

Administrative Unit	Mission Statement	Goals
Academic Advising – non SSC	<p>Academic advising at SUNY Potsdam is a vitally important responsibility, which directly affects our student’s academic success. Advising, our most important responsibility after teaching, is more than assistance in selecting courses for the upcoming semester. It involves a relationship between the student and advisor, built through a series of face-to-face meetings, focused on utilizing our campus resources to help students formulate sound educational, career, and life goals. The relationship provides students with a direct link to a faculty or professional staff member, enabling them to actively participate in the process of degree attainment and increase their overall connection to the College and its mission and goals. A comprehensive advising process helps students pursue their educational goals as developing adults enabling them to become successful members of the Potsdam College community. This success increases student retention providing a more stable educational and social environment for everyone.</p>	<ul style="list-style-type: none"> • Faculty and professional staff advisors will guide students toward successful completion of their degree program through appropriate academic advising. • Faculty and professional staff advisors will assist students in major selection and career planning based on their academic and personal interests, skills, and abilities. • Faculty and professional staff advisors will help foster a connection and sense of belonging to SUNY Potsdam for students during their academic journey.
Advancement & Alumni Relations	<p>The Office of College Advancement, in collaboration with the Potsdam College Foundation and SUNY Potsdam Alumni Association, engages alumni, parents and friends in the mission and future of SUNY Potsdam. Advancement educates about the successes and needs of SUNY Potsdam and offers ways to financially secure the institution’s future. Our office engages alumni, parents, friends as volunteers and helps to plan their philanthropy at Potsdam. Finally, the Advancement offices steward the time and gifts entrusted to us to ensure the academic excellence of the College and the success of our students.</p>	<ul style="list-style-type: none"> • Pursue growth on various fronts, including growth in Foundation funds and fundraising, alumni and other constituent volunteers, community and affinity connections, and recruitment/retention for the College. • Engage important college constituencies, including alumni, donors, parents, employees, and friends, to increase support for the institution and our current students. • Process financial, account, data, and workflows efficiently and effectively.
Art Museum	<p>The Art Museum at the State University of New York at Potsdam’s mission is to make direct experience of the visual arts accessible to students, faculty, staff, and alumni of the College, as well as to residents of Northern New York. It serves as the center for visual arts at SUNY Potsdam through the collection, exhibition, and interpretation of quality works of art from the 20th and</p>	<ul style="list-style-type: none"> • Increase professional exhibition opportunities for students, faculty, and professional artists especially, artists from diverse communities. • Enhance pedagogy through the increased use of the permanent collection of art by college faculty, staff, and students.

	<p>21stcenturies and offers a study collection of these and other works that are pre-20thcentury. It provides experiences that supplement and enhance classroom curricula and promotes audience involvement in museum activities through exhibitions, publications, and programming.</p>	<ul style="list-style-type: none"> • Increase experiential learning experiences through professional internships, job opportunities, and Museum Studies courses.
Athletics	<p>SUNY Potsdam is committed to providing and supporting high quality programs that are readily apparent to our students, alumni, faculty, and staff, as well as members of our community. Our high-quality programs offer balanced opportunities for our student athletes allowing them to achieve their full potential in academics and athletics leading to success in both arenas. SUNY Potsdam is committed to adhering to such fundamental values as good sportsmanship, respect, fairness, honesty, and integrity in an equitable and diverse environment. All student athletes, coaches and spectators will demonstrate respect for one's opponents and the decisions and actions of game officials.</p>	<ul style="list-style-type: none"> • Aid in the college's ongoing recruitment efforts on both the incoming and transfer side. • Retain at least 85 percent of eligible-to-return student athletes. • Establish SUNY Potsdam's athletic department as an ever-present positive influence on campus and in the greater Potsdam community through coordinated community service efforts.
Campus Life	<p>The mission of Campus Life is to provide activities, programs, and facilities to help cultivate a positive and inclusive outside of classroom experience serving our diverse students while promoting student involvement, learning, and personal development.</p>	<ul style="list-style-type: none"> • Promote student awareness of, and engagement in, involvement opportunities through the development of a college-wide student activities calendar. • Provide student activities to help foster student involvement and belonging/connectedness at SUNY Potsdam. • To promote engagement in student leadership activities and to provide opportunities for students to explore and enhance their leadership styles/skills.
Center for Creative Instruction (CCI)	<p>The CCI works to strengthen, enhance, and support teaching and learning by providing services, resources, programming, and collaborative opportunities to the campus community.</p>	<ul style="list-style-type: none"> • Improve teaching effectiveness both face to face and online through professional development in pedagogy. • Improve LMS support to the campus community through both group and 1:1 professional development activity. • The CCI will work with faculty to design and develop high quality online courses.

