

STUDENT FACILITIES AND SERVICES

Accommodative Services

SUNY Potsdam is committed to the full inclusion of all students who can benefit from educational opportunities. In accordance with the Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the College endeavors to make reasonable adjustments in its policies, practices, services, and facilities to ensure equal opportunity for qualified students with disabilities to participate in all educational programs, services, and activities. The College will also strive to ensure that a person with a disability who is otherwise qualified will not, on the basis of that disability, be denied full and equal access to and enjoyment of academic and co-curricular programs or activities or be otherwise subjected to discrimination under programs or activities offered by the College.

The Office of Accommodative Services (OAS) provides academic accommodations for all qualified students who have documented learning, emotional, and/or physical disabilities and have need for accommodations. Accommodations can include such services as note takers, text readers, alternative testing arrangements, loan of some equipment, etc.

A student with a disability requiring reasonable academic accommodations should make the specific request for such assistance to OAS. It is the responsibility of the student to identify him/herself as having a disability and to inform OAS that an accommodation is necessary. The student must submit written documentation of the disability and the need for accommodations from an appropriate authority. Accommodations will be determined on an individual basis.

OAS will assist students requesting non-academic auxiliary aids or services in locating the appropriate campus offices to address the requests. Personal care needs are the responsibility of the student.

For further information on Accommodative Services, please call 315-267-3267, e-mail houses@potsdam.edu, visit www.potsdam.edu/support/oas, or stop by Sisson III.

International Education & Programs

International students studying at SUNY Potsdam are served by the staff members of the IEP Office, who are dedicated to providing advisement on students' personal, cultural, health, and immigration transitions to the Potsdam community. For further information, please call 315-267-2507 or e-mail international@potsdam.edu.

Career Planning

The Career Planning staff provides the following services to SUNY Potsdam students and alumni:

Career Selection – Individual counseling, career interest testing, FOCUS – an interactive career computer system, and career books are resources used to assist students with selecting career options. This service has proven to be of value whether or not students have already chosen their academic majors.

Career Entry – Individual counseling and group workshops in job search strategies, resume and cover letter writing, developing interviewing skills, and designing portfolios and self-marketing brochures are provided. This service includes the maintenance of reference files, job vacancy lists, a resume program, job fairs and on-campus recruiting.

Career Management – This program is primarily an alumni service in career progression, career change and career problem solving.

Summer and Part-time Jobs – We provide individual counseling and post summer and part-time jobs on our website, www.potsdam.edu/career. These can be crucial for gaining career-related experience.

Student Computers – Computers and a laser printer are provided for student use in preparing resumes and employment letters, searching for jobs, designing network cards, and developing portfolio pages and self-marketing brochures.

Library – Career Planning Leading Library contains over 200 books and videos categorized by career information, reference materials, graduate school, summer jobs and “how to” for a multitude of career fields.

Internet – Through the Career Planning page on the web, students have access to information on job vacancies,

employers, careers, summer jobs, graduate schools, financial aid and handouts.

For further information, call Career Planning at 315-267-2344 or visit www.potsdam.edu/career.

College Counseling Center

The College Counseling Center staff of four licensed mental health counselors and a psychiatrist provides professional psychological services to students during times of personal, social, emotional or educational difficulty. Through individual or group counseling, students learn to deal more effectively with relationship difficulties, eating disorders, alcohol and other drug problems, study habits, crisis and loss situations, depression and anxiety. The Center employs a developmental approach with primary focus on short-term counseling. All information shared in counseling is strictly confidential and fully protected under the law.

The Center also provides outreach programming and workshops designed to assist students with the developmental tasks of the college years including: achieving independence, identity and intimacy. Additional assistance for students is available through our Master's level counseling interns from surrounding universities and over 30 undergraduate Wellness Advocate peer counseling interns. Wellness activities such as yoga and meditation are also offered to students and community members through our office.

For more information, contact the College Counseling Center at 315-267-2330 or visit www.potsdam.edu/studentlife/counseling.

