Preface

One of the most important roles of a faculty member at The Crane School of Music, SUNY Potsdam is to serve as an academic advisor to music students. “Academic advising” includes a wide range of responsibilities including being a mentor and a career guide to students. The administration of both the School and College consider good advising to an important responsibility of every faculty member and vital to the health and future of the institution and its students.

If you have questions or need assistance, please contact Dr. David Heuser in the Crane Office of Advising who, as one of his duties as Associate Dean, oversees the advising program at Crane. He would be glad to answer any questions and provide additional information about advising here and around campus. Please feel free to call, write, stop by or schedule an appointment.

Advising much more than just assisting one’s assigned students with registering for classes for the following semester. At Crane and SUNY Potsdam there is an expectation that a faculty academic advisor will be familiar with each student’s entire program, will assist her/him with time management and study problems, is available on a regular basis to meet with students to guide and to listen, to refer her/him to others in the school and on campus who have special skills to help and to guide them with special problems as well as career questions and plans. An advisor is truly a mentor!

Although there is no substitute for good advising and the Academic Advisor is an important part of the process, the primary responsibility for meeting graduation requirements lies with the student. The Undergraduate Catalog states that “the ultimate responsibility for understanding and completing degree and graduation requirements lies with the student, not the adviser.” The Crane Undergraduate Student Handbook adds, “The function of the advisor is to assist the student in furthering his/her academic and professional aims and in meeting these requirements.”

SUNY Potsdam, as part of its commitment to students and advising, has given a great deal of thought to the role of advising in a higher education setting and has adopted two statements to help guide and explain the importance of academic advising on this campus. The SUNY Potsdam Advising Mission Statement and Philosophy are below:

SUNY Potsdam is committed to promoting student success through responsible academic advising. Our mission is to foster dynamic and interactive relationships between advisor and advisees that help student satisfy the academic requirements of the College, take advantage of support services, explore career opportunities, and develop skills necessary to thrive and provide leadership in a complex and mutable world.

- Adopted by the SUNY Potsdam Faculty Senate, March 23, 2006
Advising is a crucial faculty and student responsibility. It involves a personal and professional relationship between student and advisor, built through the process of periodic communication. Advising also focuses on utilizing campus resources to assist students in selecting courses and formulating sound educational, career and life goals. The advising relationship provides students with a direct mentoring link to teaching faculty and professional staff, encouraging active engagement in their educational process and increasing their overall connection to the College and its mission. Personal and professional advising also promotes a supportive educational and social environment. The advising process enables students to pursue their educational goals and encourages them to become successful and productive members of the College community.

-Adopted by the SUNY Potsdam Faculty Senate, March 3, 2006
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Kinds of Advisors

All Crane full-time faculty in tenure track lines serve as music academic advisors. New faculty are not assigned advising duties during their first year on staff but work with an faculty mentor during advising days.

1. Summer Orientation Program
   Shortly after an accepted freshman deposits to enroll in the college, he/she receives an invitation to a two-day orientation program held on campus during late June or during July. During their session students not only create a schedule for the fall semester but learn a great deal about College policies, procedures and services. The Crane Associate Dean solicits the Crane faculty, inviting them to serve as advisors in the Summer Orientation program. Three to four Crane advisors are needed for each of the 6 sessions. The summer advisors participate in a full day of training in late June (although if they are not able attend, the information can be supplied electronically) and are paid $175 for each two-day program they work. A typical Summer Orientation Advisor work schedule is, Day 1: lunch with parents of advisees and a group meeting with no more than 7 advisees to go over common scheduling issues; Day 2: a series of 20-minute individual advising appointments to finalize each student’s fall schedule.

2. First-Year Advisors
   All incoming freshmen are assigned a First-Year Advisor. First-Year Advisors are Crane faculty members who keep in touch with their advisees during the year. The might meet with all of the advisees as a group regularly, help them with issues ranging from homesickness to career goals, and are often called on to point the students in the correct direction for more focused help and assistance. Statistics show that students have the greatest need for advice and guidance about college during their first year and this program is designed to provide students with the necessary extra assistance.

