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 267-2730.

Career Planning

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

Career Planning (130 Sisson Hall) is an excellent resource in helping you select a major and connecting it to a career. The career staff can help you identify your strengths, skills, values and interests; research employers, jobs and professional mentors; prepare self marketing tools (resume, cover letter, and more); sharpen your interview skills; conduct employer or graduate school research; learn how to present yourself in the best possible light to employers; and apply to graduate school.

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 (CTS)

CTS provides SUNY Potsdam with support and leadership in all areas of information technology. Our Helpdesk is located in Stillman Hall, Room 103. You are encouraged to contact CTS with any questions you may have by calling x4444, sending an email to helpdesk@potsdam.edu or feel free to stop by our office. For a complete listing of our services and for up-to-date information regarding our computer labs and projection classrooms, please visit our website at: http://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 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 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.

Counseling Center Hours: 8:30 a.m.—4:30 p.m.
Closed 12 to 1 p.m.

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 Schuette 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 lap top computers;
- Wireless access
Student Services

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: e-books, 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.

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.
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 of 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

SUNY Potsdam's Student Success Center (SSC) provides students with one-stop access to a centralized, integrated group of student service offices. All offices are located on the first floor of Sisson Hall. Center personnel work together to assist students in understanding and meeting the College's requirements and in obtaining timely, accurate information and assistance. The staff in all offices strives to guide and encourage students to effectively use available resources in order to promote students' success at SUNY Potsdam and beyond.

For more information, contact the Director of Student Success Center by calling, 315-267-2580.

Check us out online at: www.potsdam.edu/support/ssc/
The Student Success Center

Academic Advising
Each matriculated student is assigned an academic advisor who will give advice to assist the student toward timely graduation. However, the ultimate responsibility for understanding and completing degree and graduation requirements lies with the student, not the advisor. All non-matriculated students enrolling for 9 or more credit hours, and all matriculated students, must consult with an advisor before they will be permitted to register for classes each semester. A student’s primary advisor will then release the advising hold, allowing the student to access the online registration system.

Students are assigned an advisor soon after their arrival on the SUNY Potsdam campus, usually reflecting the student’s area of interest. If students have concerns about their advisor assignment, or have questions about academic requirements that their advisor cannot answer, they may contact the following offices: Arts and Sciences Advising Coordinator in Dunn 103 or Academic Advising and Support in Sisson 110 if they are in the School of Arts and Sciences; Teacher Education Advising Services in Satterlee 111 if they are in the School of Education and Professional Studies; and, the Office of the Associate Dean of The Crane School of Music in Bishop C222 if they are in the Crane School of Music.

When students officially declare a major or a minor, the department chair assigns them an advisor in that department. Students will have an advisor assigned for each major and minor they declare and will need to see each advisor every semester before registering. Advising should be a continuing process not limited to selection and approval of courses. Students should discuss with their academic advisor any academic difficulties in their classes, problems outside of class that affect their academic performance, career planning issues, and special academic opportunities such as internships, study abroad, cross-registration, departmental awards, and honor societies. Students should also consult with their advisor before making important academic decisions, such as withdrawing from a class, selecting the S/U grading option, or attempting a semester credit overload. The academic advisor receives copies of transfer credit evaluations and can access early alerts and course summaries on BearPaws and degree progress on BearDen.

Note: Each student is responsible for satisfying requirements for graduation as listed under College, general education, and major/minor requirements. This shall include notifying the Registrar’s Office in the event any course, whether failed or passed, is repeated and regular consultation with an assigned advisor.

Non-traditional Students
Non-traditional Adult Learners are a large and growing segment of the student body. Non-traditional students are usually 24 years of age or older and have had at least a two-year break in their education, hold a GED rather than a high school diploma, and/or are married or single with dependents.

These students are represented on campus through the Student and Family Transitions Office in the Student Success Center. There is also a Non-traditional Student Lounge located in 107 Carson Hall where students can relax, study or hold meetings. Lockers are available by the semester for student use in both Carson and Sisson Halls. The Adult Learner Advisor facilitates programs, advises students, answers questions and provides useful information on commuting/carpooling, childcare, tutoring and computer technology assistance.

For more information, contact Patrick Massaro in the Student Success Center at 315-267-3398 or stop by Sisson 128.