Student Health Services

Potsdam's Watkins Student Health Services Center, located in Van Housen Hall, is accredited by the Accreditation Association for Ambulatory Health Care. This accreditation means that Health Services has met nationally recognized standards for health care and is committed to providing high-quality care to all students. In addition to serving as a clinic for students who need health care, Health Services makes significant contributions to the physical and psychological health of the entire campus community. The following highlights some of the services that SUNY Potsdam's health center provides:

1. Primary care providers who evaluate and treat illnesses.
2. Frequently prescribed medications on site.
3. On-site laboratory services.
4. Allergy shots.
5. Cold self-care center.
6. Physicals for college athletes, travel abroad and employment.
7. Confidential and anonymous HIV testing and counseling.
8. Psychological screening and referral.
9. Monitoring of immunizations to assure that students have the appropriate immunizations to be in compliance with regulatory mandates, and to decrease the potential for communicable diseases in the College population.

10. Educational programs and services such as alcohol awareness, smoking cessation and AIDS education to parallel the nationally advertised awareness campaigns.
11. Flu clinics and other initiatives to protect the College community from outbreaks of illnesses.
12. Annual campus and community wellness fair.
13. Health education in the forms of active and passive programming, peer education, video tapes, and the maintenance of a resource library available to all students.

Please call 315-267-2377 for more information or to make an appointment.

College Libraries

Supporting learning for the College community through information resources and services.

Spacious, comfortable, and friendly, the Crumb Memorial Library, conveniently located in the center of the academic quadrangle, is an important avenue to knowledge for all graduate students. Working collaboratively, teaching faculty and librarians select a wide range of print, audio-visual, and electronic information sources to support the learning needs of students in each graduate program. The Libraries' subscribe to a variety of databases and other electronic resources, which students may access through the Libraries' web page either from library computers or from personal computers on or off campus. A responsive interlibrary loan service provides students with ready access to materials from other libraries. The Crumb Library houses a children's literature collection and other K-12 curricular materials that support learning for students in teacher education programs.

The Crane Music Library, located in the Crane School, is a specialized music library with an extensive collection of music books, scores and sound recordings as well as providing access to all of the Libraries' electronic resources, listening facilities, and a MIDI computer laboratory. Library faculty with expertise in music guide and encourage students in using these facilities and materials.

Library faculty are readily available to assist students to become effective users of information resources both through individual or small group consultations and in formal course-related instruction. Special services are also provided to support students who are enrolled in distance learning programs, whether on-line or in locations other than Potsdam.

Crane Music Center

The Crane Music Center consists of a five-building complex including the 1,290-seat Hosmer Concert Hall, the 450-seat Snell Music Theater, the 130-seat Wakefield Lecture and Recital Hall, as well as classroom/office buildings all connected by a first-floor plaza area.

As of Spring 2007, The Crane School has become an All-Steinway School and replaced 141 of its pianos with new Steinway instruments. In addition, Crane has more than 1,200 band and

orchestra instruments, four harpsichords, a fortepiano, five organs including Wicks concert organ that was recently given an over \$1,000,000 update and a collection of Renaissance string and wind instruments. One digital and two analog synthesizer studios, fully equipped (including a Synclavier) enable students to experiment with composition, arranging, and recording techniques. In addition, a 20-workstation MIDI and digital audio/video computer classroom serves the technology needs of all music students.

There are dressing rooms, costume rooms, scenery rooms and support areas for the performance hall; piano and instrument repair shops; a music library; and a recently updated audio center. Every classroom, rehearsal hall and faculty studio is equipped with tape and cassette decks, CD players, turntables and speakers. There are more than 75 practice rooms, a student commons, a curriculum lab for music education students and separate band, orchestra and choral library collections.

Computing and Technology Services

Computing & Technology Services (CTS) provides support and leadership for SUNY Potsdam in all areas of information technology including desktop computing, networking, telephone services, administrative systems and instructional technology. Our main office is located in Stillman Hall, Room 209. We encourage you to contact us with any questions you may have at 315-267-2089.