3. Continuing Advisors
   At the end of their freshman year, students are assigned a Continuing Advisor for the remainder of their time at Crane. This faculty advisor typically will specialize on one kind of student – certain majors or students with the same principal instrument. A change in a student’s continuing advisor might be made if the student’s major changed, or by request of the student or the advisor (to the
Associate Dean). Students with two majors or certain minors/concentrations may have more than one continuing advisor.

4. Transfer Student Advisors
   A small number of Crane faculty are designated as transfer advisors. Transfer students will stay with these advisors for their entire time at Crane.

5. Studio Advisors
   Only faculty advisors can see a student’s academic record in BearPaws and BearDeN. Because studio teachers may, at times, act in an advisory role with students, all studio teachers can view their students’ academic records. Studio advisors are listed as “MUCS” advisors in the computer system. MUCS advisors cannot lift advising holds.

6. New Faculty Advisor Mentoring Program
   During their first year on staff, new faculty are not assigned advisees or any advising duties and are paired with an faculty mentor for training in advising (and many other areas). This program is designed to give new faculty an opportunity to familiarize themselves with the music curricula, the Crane advising process and the many policies and procedures of the School and College as well as observe two of the Crane Advising Days.
Crane Advising Days

To help alleviate the appointment scheduling problems for academic advising, Crane cancels classes for 4 hours once a semester on **Crane Advising Day**, so that advisors and students would have a dedicated time specifically for advising. Crane Advising Days are listed on the Crane calendar and follow a rotating schedule of Friday morning/afternoon over two years, typically in late October and March. Prior to advising day, students are pre-registered (see below) by the Dean’s Office for certain courses: Theory, Aural Skills, Literature & Style, Principles of Music Education, Music Teaching and Learning and Practicum in Elementary General Music. Also memos about new issues involving advising are sent to all faculty via campus mail several weeks prior to the advising day. Faculty are asked to post a list of appointment times for this four hour period two weeks prior to Advising Day to allow their advisees to schedule an advising time.

Faculty use a variety of scheduling plans for this four-hour period such as 10-15 minute individual appointments; two students to every 15-minute slot; group meetings followed by individual appointments, among others. Feel free to design a system that best fits your advising style.

Please note that only Crane classes are cancelled during this four hour period so student are still required to attend their non-music classes and need to schedule their advising appointment around these obligations.
Information About Your Advisees

**BearPAWS and BearDeN**

Advisors can find a list of their advisees (with email addresses) on BearPAWS (via the Advisee Page). The “Advisor Type” column will inform you for which students you are the major advisor (MAJ1 or MAJ2), minor advisor, or studio teacher (MUSC). If a student is both your advisee and in your studio, their name will appear twice, once for each advisor type. Only major advisors can lift a student’s advisor hold, and it is the major advisor who should meet students each semester during advising day to plan their schedule for the next semester.

From BearPAWS faculty can log into BearDeN Degree Navigator. In BearDeN, an advisor can see a student’s degree plan and courses – both those needed and those taken or currently registered for. (Faculty can also access this information in BearPAWS by clicking on a student’s degree program listing.)

Advisors should understand how the college refers to different parts of a music student’s major. The degree is either a BM (Bachelor of Music) or a BA (Bachelor of Arts) - most of our music majors are in a BM program. If a student has another major, outside of music, with a different degree name (BS, for example), you will have to toggle between degrees at the top of the BearDeN screen to see the different requirements. (These students should have a second advisor for their other major.) The rest of the degree name (Music Education, Performance, etc.) is called a major. The instrument(s) the student has as a principal instrument(s) is called a concentration by the college, as is the track within the Music Education or Musical Studies majors. If the student has a minor or a concentration (like the Special Music Education concentration), those are referred to as concentrations as well. Most music majors will therefore have multiple concentrations.

There is a “What-If” button at the top of the BearDeN page which allows students to see what effect changes to their degree program will have (the screen is pictured below). In order to get the right results, one needs to fill in all of this information: level, degree, major, concentration (at minimum the student’s instrument) and minor if appropriate. Leaving out the music education track or the student’s instrument produces incomplete results. (See the next page for a screen shot of the “what-if” page.)
NOTE: The Undergraduate Catalog is the “contract” with the student, so faculty should be comfortable with using the catalog when necessary. However, students are increasingly seeing BearDeN as the authority on their degree. It is important that they understand that as much as we have worked to remove errors from BearDeN, some still exist, and in the case of a discrepancy, the Catalog overrules BearDeN. In particular, the percentage toolbar in BearDen should not be trusted, particularly for BA degrees; some double or triple major combinations have some problems; and unusual pairings of instrument and music education tracks (i.e. violin, choral) can be inaccurate. Questions or concerns about a student’s BearDen should be brought to the Associate Dean’s attention.

