

Student Services

The Counseling Center

Student Services

The SUNY Potsdam College Counseling Center (CCC) serves to provide an opportunity for students to address psychological and emotional challenges to promote a healthier, more successful student body. The CCC provides consultation, assessment, counseling, referrals, and related services to students while they pursue their educational goals. Our services assist students with identifying and addressing facets of their behavioral, psychological, emotional and cultural experiences which may present as barriers to their success. Through our work together we strive to act as change agents to empower our students to become fully engaged members of the campus community as well as active contributors to their home communities.

Services Within the Counseling Center

Individual Counseling: The CCC utilizes brief, solution-focused therapy. With the time limited nature of college semesters brief therapy invites students to focus on achievable goals within the timeframe of the available sessions. Typically students are seen on a bi-weekly basis, although at times of acute crisis this can be weekly. As a student develops the needed skills to address the issues which brought them to therapy, sessions will become less frequent until it is determined the student no longer needs to be seen on a consistent basis.

Group Counseling: The CCC also offers group therapy. This milieu provides students access to professional counseling amongst their peers. A licensed counselor facilitates group sessions and assists students throughout the group process. Topics for therapy groups vary depending on need and student generated requests. This unique approach allows students greater access to services on campus while promoting peer-generated insight and feedback. We plan to continue the Anxiety Group for Crane Majors again this year.

Peer Counseling: Trained Peer Counseling interns are available in the Counseling Center during posted office hours. From 4:30pm-8:00am Peer Counselors are on call. This number is distributed to registered students through Residence Halls and the Counseling Center.

Crisis Appointments: Walk-in crisis sessions are generally available for all students. The CCC has at least two hours each day set aside for students in immediate need.

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 Services

What is PACES?

PACES is a not-for-profit corporation which has been providing essential services to the campus for over 60 years. The mission of PACES is to offer high quality products and services through the provision of auxiliary services while maximizing customer value and financial return to the benefit of the larger SUNY Potsdam community.

PACES is governed by a Board of Directors: a group of four students, three faculty members, three College administrators, one member of the College Council, and the PACES Executive Director. PACES is the largest employer on campus, hiring student and community workers. PACES manages and operates the SUNYCard ID office, Bear Express accounts, The College Store, the Union Market, Dining Services, and Vending Services and the MicroFridge rental program.

SUNYCard

The SUNYCard is the campus ID card and issued and replaced at the PACES Business Office in Merritt Hall. The SUNY-Card is the campus ID card and is used to access to residence halls, Bear Express, and Meal Plan accounts, as well as other campus services. The cardholder is responsible for managing their card, its accounts and their balances: if a card is lost, stolen, or misplaced it must be deactivated and reactivated by the holder on 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; a \$5 fee for a picture replacement, and damaged or broken cards are replaced free of charge.

Bear Express

Bear Express is an optional spending account. It may be used on campus and at participating off campus restaurants and businesses. Accounts are automatically opened for most students and appear on the semester bill. Any changes or account closures must be made prior to the first Thursday of the first week of classes in each semester. After that time, funds may be added to the account through Bear PAWS, or in person at the PACES and Soundcard office in Merritt Hall. Unused balances roll over from semester to semester and balances (over \$20) are credited to accounts at the end of the academic year.

The College Store

The College Store and Union Market are located in the Barrington Student Union. The store has faculty requisitioned course materials, art supplies and textbooks, as well as a selection of general reference and reading books, collegememorabilia, clothing, gifts and logo items. The Union Market is the campus convenience store. Groceries, pharmacy items, cosmetics, electronics, candy, snacks, magazines, newspapers and essential dorm living supplies are available in the market. Special orders available in both locations.

Textbooks at bookstore.potsdam.edu

The College Store is the official SUNY Potsdam textbook retailer and stocks professors required and recommended course materials. Getting the right books and course materials is important to a student's academic success. The store has a direct connection to faculty instructors and each semester it finds out directly from them which materials they

Student Services

PACES Services

need students to have. In many cases, this includes special course packs, CDs and study guides.

Textbooks and course materials are expensive, so the store is constantly looking for ways to make learning more affordable. One way is to provide more options such as rental, digital or, or used books.

Students may purchase or rent textbooks online in advance through the store's website (book-store.potsdam.edu) and they will be boxed and ready at the start of the semester. Early web orders get first dibs on textbook options (new, used, rental, digital). The online ordering system will show you which titles are required, recommended or suggested for courses.

Federal Law asks that faculty members submit course material requirements and costs when students become eligible to register for classes (April and October.) Because that is often 3-6 months in advance of purchase, the store estimates book costs. The final sale price is displayed when books are available for pre-pack in August.

Books ordered prior to that date are subject to price adjustments. Students can go directly to the store when they arrive on campus purchase books, but we recommend pre- packing the books for pick up to avoid lines.

Students go to bookstore.potsdam.edu to discover what books are needed for class: a tutorial about how to order textbooks from the store is available in the Quicklinks section of the website. The store has an easy price comparison tool so you can maximize savings and convenience. Online orders can be paid for with Bear Express or a Credit Card. No charge is processed until the books are packed. Books can be shipped to home addresses, as well as pre-packed for pick up. Check email for order confirmation and updates about any changes to the order.