Computer Purchase Programs

Students, faculty and staff are eligible for educational savings on a wide variety of personal computers and software. Prices are usually lower than the best mail order or internet offerings on the latest models. This popular purchase program includes both Macintosh and Windows based computers, printers, installation services, and all major software packages. Students interested in this program are strongly encouraged to take advantage of special pricing during the summer and/or spring semesters. Entering students who have signed a letter of intent to enroll in a course of study are eligible for the purchase programs as well. For more information, call The College Store at 315-267-2573.

Campus Computer Account (CCA)

Every student is provided a Campus Computer Account. The CCA provides many services including the ability to:

- Login to computers in all labs and classrooms around campus
- Use various application programs provided by the College
- Access your SUNY Potsdam e-mail account at <http://bearmail.potsdam.edu>
- Access the campus Learning Management System (LMS)
- Store computer files on central storage (Helios)
- Publish web pages on the College's web server
- Change your CCA password by going to the web site at <https://account.potsdam.edu>

Learning Management System (LMS)

All registered students have access to our Learning Management System (LMS). While our Distance Learning courses are delivered through the LMS, many instructors of face-to-face courses also take advantage of the LMS to distribute course materials to students, where the content is available 24/7.

To learn more about our LMS, visit the Computing and Technology Services web pages at www.potsdam.edu/cts/. Once there, click on either Blackboard or Moodle from the links under Services/Support to learn more about either LMS.

Should you have any questions or need assistance, you can contact the CTS Help Desk, located in 103 Stillman Hall, or call 315-267-2086. You can also e-mail your questions to bbsupport@potsdam.edu.

BearPAWS

BearPAWS is a web-based student record and registration system. Students will receive login information in their student packets, distributed by the Admissions Office. Visit the BearPAWS home page at <http://bearpaws.potsdam.edu> to log in.

Once you are logged into BearPAWS, some of the many features will allow you to:

- Sign up for new student services including orientation, First Year Interest Groups (FIGs), prepackaged books and micro fridges
- Search the class schedule and register for (or drop) classes
- View your schedule
- View holds
- View your grades for current or past semesters, as well as your unofficial college transcript
- View your degree audit through BearDeN
- View your student billing and financial aid information
- View your addresses and update temporary or local addresses
- Sign up for room preferences and roommates
- Sign up for meal plans and Bear Express debit accounts
- View your telephone and voice mail account information, as well as your user's guide

BearMail

Communicating with students is an integral part of life at SUNY Potsdam. Faculty and administrative personnel use this e-mail address to contact students with important announcements and information. It is required that every student use their SUNY Potsdam e-mail account on a regular basis throughout their educational experience. Your SUNY Potsdam e-mail address is [username]@potsdam.edu. To access BearMail go to <http://bearmail.potsdam.edu>.

Wireless Network at SUNY Potsdam (W@SP)

The wireless network at SUNY Potsdam is a standard 802.11b/g implementation of wireless. This service is free to all students. For more information and an up-to-date map of wireless campus locations, go to <http://wireless.potsdam.edu>.

Kellas Helpdesk

The CTS Helpdesk is located in Stillman 103 and is open Monday through Friday from 8:00 a.m. to 4:30 p.m. The primary function of the Helpdesk is to resolve service requests and to assist faculty, staff, and students with campus computing related problems. Students having problems with television cables in the Residence Halls or with campus computer accounts should report these problems to the Helpdesk. You can visit the Helpdesk in Stillman 103, send e-mail to helpdesk@potsdam.edu, or call 315-267-2083. The staff will assist in answering any questions you may have or, if necessary, will refer you to the appropriate office.

TelCom Office

The TelCom Office is conveniently located in Stillman 216 and provides voice services to the campus community. If you have telephone and/or voice mail questions or concerns, you may visit the office, phone us at 315-267-3000 or send an e-mail to telcom@potsdam.edu.

Residential Cable Television & High-Speed Internet Services

Time Warner Cable provides video and high-speed internet service to all students living in our Residence Halls. Tampering with and/or unauthorized use of the TV cable and/or the high-speed internet modem is expressly forbidden. This offense will be subject to college disciplinary action. For information on other services offered by Time Warner Cable, go to www.potsdam.edu/TW.