Degree program Curriculum Summary Forms

Degree program curriculum summary forms are PDFs available on the Crane website (Current Crane Students – Degree Plans). These documents are available for the current year as well as going back a number of years, depending on the catalog-year of your student. These degree plans are based on the Undergraduate Catalog, but hopefully clarify the degree requirements. They also include a four-year plan for each major, showing what courses would typically be taken each semester – this is quite useful during advising.
Helpful Documents

1. The Crane Undergraduate Student Handbook (previously known as the Academic Information Supplement) is revised every summer and is the “Crane Catalog”- a supplement to the SUNY Potsdam Undergraduate Catalog. The Handbook can be found on the web under the “Current Crane Students” link on the Crane website.

2. Undergraduate Catalog – online under “Academics.”

3. There are two quick guides online to help faculty and students find the appropriate page of the appropriate document for the issue they are facing. The “Information Guide for Crane Students” is available under the “Current Crane Students” link. The “Information Guide for Crane Faculty” is available under the “Information for Crane Faculty” link.
Advising Appointments

On Crane Advising days, or, if necessary, on another day close to the advising day, you will meet with your advisees. Every academic advisor is provided with a supply of two-part Advising Forms prior to each Crane Advising Day. Faculty are also given grid schedule sheets.

It is very important for the student and the advisor to fill out this form and sign and date it. The student should be given the white/original copy and the advisor should retain the copy for her records. In the past, there have been instances of students claiming that they were not advised of certain degree requirements and using this form to keep accurate records protects the advisor and the College. Even though the form is in a grid format for course information, it is recommended that an advisor use any open space to record any pertinent information such as “see Functional Keyboard Coordinator for a keyboard placement test” or “complete Degree Program Action form for change in degree program.” Anything discussed in the advising appointment that is relevant to the student’s degree program should be recorded on the form.

The form and the course listings (see below) follow the same format (from left to right):

- Course Registration Number (CRN, called a “Code” in the course listing). This will change from semester to semester, although all fall semester numbers start with a 9 and all spring course begin with a 2.
- Course Code (MUCS or MATH for example; for explanations of Crane course codes, see the Undergraduate Catalog, p. 207)
- Course Number
- Section Number
- Course Name
- Number of Credits
- Instructor

Topics to consider for your advising appointments:

- Review student’s degree audit especially the semester before student teaching or two semesters before graduation.
- Confirm student’s degree program and year, and review current semester’s registration and progress, including early alerts or other academic concerns.
- Ask the student is there are any non-academic issues which they would like to discuss.
- List tentative courses for upcoming registration. Include possible alternatives in case courses close out.
It is very important that the two-part Advising Form is filled out and signed, with a copy going to both the student and the advisor. This provides a written record of what was discussed and decided upon and protects everyone in the event of questions or disputes. Faculty should keep advising forms for all advisees at least until the student graduates.

At the end of the advising appointment, release your student’s advising hold in BearPAWS. Students cannot register until this hold is released. The actual schedule for student registration is available on the Registrar’s website. Students can also see the earliest date they can register on BearPaws.

Since The Crane School has a number of programs that require or allow students to be off-campus for a semester (student teaching, music business internships, study abroad), there are times when an academic advisor needs to “meet” with an off-campus student for advising and registration. Here are some rules and recommendations:

- Even though the student is away from campus, an advising appointment and advising form must be completed before a releasing a student’s advising hold.
- Although off-campus students are responsible for setting up an advising appointment, it is helpful if the advisor contact the student via her campus email address (which she should be checking regularly even though they are off campus) to begin the process. Include in the note the information that her advising hold will be in place until an advising appointment takes place.
- An Advising Form should still be filled out with the advisor indicating “via email” or “phone” on the student’s signature line along with the advisor’s signature and the date of the contact.
Important Information/Tricky Advising Elements

**Non-music course requirements (AKA Liberal Arts courses)**

1. All BM degrees have a reduced liberal arts core compared to other degrees on campus.

2. Courses that are *not* liberal arts courses have “@” before their course name (i.e. @Student Teaching).

3. Some liberal arts requirements are fulfilled by music courses. Typically these are AC (Lit & Style), WC (Lit & Style), and AE (ensembles, Conducting). Technically students can fulfill their XC with a music course as long as their AC is fulfilled outside of music, but practically speaking this almost never occurs.