There are lots of reasons why textbooks cost as much as they do: pricing depends on many variables: title availability, timely faculty requisitions, published formats, age of the edition, popularity, and publisher's "bundles" (CDs, DVDs, manuals etc.). If you have questions, come to the store and we'll explain the ins and outs.

ATMs on Campus

PACES contracts with North Country Savings Bank to provide ATMs on campus. NCSB is a community bank (FDIC) that offers Student Checking accounts. ATM's are located in the Student Union and Carson Hall.

Dining Services and Meal Plans

PACES Dining Services provides quality food, good value, and choice for its customers regardless of where they eat on campus. A meal plans allow students to eat whenever and wherever they want on campus. For current plans, prices and details visit <http://www.potsdam.edu/studentlife/dining/MealPlans> To meet the dining needs of campus customers, PACES operates restaurants at eight campus locations and is available fifteen hours a day. Traditional all-you-can-eat meals are provided in Lehman Dining Center. Other campus dining units include a la

carte areas: the Student Union Dining Court in Barrington Student Union, Dexter's Café in Thatcher Hall, Minerva's Café in the Crumb Library, the Crane Commons in Crane, Becky's Place and Tim Hortons Café Express at Pratt Commons, and the Performing Arts Café in the new arts building. PACES Dining Service has award winning services, food, and programs. In 2015, for the second time, it was voted the #1 Dining Service in the SUNY System in the SUNY Student Opinion Survey. PACES Dining Services consistently has scored higher than the national average in most every category in the National Association of College and University Food Services Annual Benchmarking surveys.

Signing up for Plans and How Meal Plans Work

The college requires that all students living on campus have a meal plan. First-year residential students can choose from two First-Year Meal Plans. Students who are commuting, returning, or who have met the residency requirement have different meal plan options. All students are responsible for selecting or renewing their plan every semester and must agree to meal plan terms and conditions on BearPAWS. Meal plans have three parts: meal swipes, flex credits, and guest passes.

Students may use as many meal swipes as they want in a given day so there is no "missed meal factor." Weekly plans help to ensure that students budget their meals evenly throughout the semester. Weekly meal plans reset every Sunday morning at 2 a.m.; any unused meals are relinquished at that time. The best value for a meal is at Lehman, PACES' residential dining center. If a student doesn't care to eat at Lehman, they exchange their entry meal swipe for an all at once value at other units. One meal swipe has a buying power equal to \$6.50 at most other units but has no cash value. Flex Credits allow students to purchase any item, at any time, from any PACES Dining Service facility. It could be used to grab extras during the day or supplement a meal swipe. Guest passes allow you to take a friend to Lehman (or yourself) for an all you care to eat meal.

Any unused flex and meal balance expires at the end of the semester. An ideal flex balance chart is posted online to help guide students' their account. If a student uses all their Flex Credits before the semester ends, more can be added, online through BearPAWS, at the registers or at the PACES Business office.

New York State law mandates that a meal plan be for the sole use of the student owner. Student can't buy meals for friends under NYS law, but they can take a guest or friend to Lehman with one of their guest passes.

Student Services

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

Location: Van Housen Hall 1st floor

Hours: Monday-Friday 8:30-4:30 (closed for lunch)

Phone #: 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 315-267-2377.

Visits to the clinic are free, and are not billed to your insurance, because you pay a health fee. There may be charges for certain lab tests or medications.

You can be seen for.....

- Any illness
- Psychological treatment with our Psychiatric Nurse Practitioner
- A physical exam
- Reproductive Health
- Allergy shots
- HIV/STI testing
- Continuation of care requested by your provider at home
- Blood draws or other lab work
- Dietary concerns
- Health Education
- And More...



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/



Student Services

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)

Student Services

The Student Success Center

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@potsgdam.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.potsgdam.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.potsgdam.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 - Thursday: 7:00 am - 11:00 pm
Friday - Sunday: 7:00 am - 12:00 am (Midnight)
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.

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. All reservations should be made online at <http://ems-web/VirtualEms/>
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.
6. There will be a charge to organizations or individuals leaving any area in the Barrington Student Union in an unacceptable condition; this includes excessive trash that requires cleaning, damage to furniture or walls, damage to audio-visual equipment, etc. Normal wear and tear is excluded. Organizations or individuals may be denied use of the Barrington Student Union for abuse to facilities and/or equipment.
7. Suspended and/or unrecognized student organizations may not sign out any rooms or space in the Barrington Student Union nor may they post signs on bulletin boards.

Student Services

Use of The Barrington Student Union Lobby

The lobby of the Barrington Student Union can be utilized for a variety of on campus activities including; recruiting new members, introducing your club to the campus, giving out information, or holding a fund-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 for 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.

[www.potsdam.edu/studentlife/
handbook](http://www.potsdam.edu/studentlife/handbook)

The Office of Student Affairs
SUNY Potsdam
218 Barrington Student Union
44 Pierrepoint Ave
Potsdam, NY 13676
315-267-2117