring a major.

During the first year of PAiRS, 66% of undeclared students declared their majors by the end of their sophomore year!

PAiRS are SUNY Potsdam students available to work with undeclared students, ESPECIALLY SOPHOMORES, as they investigate areas of academic and career interests, explore potential majors and minors, identify resources available to them and ultimately declare majors.

Visit the PAiRS website for more information (www.potsdam.edu/support/pairs).
Student Services

Student Union

The Thomas M. Barrington Student Union is the hub of all student activity. Campus Life, Office of Student Conduct and Community Standards, Student Affairs Office, Student Government Association (SGA), WAIH-FM 90.1, and many of the student clubs and organizations are located here. The Union also houses conference and meeting rooms, The College Store, The Union Market and Venture Outdoors.

Many of the students who frequent the Union are there in response to social and educational programs planned and promoted by the Director of Campus Life and SUNY Potsdam's Student Government Association.

Hours of Operation

Monday - Sunday: 7:00am - 1:00am
Phone: (315) 267-2013

Rooms, Reservations & Calendars

The Barrington Student Union provides many campus and outside organizations with meeting spaces for a wide variety of functions.

All rooms and spaces must be reserved in advance with the Barrington Student Union office (Room 208). Groups will be assigned to a room that meets the needs of the specific program. Rooms are available Monday through Friday from 8:00 a.m. to 10:30 p.m. as well as Saturday and Sunday from 9:00 a.m. to 10:30 p.m.

To reserve a meeting space: Call the office at 267-2013
Or reserve on-line at www.potsdam.edu/studentlife/BarringtonUnion

General Rules

1. The Student Union is for the use of the college community and provides areas in which out-of-class activities may occur.

2. Animals or pets of any type are not permitted in the building. The presence of animals or pets violates the Public Health Law and college policy. Service animals are exempt from this policy.

3. Guests on the campus are expected to comply with all college policies and regulations. Violations of policies and regulations may be referred to civil authorities.

4. Rooms are reserved on a first-come - first-served basis in the Campus Life Office, Barrington Student Union, Room 208.

5. Recognized student organizations can reserve a space in which they can meet on a regular basis. This type of reservation is valid for one semester. Reservations are also available to faculty members for other than regularly scheduled classes. Reservations may take place in the Campus Life Office, Barrington Student Union, Room 208, during business hours or by calling 267-2013.

6. There will be a charge to organizations or individuals leaving any area in the Barrington Student Union in an unacceptable condition; this includes excessive trash that requires cleaning, damage to furniture or walls, damage to audio-visual equipment, etc. Normal wear and tear is excluded. Organizations or individuals may be denied use of the Barrington Student Union for abuse to facilities and/or equipment.

7. Suspended and/or unrecognized student organizations may not sign out any rooms or space in the Barrington Student Union nor may they post signs on bulletin boards.
Student Services

Use of The Barrington Student Union Lobby

The lobby of the Barrington Student Union can be utilized for a variety of on campus activities including: recruiting new members, introducing your club to the campus, giving out information, or holding a fun-raiser, etc. If your organization is interested in using the lobby for a function, you should be aware of the following guidelines for usage:

- A table/space in the lobby must be reserved through the Campus Life Office, Barrington Student Union Room 208. Use of that space is limited by SUNY Potsdam’s building use policy and the New York State Fire Code. It is also limited by the priority of providing space and services to campus-based groups, other scheduled events (e.g. conferences and institutional events) and the appropriateness of events in the building.

- Physical space is limited to a maximum of twenty (20) six-foot tables. No tables may be located in front of the main landing. If the lobby space is full, there is the possibility of using the space near the east and west entrances. The main balcony is limited to special requests four major institutional programs.

- Table reservations are limited to Monday through Friday from 8 a.m. until 4:30 p.m. Due to the great number of evening meetings, no evening reservations will be taken. Exceptions will be made for major institutional events. Requests for exceptions can be made in the Campus Life Office.

- When groups are finished with their use of lobby space, they are responsible for disposing of their garbage.

- No student organization or campus department may table longer than two consecutive weeks for the same program.