4. All other liberal arts requirements for BM degrees must be fulfilled with non-music courses.

5. Because the number of required non-music credits is a *minimum*, music students cannot “double up” by taking one course to fulfill two LA requirements. For example, there are some history courses that fulfill both AH and FW requirements. Music majors cannot take advantage of that double dipping, and will receive AH or FW credit for these classes.

6. It is important to know the differences between the BM and the BA in music in regard to non-music requirements –see #4 below, regarding the BA.

**Substitutions**

1. At some point, many students will take a different course to fulfill a requirement than one of the proscribed courses. The Associate Dean has final approval on all music substitutions and also does the paperwork to have substitutions appear in BearDeN. The General Education Director (Dr. Jim German) has final approval of all non-music substitutions.

2. Common reasons for substitutions:
   a. A student took an X95 course which BearDeN does not recognize as fulfilling a certain requirement.
   b. A change in curriculum may mean students in older catalogs take a new course to fulfill a requirement that changed.
   c. An ensemble which is not a Major Ensemble (see Crane Undergraduate Student Handbook pp. 46-47) is permitted to be used as a major ensemble. This requires approval *ahead of time* (at the beginning of the semester in question) by various faculty.

3. Some substitutions are common.
a. For music education majors, the Jamaica Field Experience course can count as an upper-level music education elective.

b. MUCT 395/495 and MUCH 395/495 courses will typically fulfill the upper-level theory/history course requirements for any music major.

Double counting classes

1. Students with two majors that are both in music will have all of the basic musicianship courses count for both degrees. All of their liberal arts courses count for both degrees as well. In addition, studio lessons for the degree that requires more hours will cover both degrees; ensembles are treated similarly. Some courses for each major can also count as music electives in the other one.

2. The College does not have any standard rules about how many courses double count for students with two majors in different areas (one in music and one in another field).

3. Students with a minor or concentration, typically may count a total of 6 credit hours for both the minor/concentration and their major.
   a. This means that music education students in the Special Music Education concentration can count MUCE 445 for both the concentration and the degree (it is a required course for both), and MUCE 447 can count for the concentration (it is required) and as the student’s required music education elective in the major.
   b. For Music Business majors who minor in Business Administration there are three courses required for the major (ACCT 201, MGMT 301, MKTG 301) which could count for the minor, but only two are permitted to double count.

Transfer students/transferring classes

1. Transfer students or students who transfer in courses that are prerequisites for courses they plan to register for will probably be unable to register. The registration system is looking for our course number when looking for a prerequisite. Students will therefore need overrides, through the Associate Dean’s office and Mrs. Karen Miller.

2. Transfer students will present a variety of advising challenges. The Associate Dean handles transfer credit for music courses; the Admissions Office handles transfer credit for non-music courses (and that office’s website has an excellent transfer calculator at the transfer area of their website).

3. Transfer students may encounter more course conflicts than other students as they are different parts of their degree, taking courses that might not have been intended to be taken in the same semester. Keep in mind what courses are more important to take as soon as possible, as well as course rotation information. If creativity fails to solve these problems, consult the Associate Dean.
4. Students who take summer or other courses, typically liberal arts courses, to transfer in should be reminded to get transcripts to the college (Admissions Office) as soon as possible. The Admissions Office can assist students with this.

**Ensembles**

1. There is an ensemble advising section of the Handbook (pp. 47-51) which clarifies what can be a tricky set of problems when it comes to ensemble requirements.

2. Some ensemble requirements require a “major ensemble” be taken for a certain number of semesters. Major Ensembles are defined in the Crane Undergraduate Student Handbook and in the Catalog. The “semester” requirement means students cannot double up by taking more than one major ensemble in a semester.

3. Woodwind, brass and percussion students are assigned to major ensembles after classes start, based on audition. When calculating a student’s load, remember to add this hour (“Ensemble TBA – 1 credit”). Remind students they will need to register for this assigned ensemble after the semester begins but before the end of the second week.