<p>Center for Diversity</p>	<p>SUNY Potsdam is dedicated to fostering a campus culture that embraces diversity, practices inclusivity, and exercises equity for all the members of the campus community. The Center for Diversity exists to support all students in their academic, social, and personal development with an emphasis placed on students representing diverse cultural backgrounds and historically marginalized communities. We strive to foster a campus culture that is inclusive and respectful of differences in which the lived experiences of students are one of inclusivity and belonging.</p>	<ul style="list-style-type: none"> • Demonstrate a commitment to recruit, retain and provide appropriate resources for students of diverse backgrounds • Develop programming and resource initiatives which support and sustain a culture of inclusion among the student body to ensure that students from historically marginalized backgrounds have a positive campus experience and equitable access to campus wide resources and academic scholarship offered on the Potsdam campus and to ensure that students from all backgrounds engage positively with each other. • Understanding and Improving student experiences of campus community engagement, belonging, and participation.
<p>Center for School Partnerships and Teacher Certification</p>	<p>The Center for School Partnerships and Teacher Certification is dedicated to developing future educators. This is done by providing unique hands-on experiences with public/parochial schools and their highly qualified faculty/staff who partner with SUNY Potsdam. Our staff offers one-on-one support and guidance to our Teacher Candidates.</p>	<ul style="list-style-type: none"> • To continue securing high-quality field experience and student teaching placements throughout New York State which will allow our Teacher Candidates to become better prepared to teach as more programs transition to fully online. • Respond to NYC Public School Districts and Communities' needs for exemplary teacher candidates through formation of partnerships and NYC student teaching placements that optimize development of candidate competency through clinically rich experiences. • To continue to support teacher candidates' development of their skills as writers and as teachers of writing and build their capacity for reflection and self-assessment.
<p>College Communications</p>	<p>The primary function of the SUNY Potsdam Office of College Communications is to assist in articulating the mission, vision and values of the College, for both internal and external audiences. College Communications helps to facilitate campus communications through research, content development and distribution, designed to document, promote and advance the mission of SUNY Potsdam.</p>	<ul style="list-style-type: none"> • Promote SUNY Potsdam's identity through consistent branding and engaging, high quality and creative designs that will be used through all official communication channels.

		<ul style="list-style-type: none"> • Increase outreach to prospective students through targeted and strategic communications and marketing plans in an effort to increase applications. • Communicate and support the College's mission and values expressed in a unified institutional image and positive web experience. Recruit / attract students, faculty, staff, alumni, donors and friends.
<p>College Libraries & Archives</p>	<p>The mission of the College Libraries is to forge dynamic partnerships and empower our vibrant academic community to do thoughtful research, explore new ideas, and collaborate effectively, to achieve success at Potsdam and beyond.</p>	<ul style="list-style-type: none"> • Focus the College Libraries & Archives to take a greater role in Information Literacy for our students and faculty. • Curate, assess, and build our physical and electronic collections for currency, representation of diverse voices, and availability of appropriate resources for online courses. • Optimize our library management system (Alma/Primo) by completing the technical configuration settings. This includes creating workflows and documentation for acquisitions and invoice data, cataloging and records clean-up, terms-of-use analysis for fulfillment (circulation) services, creating reports within the analytical software to evaluate collections, and clarifying both crosswalk and trouble-shooting responsibilities and workflows for the transfer of data between other university systems and our Alma/Primo system.
<p>Collegiate Science and Technology Program (CSTEP)</p>	<p>To increase the number of students from under-represented groups who are pursuing professional licensure and careers in mathematics, science, technology and health-related fields via collaboration with SUNY Potsdam faculty/staff working with STEM-L majors. This work contributes to the college mission by preparing under-represented students to successfully lead lives enriched by critical thought, creativity and discovery.</p>	<ul style="list-style-type: none"> • Provide program services and activities for under-represented students pursuing careers in scientific and technical fields and the licensed professions. • Provide services to enhance and increase under-represented students' involvement in experiential learning opportunities prior to graduation. • Provide career and professional development opportunities to under-represented students.