General Technology Classrooms and Labs

Throughout the campus, you will have the opportunity to experience numerous technology-enhanced facilities that include Macintosh and Window computer labs, “smart” classroom/projection, and Distance Learning Classroom facilities. The design of the facilities allows for Internet connections, productivity software, e-mail, multimedia, Blackboard, and specialty software utilized by the various disciplines. Unique digital images, with text descriptions of our evolving technology-enhanced facilities, can be explored at www.potsdam.edu/CTS.

Sheard Literacy Center

The Thomas E. O’Shaughnessy Center for Assistive Technology in the Sheard Literacy Center sports a hands-on computer classroom facility with 12 Macintosh and 12 Windows computers and both a color and a black-and-white laser printer. The facility houses a projector and the instructional podium includes a Mac and a PC, a document camera, and VHS/DVD

playback. Its software and hardware collection also includes many items that facilitate use of technology by individuals with a variety of disabilities.

Levitt Center

The James H. Levitt Memorial Computer Center is located in Merritt Hall and is managed by CTS. Computing resources are provided to our students in support of the educational mission of the College. These resources include access to software such as Microsoft Word, PowerPoint, Excel, SPSS statistical analysis software and many other discipline-specific academic software programs. There is high-speed access to e-mail, the Internet and other instruction related computing activities, such as BearPAWS. Wireless access is also available. The Levitt Center is equipped with a total of 68 computers (both Windows and Macintosh) two Epson scanners, a card-swipe copier and both a color and a black-and-white laser printer. The lab is open 90 hours per week and is staffed by student lab assistants at all times.

Carson 101 Multimedia Technology Classroom

This “multimedia technology classroom” is a faculty-designed facility with a unique and flexible layout. It has 12 Macintosh multimedia workstations and open cluster seating at one end, with a flexible seating/conference table area at the other end. Both areas have a large-screen color LCD projector. The room provides access to a DVD, VCR, a document camera, laser printing and high-capacity storage capabilities. It has state-of-the-art, curricular-specific software for mathematics, chemistry, anthropology, modern languages, desktop publishing, graphic arts and a variety of other disciplines. It is connected to the campus network and to the Internet. Campus television services are also available.

Satterlee 300 Computer Classroom and Lab

This large specialized laboratory-classroom is equipped with 22 Macintosh computers, laser printer, scanners, a large-screen color LCD projector and dozens of software titles for classroom use, and instructional multimedia development. The computers are connected to the campus network and to the Internet. Students use these resources to conduct research; prepare assignments, reports, projects and term papers; obtain information not available on campus; and communicate with other students, student teachers and faculty.

Dunn 210 Computer Classroom

This “hands-on classroom” is equipped with 26 Windows computers, a large-screen color LCD projector and laser printing services. Programming languages, spreadsheets, word processing and communications software are available. This classroom has connections to both the campus network and the Internet.

Flagg 162 Computer Classroom and Lab

This “hands-on classroom” has been set up with 25 Windows computers and a laser printer. It has a large-screen color LCD projector for classroom presentations, as well as connections to the campus network and the Internet. Available software includes Microsoft Office, SPSS statistical analysis software, web browsers, and a variety of communications and other curricular-based packages. This facility is used for classes in economics, computer and information sciences, and sociology, as well as for training, development, and laboratory use outside of classroom hours.

Special-Purpose Computer Labs in the School of Arts and Sciences

A wide-variety of other small computer labs, available to students and faculty, are located in departmental areas throughout the school for hands-on, small group or in-lab experiences:

- Art – Macintosh computers for high-end photography and digital graphic arts
- Modern Languages – Windows computers, a library of language learning software, and a DVD and VCR
- Physics, Biology, Chemistry and Geology (all sciences) – Macintosh, Windows and Linux computers for simulation, research and instrument control
- Anthropology – Macintosh computers, a scanner for research and curricular software development
- Dance and Drama – Macintosh computers to aid in lighting design, desktop publishing and choreographic design
- Philosophy – Windows computers, a printer, scanner and extensive database materials for research projects