4. If a student intends to do a like ensemble or a jazz group, etc., which requires an audition, make sure to note that also on the form so that the total hours are correct.

**Special issues for the Bachelor of Arts in Music degree (BA)**

1. Too often the BA in Music is the “degree of last resort.” Because of the large non-music course requirement and because of the large number of electives, there is a lot of possibility in the degree if only students (and advisors!) will consider a coherent plan of study ahead of time. For example, students have used the BA to prepare for a Masters in Music Therapy (with Tracy Wanamaker’s advisor as an information advisor). Students interested in musical theater, being a singer-songwriter, or wanting a research-orientated future (such as studies in “music and the mind”) all might find the BA’s flexibility just the thing.

2. Unlike the BM, the BA has the full liberal arts core, including FS (Freshman Speaking), WI (Writing Intensive, SI (Speaking Intensive), PI (Philosophical Inquiry), and an additional science (for a total of two, one SB and SP; one of these must have a lab, something that is optional for BM students).

3. Even more important are the requirements that BA students must take at least 70 credit hours outside of music. Many students do not notice this requirement when moving from the BM to the BA degree. It, along with other credit hour minimums, is listed at the top of the student’s BearDeN page for this degree. The percentage bar in BearDeN does not “register” this requirement, and, as a result, is particularly unreliable for BA students.

4. Also note that BA students typically take most of the music requirements in their first two years, and then focus more on non-music courses during their last two years. This is an inversion of what occurs with most degrees on campus, and is a
result of the requirement that studio, ensemble, and basic musicianship courses must be taken largely in the first two years.

**Graduation**

BearDeN is used for the final degree audit by the Associate Dean. Students or advisors who think there are errors in a student’s BearDeN should contact the Associate Dean for corrections or clarifications.
Policies

Adding/Dropping a Course

1. Once registration for the next semester begins, returning students have add/drop privileges on BearPAWS until midnight before the first day of classes.

2. Students can add a class using a paper “Add Form” (signature of the course instructor is required) or drop on-line during the first five days of the semester (no signature required).

3. During the second and third week of classes students may “late” add or drop a course with a “Late Add/Drop Form” (red text) but must pay a $15.00 penalty to the Bursar’s Office (Raymond Hall 4th floor) before taking the form to the Registrar’s Office (Raymond Hall 3rd floor).

4. Students who, by dropping a course, will have fewer than 12 credit hours left should meet with the Office of Financial Aid before dropping the course.

5. Ensemble Registration
   a. Ensemble registration is done differently than regular classes!
   b. Students have the first 2 weeks of the semester to register for the MUAP and MUCP performing ensembles on-line.
   c. During the 3rd week of classes students may “late” add/drop ensemble registration using a Late Add/Drop Form (red) and paying a $15.00 penalty.

6. At the end of the 3rd week of classes, all course registration ends. At this point students can only withdraw from classes. If a student has failed to register for a course by the end of the 3rd week, they will not get credit for that course. This includes ensembles.

7. IMPORTANT: Each faculty member is responsible for checking his/her class rosters on BearPAWS and not allowing students to attend class or receive lessons until they are properly enrolled in the course – accurate enrollment is very important for a number of reasons and this is the only way to assure a student enrolls properly!

Early Alerts

1. The Early Alert system provides students with a mid-semester warning if their work in a course is below a C or 2.0.

2. The student and their academic advisor receive these notices but they do not become part of the student’s permanent record or transcript.

3. Course instructors receive an email notification containing Early Alert policies and a deadline for posting student grades below a 2.0 on BearPAWS (usually the Friday of the 6th week of classes no later than 10 AM).
4. **It is highly recommended that all course instructors take advantage of this system to alert students as to their progress and to document problems early in the semester.**

5. It is also recommended that academic advisors contact any of their advisees who receive Early Alerts and set up a meeting. At that meeting they can discuss the problems (attendance, time management, study skills), recommend that the student make an appointment with the course instructor and maybe even set up a meeting later in the semester to follow-up.

**Two-time Failure Policy**

1. The College’s policy is that students can only retake a course one time. This policy also extends to Levels A, B and C.

2. Students who fail a required course for their major will be notified by the Crane Office about the two-time failure policy.