Community Performance Series	<p>The Mission of Community Performance Series (CPS) is to be a leader toward a vibrant arts culture at SUNY Potsdam and the surrounding Northern New York region by offering a robust and distinct annual, public performing arts season of exceptional artists and musicians. CPS also enhances educational experiences through high-quality masterclasses, internships, workshops, artistic collaborations, and performing arts programming for students and community members at every learning stage.</p>	<ul style="list-style-type: none"> • Contribute to a vibrant arts culture on campus and in the surrounding community. • Enhance recruitment and retention efforts at SUNY Potsdam by providing experiential learning opportunities to students and offering youth/family programming to regional schools and the larger community. • As part of the College Advancement Department, support the campaign goals through comprehensive fundraising efforts.
Computing & Technology Services	<p>Computing and Technology Services (CTS) is responsible for planning, developing, and managing the information and technical resources and services of the campus. CTS advocates the utilization of technology to enhance the educational experience for SUNY Potsdam students, promote critical thinking, and develop the skills necessary to succeed in society. CTS supports student, faculty, and staff needs, and provides a full complement of services to support the academic mission and campus administrative needs.</p>	<ul style="list-style-type: none"> • Provide effective and timely Tier 1 support to faculty and staff. Provide effective and timely support to students pertaining to academic based technology services offered at SUNY Potsdam. • Support the expanded use of technology in classroom settings that enables educators to be more interactive in both hybrid/remote and in-person instruction. • Continue to develop computer labs and support on-campus technology facilities to integrate the most current technologies. Ensure that the facilities meet the student and faculty needs for current activities and are capable of being changed to meet future technological requirements.
Counseling Center	<p>The College Counseling Center assists matriculated SUNY Potsdam students in becoming mature, healthy, and thoughtful citizens within our community and those which they live after graduation. To this end, we believe that all students have the ability to become self-actualized, responsible, and civil.</p> <p>The College Counseling Center is dedicated to the purposes of creating therapeutic relationships and using evidence-based treatment to empower students to utilize knowledge and skills that will provide collective psychological security to the SUNY Potsdam community and to the world they ultimately come to work and live in once they have graduated.</p>	<ul style="list-style-type: none"> • Provide mental health training to the campus community to increase their awareness of relevant mental health concerns and how to address issues within this domain to provide support and guidance to fellow members of our campus community. • Members of the campus community will be provided opportunities to increase understanding regarding the physiological and psychological ramifications of Racial-Based Traumatic Stress to help validate and support BIPOC members of our campus community. • The College Counseling Center will analyze psychological assessment data to identify current

		<p>mental health trends on the SUNY Potsdam College campus to develop and expand treatment options, improve resource allocation, and increase retention rates.</p>
<p>Educational Opportunity Program (EOP)</p>	<p>The mission of the SUNY Potsdam Educational Opportunity Program is to provide access to higher education as well as academic support and financial assistance to students who, despite having strong academic potential, do not meet the criteria for regular admission to SUNY Potsdam.</p>	<ul style="list-style-type: none"> • Provide support and services that will help students succeed and progress toward degree completion. • Accurate and timely submission of all required EOP reports, applications, budgets, and various other SUNY Opportunity Programs requests. • Ensure potential students have a solid understanding of SUNY Potsdam and the EOP program.
<p>Enrollment Management and Admissions</p>	<p>The SUNY Potsdam Office of Undergraduate Admissions leads and supports the college in meeting its enrollment targets. Admissions recruits, admits, and enrolls undergraduate students who are a fit academically, show solid leadership and service skills, have a healthy respect for variety in the human experience, and are diverse on many levels.</p>	<ul style="list-style-type: none"> • Provide accurate, timely, and useful information to prospective students and families. • Guide prospective students through their college search and enrollment process. • Maximize human and financial resources to increase yield opportunities across the enrollment funnel.
<p>Environmental Health and Safety</p>	<p>The Office of Environmental Health and Safety (EHS) serves the SUNY Potsdam community by promoting health and safety, environmental protection and regulatory compliance. We are committed to developing a culture where safety and health are core values, adopted and practiced throughout all levels, and we are committed to providing high quality consultation that facilitates the SUNY Potsdam educational mission. EHS fosters partnerships with faculty, students, and staff to enable them to recognize risks and empower them to learn, discover, and work safely, and to minimize injuries, illnesses, environmental impact, and regulatory risks.</p>	<ul style="list-style-type: none"> • Environmental Health & Safety (EHS) will support and encourage professional development amongst its staff to ensure that we are the leaders in health and safety across the SUNY Potsdam campus and are therefore able to provide exceptional service to our campus community and its members. • SUNY Potsdam EHS will focus on collaborative partnerships to build a better safety culture across the campus. • SUNY Potsdam EHS will strive to ensure that the campus' policies and procedures are up-to-date and reflect the latest in environmental health and safety regulations as well as industry best practices.
<p>Financial Aid</p>	<p>The mission of the Financial Aid Office is to provide students and families with the financial resources needed to pursue their higher education goals. We are committed to timely delivery of financial</p>	<ul style="list-style-type: none"> • Improve information dissemination to both current and prospective students interested in receiving