The Crane School of Music Technology Classrooms and Labs**Ralph J. Wakefield Lecture and Recital Hall**

Originally an amphitheater-style lecture hall this space was, through the generosity of emeriti faculty, faculty, staff, and alumni, extensively remodeled in 2002 for use as a formal performance space, recording facility and “smart classroom.” This project was accomplished through the generosity of emeriti, faculty, staff and alumni and dedicated to the memory of Dean Emeritus Ralph J. Wakefield. The hall is equipped for professional quality recording with a dedicated recording control room and an extensive stereo and computer presentation system to allow for state-of-the-art lecture and special event presentations.

Crane MIDI Technology Classroom

This state-of-the-art “hands-on classroom” features 20 Intel Core Duo iMac computers and Korg Triton Le keyboard synthesizers with a wide assortment of professional grade music notation and sequencing software, World Wide Web and multimedia development software, and digital audio and video editing and mastering software. Additional hardware includes a

DVD burner, scanner, laser printer, and color LCD projection system. SmartMusic accompaniment hardware and software is also available. The lab is open 70 hours per week and is staffed approximately 45 hours per week.

Electronic Music Composition Lab

This professional quality lab is equipped with the latest in digital audio recording hardware and software, high capacity digital storage media, and a variety of synthesizers and sound processors. In addition color laser printing and a computer scanner are available. The lab is open approximately 70 hours per week.

Information Technology Acceptable Use Policy

The College maintains an acceptable use policy (AUP) for our technology resources. This policy defines what activities by faculty, staff, and students are (or are not) allowed to do with respect to the use of campus computers, as well as the data network. Therefore, it applies to the use of personal computers in the Residence Halls and elsewhere on campus when that use involves network activities. This policy can be found at www.potsdam.edu/cts/policiesforms.

CTS Student Employees

The department hires many students throughout the year. CTS student employees are essential in providing valuable assistance to our department and to the entire campus. Applications can be obtained at the Helpdesk in Stillman 103. We encourage students with work study to apply, as well as students without work study awards.

Potsdam Auxiliary and College Educational Services, Inc. (PACES)

Potsdam Auxiliary and College Educational Services, Inc. (PACES) is a not-for-profit corporation and has been providing essential services to the campus for over sixty years. The PACES administrative offices are housed in Merritt Hall.

PACES is governed by a Board of Directors made up of students, faculty, and administrators. Its mission is to offer high quality products and services, maximize customer value, and return its net revenue to SUNY Potsdam.

PACES includes Dining Services, The College Store, Union Market, SUNYCard office, and the MicroFridge Rental office. It is the largest employer on campus. For job information visit: www.potsdam.edu/offices/paces/employment.

SUNYCard

All SUNY Potsdam students, faculty and staff are required to have a SUNYCard. The SUNYCard functions as the

official College ID and is encoded with residence hall and library materials access, Bear Express, and Meal Plan account information.

The first card is issued for free at the PACES Business Office in Merritt Hall, open weekdays during the academic year from 8 a.m. - 4:30 p.m. If a card is lost, stolen or found, only the student can de/re-activate it through BearPAWS. PACES is not responsible for purchases made with lost or stolen cards. A non-refundable fee of \$10 is charged for replacement of lost cards. If a card is damaged or broken, a replacement card will be issued free of charge.

Bear Express

A Bear Express account is similar to a debit account. A Bear Express account is convenient and is accepted universally on campus and in a variety of downtown Potsdam and Canton merchant locations.

Bear Express accounts are available to all students at SUNY Potsdam. Funds are put on the card, via the student bill, or with cash, check or credit card at the PACES Business Office.

On campus it can be used in The College Store, Union Market, Dining Services, SGA offices, Health Center, copy machines, the CPS box office, vending machines and for library fees.

Changing or canceling the account is easy and simple. Log into BearPAWS and select an amount or cancel the account. For billing purposes, Bear Express accounts should be opened, reviewed and managed prior the start of the academic year.