3. Students who fail a required course for their major will be notified by the Crane Office that this second failure means they must change majors; the options they will have depend on what course they failed. Students will also be notified about the two-time failure appeal process.

4. Students who choose to appeal to take a required course for a third time can request faculty for letters of support. Students should be aware that the deadlines for the appeal process are firm.

5. More information can be found in the Crane Undergraduate Student Handbook on pp. 18-19.

**Withdrawing from a Course**

1. In addition to the Add/Drop procedure, students have the ability to withdraw from a course up until the end of the 8th week of classes.

2. The course will remain on the student’s permanent transcript with a “W” showing in the grade column.

3. Students are limited to a total of 14 credits of withdrawals during their undergraduate program at SUNY Potsdam.

4. The “Course Withdrawal” form is available at the Crane Office or the SUNY Potsdam Registrar’s Office.

5. No signature (course instructor or advisor) is required to withdraw from a course.

6. Students who, by withdrawing from a course, will have fewer than 12 credit hours left should meet with the Office of Financial Aid before withdrawing. This could have an effect on the student’s financial aid situation. In some cases, the timing of the withdrawal matters.
**Emergency/Medical Withdrawal**

1. SUNY Potsdam policy allows a student the option of withdrawing from a course or courses or all courses at any time during the semester when emergency or medical situations make it impossible for them to successfully complete the course(s). This procedure is largely concerned with grade protection.

2. Emergency/Medical Withdrawal forms are available in the Crane Office of Advising (Bishop Hall, 2nd floor) or the Student Success Center and require the documentation of a medical professional for processing. The deadline for submission of this form is the last day of classes in the semester in question.

3. The course instructor as well as the student’s advisor and studio teacher are notified when this is granted.

4. Student on any kind of financial aid should speak to the Office of Financial Aid prior to withdrawing from all courses, or courses that would bring their enrollment down to fewer than 12 credit hours.

5. Students withdrawing from all courses before the end of the semester are considered to be taking a leave of absence; see below.

**Taking a Leave of Absence or Withdrawing from the College**

1. Any student planning to be away from the college for one semester needs to file for an official “Leave of Absence” by seeing Ms. Tamara Durant in the SUNY Potsdam Student Success Center, Sisson 128. This office will notify all appropriate offices on campus of the student’s status, clear their registration of any classes and make sure that the student’s official records are properly notated.

2. Any student planning to be away for more than one semester needs to withdraw from the college in Sisson 128.

3. If or when a student is ready to return, he/she should go to the SUNY Potsdam Registrar’s webpage, print and fill out a “Request for Readmission” form and submit it to the Registrar’s Office.

**Change of Major**

1. There is a form available outside the Crane Office of Advising and on the Crane homepage (click on “Student Forms”) called a “Degree Program Action Form” which must be filled out, signed and submitted to the Office before any changes in degree programs can officially occur.

2. A student’s official status is listed on Banner (the College database) and BearPAWS and cannot be changed until the completed form, with all required signatures, is submitted to the Office.

3. Students changing their major outside of Crane (dropping music as a major) should schedule an appointment with the Associate Dean who will assist the student with
the form and make sure the student knows who to see for advising outside of Crane, degree program advice and other contacts.

**Studio**

1. The *change of studio teacher* form is available in the display outside of the Crane Office of Advising and on the Crane homepage for requesting the change of a studio teacher. The form explains the procedure – students should read it ahead of time.

2. Requesting a Waiver or Credit by Exam or Credit by Transfer for Studio Lessons (and/or Ensemble): This is a student initiated form; the student is responsible for gathering the necessary signatures. Forms are available online (at the Crane website) and in the forms rack outside the Crane Office.
Resources

The Advising Office in Crane is located in the Associate Dean’s Office, Bishop Hall, 2nd Floor, Room C221. Hours are 8-12 and 1-4:30 when school is in session. Music majors’ official records/permanent files are kept in this office and are available to be reviewed by faculty members but in the office only. These files cannot be taken from the office but the staff will be glad to make copies of appropriate documents.

Crane Forms are available in the rack outside of C221 or online. Some college forms are also available in the form rack.