	<p>aid funds while simultaneously complying with federal, state, and institutional policies and regulations. We strive to increase opportunities to secure financial funding, which in turn allows students to focus on their academic success by reducing financial barriers that may hinder access.</p>	<p>financial aid to assist with achieving their academic goals.</p> <ul style="list-style-type: none"> • Increase financial literacy of students so they are empowered to make informed financial decisions, develop debt management skills, and create lasting financial habits that help ensure a successful future after college. • Ensure staff are knowledgeable of all sources of aid available in order to best educate students and maximize their funding options.
<p>Graduate and Continuing Education</p>	<p>The Office of Graduate and Continuing Education provides access to academic programs for graduate, undergraduate, and non-matriculated students at our main campus, Watertown extension site, and online. We are dedicated to enhancing the entire student experience and providing support to faculty and departments.</p>	<ul style="list-style-type: none"> • Enhance the student experience in recruitment, registration, billing, scholarships, and onboarding. (Prospective students, incoming students, and current students). • Enhance the ability of faculty and staff to provide accurate and timely information to prospective and current students on graduate program requirements, policies, and procedures. • Explore and propose growth and change opportunities among our current graduate programs and precollege programs.
<p>Human Resources</p>	<p>The Human Resources Office supports the College's mission and strategic initiatives and embraces The Potsdam Pledge. As a customer focused department, we will provide accurate, timely and professional service and information to both current and prospective employees. We will engage key stakeholders in order to foster a collaborative and positive campus community that allows both students and employees to succeed. Through the development, implementation, and oversight of Human Resources policies, procedures, and practices we will promote the equitable treatment of all employees, a professional and safe work environment, and effective professional development opportunities. Human Resources will provide educational resources, leadership guidance and training to attract, retain and develop high performing employees.</p>	<ul style="list-style-type: none"> • Develop and enhance employee skills, knowledge, and service to the campus to assist with the campus' employee retention efforts. • Identify and develop strategies for recruitment excellence under fiscal constraints. • Engage employees and supervisors in a relevant and robust performance management process and compliance training process in order to positively impact employee performance and retention.