The College Store

The College Store is located in the Barrington Student Union and is the place to find SUNY Potsdam textbooks, school and art supplies, dorm living, insignia apparel and gifts, educationally discounted computers and software, and other unique merchandise. The store is open six days a week with online shopping available at <http://bookstore.potsdam.edu>.

Textbooks – New, Used, Rental, E-Book Formats

The College Store is the official SUNY Potsdam textbook retailer. Professors request specific books, editions, and course material. When a student registers for a course on BearPAWS, a link to the store's online textbook ordering system is made available. The system will indicate what books are required, recommended or suggested for each course. A variety of formats are available.

Books can be pre-packed, boxed and ready for pick up each semester. Pre-orders are filled before books go on sale in the bookstore and until pre-pack storage capacity is reached. Online ordering includes a small handling charge, but it eliminates waiting in lines and running the risk of having a book on reorder.

Books may be paid for with Bear Express or credit card. No charge is processed until the books are actually packed - typically two weeks before the start of classes. Students are notified as to when and where to pick up books via e-mail.

For more information about textbook costs and where textbook dollars go, visit the PACES website. Textbook bought from the store support the campus and its activities because PACES returns net revenue to SUNY Potsdam. It buys back books and resells them, which makes books more affordable for every SUNY Potsdam student.

The Union Market

The Union Market is the campus convenience store. It rents movies, sells beverages and small appliances that are authorized for use in the dorms. Groceries, pharmacy items, cosmetics, electronics, candy, snacks and a digital photo center are available in the store. The Market carries a wide assortment of magazines and serves hot coffee and breakfast sandwiches.

Dorm living essentials such as laundry detergent and fabric softener, soap and plastic tubs are available. In the fall the Union Market sponsors a dorm shop in the lobby of the Union.

Eating on Campus

PACES offers award-winning services, food, and programs. Amazing food, great variety and quality is what students can expect on campus, regardless of where and when they eat. PACES has developed many operations where meals are prepared right in front of its customers. The customers choose the ingredients, so it is always fresh and just what they want.

PACES has consistently ranked in the highest percentile in the NACUFS national benchmarking survey for customer satisfaction, surpassing Harvard University. Its dining service is ranked #2 in the SUNY system. Mediterraneo's and Dexter's Cafe have received national awards in dining.

PACES prides itself in using the best and freshest ingredients from the marketplace. Whenever feasible, it buys local goods, helping to support the economy while reducing its carbon footprint.

PACES Dining Services is a participant in the St. Lawrence County Farm-To-Table program buying products from local sources whenever possible. New York State Maple Syrup, honey from local beekeepers, fresh breads, vegetables and fruits are all a part of its commitment to quality and regional buying.

For information on dining units, hours of operation, meal plan choices, terms and conditions, visit the web at www.potsdam.edu/studentlife/dining.

Dining Facilities

PACES provides more eating facilities than any other SUNY residential campus of our size. Students have voiced how important it is that PACES is just a walk away from a dorm or classroom, especially in the winter. Food is available between fifteen and seventeen hours a day.

PACES operations consist of Lehman Dining Hall, Crane Snack Bar, Minerva's Café, Dexter's Café, Becky's Café, Becky's Place, and the Student Union Dining Court.

Its all-you-care-to-eat traditional dining hall is located in Lehman and is open for lunch and dinner during the week, and brunch and dinner on the weekend. Other facilities are pay-as-you-go, or a la carte service. Meal plans can be used at every dining facility on campus.

Meal Plans offer the best “deals” on campus. PACES has designed a minimal plan for graduate and commuter students. These plans allow students to take advantage of savings, even if it is just on a cup of coffee before class. For up-to-date information and prices visit: www.potsdam.edu/studentlife/dining/MealPlans and click on options for non-residents.

Residence Halls

Potsdam students can preference to live in one of our seven modern, fully-equipped residence halls where living options range from traditional double rooms to apartments, townhouses or suites. All student rooms in the residence halls have campus network/Internet connections for each student. International graduate students should consider requesting to live in one of our Academic Year Housing areas that are available for occupancy throughout the entire academic year.