Advisors from time to time are faced with a situation they don’t feel comfortable handling alone and need to refer the student to someone else on campus. SUNY Potsdam offers a wide-range of support services for these situations. These are primarily coordinated through the Student Success Center located in Sisson Hall, and include:

- First-Year Transitions/Orientation
- Accommodative Services
- International Education
- Experiential Education
- Special Programs: EOP, Bridges
- Student Support Services (Tutoring Services)
- Health Services
- Counseling Center
- Accommodative Services
- Tutoring Program
- Student Success Center
- Career Services
Terms

- **Banner** – this is the main database used by college for all aspects of record-keeping and administration. Although faculty may have access to Banner, its format is not easy to use.

- **BearPAWS** – this web-based program (the bear is the SUNY Potsdam mascot and PAWS stands for “Potsdam Access to the Web for Students) uses the data stored in Banner to provide all members of the College with information in a user friendly format. Faculty can access all class rosters, early alert and grading pages, advisees information and much more through this system.

- **BearDeN** (the automated degree navigator system) is also available to view for advising anytime through BearPAWS. This allows both the advisor and the student to see what the requirements for their degree are, which have been fulfilled and how/when, how the classes they are currently in or registered fulfill degree requirements, and much more. Students and advisors can also run “what if” scenarios which allow them to see what courses they will need if they add a minor or change majors or the like.

- **CRN** – every course and section of a course has a unique 5 digit code know as a “Course Registration Number”. The CRN is the most important information required to register for a class.

- **Course Subject Code** – every course in the College catalog has a subject code. In music it is a four letter sequence such as: “MUCS” and provides information about the course (MU = music; the 3rd letter can be a C = restricted to Crane students only, L= restricted to non-Crane or Liberal Arts students only, A= open to anyone); and the 4th letter indicates the department or subject matter of the course (E=music education, S=studio, B=basic musicianship, C=techniques, etc.). For a complete listing of subject codes, see page 201 of the current SUNY Potsdam Undergraduate Catalog.
Index of Where & in What Resources to Find Information

Key: CFSH = Crane Faculty Staff Handbook  
CUSH = Crane Undergraduate Student Handbook;  
UG = Undergraduate Catalog

Advising CFSH pp. 11-12; CUSH p. 63-64  
Applied Study for different majors pp. 25-26  
Certificate/Honors in Performance p. 44  
Changing Major CUSH p. 22; CUSH p. 20; Crane Forms (Degree Major Change Form)  
Changing Minor/Concentration/Track Crane Forms (Degree Minor/Concentration/Track Change Form)  
Changing studio teacher or applied area CUSH p. 46-48; Crane Forms (Change of Studio Teacher)  
“Create a course” p. 24, CUSH p. 57, Crane Forms link (Create a Course)  
Degree Specific Information:  
Music Education Students CUSH pp. 59-64  
Musical Studies (all tracks) pp. 20-21  
Musical Studies - Composition pp. 39-41  
Dismissal/Appeal Process CFSH p. 28, CUSH p. 18  
Ensembles CUSH p. 48-53  
FERPA (Family Rights & Privacy Act) CFSH p. 15,  
http://www.potsdam.edu/offices/registrar/ferpa/  
Grade Appeal Process UG pp. 50-51  
Keyboard Courses Information CUSH, p. 21;  
http://www.potsdam.edu/academics/kraine/current/degree/kraine-keyboard-Credit-by-Exam.cfm  
Levels CFSH p. 14, CUSH pp. 18, 27-38  
Overloads: Student Credit Load/Overload/Grades CUSH p. 17  
S/U (“pass/fail”) grading CFSH p. 25; CUSH p.17  
Student Records CFSH p. 14  
Transfer students CUSH pp. 23-24  
Tutorial Study (i.e. Independent Study) CUSH p. 56-57; Other Crane Forms (Request for Tutorial Study)  
Undergraduates taking Graduate Courses CUSH p. 57-58; also in UG p. 46  
Waiving studio credit CUSH p. 45-46  
Withdrawal from class UG pp. 51-52;  
http://www.potsdam.edu/offices/registrar/registration/withdrawal.cfm  
Withdrawal from College Crane Forms link (Degree Major Change Form)  
http://www.potsdam.edu/support/services/withdrawal.cfm  
Withdrawal: Medical Withdrawal/Emergency Withdrawal/Leave of Absence  
UG p. 52; http://www.potsdam.edu/support/services/emergencywd.cfm