<p>Institutional Effectiveness</p>	<p>The SUNY Potsdam Office of Institutional Effectiveness facilitates data collection, analysis, and reporting of institutional research to support planning, decision-making, assessment, and student success across the College in an objective manner that conveys results accurately to appropriate administrative, academic, and external constituencies. This work contributes to the College mission by ensuring that decisions are informed by evidence, and practices are evaluated for their effectiveness at achieving campus goals.</p>	<ul style="list-style-type: none"> • Serve as the university’s primary data source for accountability reporting to Federal and State governments, SUNY, and other various educational and commercial agencies. • Provide accurate and timely research and analysis of institutional data to the campus community for the purpose of guiding institutional decisions, assessment, and support student success • Coordinate and provide guidance with the University’s use of surveys and survey software.
<p>Loughheed Center for Applied Learning</p>	<p>The Mission of the Loughheed Center for Applied Learning is to provide coordinated experiential learning opportunities that broaden and integrate students' knowledge and skills, to foster self-discovery for engaged and life-long academic, personal and career success. We envision a future in which every SUNY Potsdam student</p> <ul style="list-style-type: none"> • has one or more high impact applied educational experiences to prepare them for life after college • can afford the applied learning experience of their choice • learns to synthesize and articulate the connections between their classroom education and their applied learning experiences 	<ul style="list-style-type: none"> • Integrate applied learning into the curriculum of each School and Department in meaningful ways to capitalize on the academic potential of the Center. • Develop programming, documents, and content that engage students in their own reflection and synthesis of applied learning, classroom learning, and the overall product of their liberal arts education. • Create outreach and funding strategies that reach students across all demographic groups and majors, supporting all “flavors” of applied learning.
<p>North Country Science & Technology Entry Program (NCSTEP)</p>	<p>To increase the number of students from underrepresented groups prepared to enter college in the fields of science, technology, engineering, mathematics, health, and the licensed professions via collaboration with local school districts and SUNY Potsdam faculty and staff.</p>	<ul style="list-style-type: none"> • Provide program services and activities for underrepresented students prepared to enter post-secondary institutions in STEM and health related fields of study. • Provide services to enhance and expose NCSTEP students to the college process. • Provide program services to enhance and increase underrepresented students’ involvement in research experiences.
<p>One Stop</p>	<p>One Stop provides customer service, and a variety of processing needs for the entire Student Administrative Services (SAS) unit which consists of the Registrar, Student Accounts and Financial Aid offices on campus.</p>	<ul style="list-style-type: none"> • Provide high quality customer service as needed through personal, phone, and e-mail interactions. • Increase ongoing training for the One Stop staff. • Increase promotion of the One Stop mission among all campus constituents.

	<p>The One Stop is designed to have a One Stop Supervisor, four Service Generalists and two financial aid counselors in the space to fulfill the mission to support prospective, current, and former students in achieving their educational goals by providing timely, respectful, and accurate assistance concerning financial aid, student accounts, registration, and academic records.</p>	
Physical Plant	<p>The mission of the Physical Plant department is to operate, maintain and renew campus facilities in support of the College's core mission by focusing on customer service and teamwork in order to provide a clean, attractive, safe, healthy and productive environment for living, teaching, learning and working.</p> <p>We will provide a safe and secure community that fosters a feeling of personal security and protects individual and university property. The Physical Plant will provide a campus that is pleasantly landscaped, functionally designed and environmentally responsible.</p>	<ul style="list-style-type: none"> • Create an attractive and comfortable working and learning environment to enhance student, faculty, and staff experiences on campus. • Ensure the campus utilizes funding for capital projects in an efficient and impactful ways. • Adjust the culture of Physical Plant to be proactive versus reactive in the identification of deficiencies on campus.
Rebecca V. Sheard Literacy Center	<p>The Rebecca V. Sheard Literacy Center's mission is to provide literacy education to our campus community as well as the greater Northern New York communities, resources and educational support for teachers and parents on issues of literacy education across the curriculum, and state-of-the-art classrooms for the School of Education faculty who teach literacy courses and other courses that integrate literacy into the curriculum. In addition, the Literacy Center houses and maintains partnerships with projects that promote leadership and research on current issues, pedagogy, and curriculum in literacy education.</p> <p>The mission of the Diana Nole Math and Science Center, under the direction of the Rebecca V. Sheard Literacy Center is to promote STEM related educational opportunities. The Math and Science Center strives to provide a space in which SUNY Potsdam serves as a local leader in technology education and innovation along with supporting math and science initiatives.</p>	<ul style="list-style-type: none"> • Provide resources and materials to faculty, college students and the community for development of skills in literacy education. • Develop the science and math center into a space for advanced learning in technology for our education students. • Regularly communicate with donors, honor their requests and participate in efforts for continued support as well as seek grant funding. Without financial support from our donors, the mission of the Rebecca V. Sheard Literacy Center would not be possible.
Regional Procurement Systems	<p>The mission of the Regional Procurement Services team is to support the procurement needs of SUNY Plattsburgh and Potsdam.</p>	<ul style="list-style-type: none"> • Improve efficiencies through the implementation of a comprehensive eProcurement System.