Academic Advising & Support Office
Mission
The Academic Advising & Support Office in the Student Success Center is dedicated to assisting students with their intellectual development and decision-making skills. We guide students in making informed academic choices and provide services that help them to realize their full potential. We also support faculty and staff in fostering student success and development across campus. Our services are free and available to all SUNY Potsdam undergraduates, faculty and staff.

Group Tutoring
• Group tutoring is available for various lower-level and certain upper division undergraduates
  - Facilitated study groups of 3-8 students led by a trained peer tutor with experience in the course
  - Tutoring sessions work around student and tutor schedules
  - Groups meet for 1-3 hours a week depending on group preference
  - Tutoring is free of charge
• Walk-in tutoring for select subjects, including satellite tutoring from the College Writing Center (CWC)
Other Services

- Individual consultations, group workshops, and other resources are available on:
  - General study skills
  - Note-taking techniques
  - Exam preparation
  - Test-taking strategies
  - Test anxiety
  - Time management
  - Academic planning
- Open computer lab with printer
- Laptop loan program

For more information, please contact the Academic Support Lab at 315-267-3447 or stop by Sisson 106. Their email address is: aso@potsdam.edu

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 315-267-3267.

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/transitions

Special Programs (EOP & Bridges)

EOP serves talented students who are not academically eligible for general admission but meet specific economic eligibility criteria. Program services include counseling, supplemental instruction, workshops, EOP Direct Aid, an extended fall orientation program, EOP-specific Freshmen Interest Groups (FIGs), special intersession academic programs, and a freshman seminar. For additional information please call 315-267-2335 or go to

www.potsdam.edu/admissions/apply/special/EOP/index.cfm

The Bridges program provides entry to Potsdam for students who do not meet the normally applied admission criteria but who possess the potential for academic success. One of the nice things about attending SUNY Potsdam as a Bridges student is that you will discover that you are not alone. There is plenty of support and assistance available. Students accepted into the program are provided with basic academic support services including counseling assistance, learning skills, academic advising and content tutoring.

Counseling Assistance

You will be assigned to a Bridges Advisor who will serve as your main contact with our program. Assistance is available with personal, academic, social, financial and career concerns. As a new student you will be required to meet with your Bridges Advisor at least every month during the fall semester to review your academic progress. The amount of required contact during the spring semester depends upon your academic standing at the conclusion of the fall semester.
Student Services

The Student Success Center

Special Programs (EOP & Bridges)

Selecting a Major
Since approximately half of our students enter their first year without a major field of study (we call this an “Undecided/Exploratory” major), a focus of the Bridges program is to assist you in this selection.

Group Meetings
During both semesters you are required to attend meetings which are designed to assist your successful transition to SUNY Potsdam. These meetings will cover both academic and fun non-academic topics.

Tutoring Assistance
You can receive, upon request, free tutoring assistance in any of your content courses. Group content tutoring is available to you through the Student Success Center in Sisson Hall (some students may be eligible for free one-on-one tutoring through the TRiO program).

For more information, contact the Bridges Program at 315-267-2685, stop by Sisson Hall 103 or via our email address: bridges@potsdam.edu

TRiO/Student Support Services

TRiO Student Support Services (SSS) is a federally funded TRiO program designed to enhance academic skills and increase retention and graduation rates of eligible students. Services include peer tutoring, academic planning, academic monitoring, study skills assistance, financial literacy/planning, graduate school planning, counseling, cultural activities and peer mentoring. Through coordination with other campus offices, the program also assists participants with career planning and financial aid counseling.

Eligible students:

1. Are U.S. Citizens or permanent residents;
2. Are first-generation college students and/or meet certain family income guidelines and/or have a documented learning or physical disability, as well as;
3. Have a demonstrated academic need for services.

Special note: Students with disabilities who require classroom accommodations should apply for them through the Office of Accommodative Services.

For more information, visit our website at: www.potsdam.edu/support/ssc/sss or contact the Director of TRiO Student Support Services by calling 315-267-2745, or email Mark D. Millward at millwamd@potsdam.edu
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: Go to
All reservations should be made online at http://ems-web/VirtualEms/

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.
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.

Outside Space Requests/Sound Amplification

Sound amplification that interferes with class activity, college events or activities, or that is in violation of village or other ordinances is not permitted.