	<p>Our knowledgeable staff provide exceptional service to help our customers fulfill their needs while ensuring a fair and competitive process.</p>	<ul style="list-style-type: none"> • Increase utilization of State Contract and Certified Minority/Women Business Enterprises (M/WBE) and Service-Disabled Veteran-Owned Business (SDVOB) Vendors. • Increase campus awareness and familiarity with New York State Procurement Requirements
Registrar's Office	<p>The Office of the Registrar supports the mission and goals of SUNY Potsdam by providing accurate, efficient, and comprehensive service of academic records for our diverse community of students, alumni, faculty and staff in the pursuit of academic excellence. The Office of the Registrar maintains the integrity and confidentiality of academic records and adheres to federal and state laws and policies regarding record security and reporting.</p>	<ul style="list-style-type: none"> • Submit timely and accurate data to the National Student Clearinghouse in order to ensure students can have accurate enrollment confirmations for financial aid, degree verification and student loan purposes and to comply with federal reporting mandates. • Adhere to SUNY Potsdam, state and federal regulations as it relates to maintaining and securing educational records. • Provide timely, precise guidance and support to students, faculty, and staff regarding academic rules and regulations, FERPA, and campus procedures for changes to academic records and the schedule of classes.
Research and Sponsored Programs Office [RSPO]	<p>The Research and Sponsored Programs Office [RSPO] is committed to contributing to the enrichment of the College faculty, staff, and student population by offering assistance to those seeking outside funding to support research and creative endeavors. RSPO provides faculty development events related to sponsored programs. The Office prepares external grant proposals and administers these awards. Additionally, the RSPO provides research compliance services for faculty, staff, and students.</p>	<ul style="list-style-type: none"> • Contribute to the financial well-being and stability of the college and Research Foundation by assisting faculty and staff secure awards which will increase the volume of awards and dollar amounts under management. • Support the research and scholarly activities of faculty and staff by providing "grantmanship" workshops, financial seed grants, and professional development opportunities. • Ensure compliance with Research Foundation, state, and federal research requirements.
Residence Life	<p>The Department of Residence Life at SUNY Potsdam provides a safe and clean environment, resourceful staff, and learning experiences</p>	<ul style="list-style-type: none"> • We will provide staff who are caring, diverse, professional, and well-trained in order to provide support and guidance to our students.

	for the diverse members of our residential community in pursuit of their educational goals.	<ul style="list-style-type: none"> • Our facilities will be clean, safe, accessible, and modern and include amenities and furnishings that contribute to student success. • The Residence Life educational program will promote community development and active campus involvement in order to serve the interests and needs of our diverse students.
SSC-Academic Advising	The Academic Advising & Support Office 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.	<ul style="list-style-type: none"> • Provide explementary advising to all incoming transfer and incoming First Year Students and put them on the path to academic success. • Professional staff advisors will help foster a connection and sense of belonging to SUNY Potsdam for students during their academic journey. • Students are assisted in major selection and career planning based on their academic and personal interests, skills, and abilities.
SSC-Academic Mentor Program (AMP)	<p>The Student Success Center uses a holistic approach to provide academic assistance for all undergraduate students, from their initial transition to SUNY Potsdam through graduation. We guide students in making informed academic choices and empower them to reach their full potential. The SSC provides:</p> <ul style="list-style-type: none"> •Academic Assistance: Serves as a first point of contact for any undergraduate student in need of academic assistance and, in collaboration with other campus resources, provides guidance in reaching a resolution •Knowledge & Skills: Assists students in building knowledge and developing skills vital to their academic success through a wide array of orientation, tutoring and mentoring services. •Course Support: Provides direct support for student coursework through content tutoring and accommodative services. •Centralized Resources: Functions as a centralized campus resource for navigating academic policies and procedures. 	<ul style="list-style-type: none"> • Serve as the first point of contact for any undergraduate student on academic probation because it is a program designed specifically for academic recovery. • Require students to establish 3 SMART goals to create an academic plan that balances academic and life responsibilities. • Services provided by the AMP mentor will have a positive impact on academic performance.
SSC-Accommodative Services	The ultimate goal of Accommodative Services is to promote individual independence within the academic atmosphere of the	<ul style="list-style-type: none"> • Assist students with disabilities who have a need for classroom accommodations.

	<p>university. SUNY Potsdam is committed to the full inclusion of all individuals who can benefit from educational opportunities. Accommodative Services provides academic accommodations for all qualified students who have documented learning, emotional and/or physical disabilities (as defined by Section 504 and the ADA) and have need for accommodations.</p>	<ul style="list-style-type: none"> • Increase interaction with students who have self-identified with the Office of Accommodative Services who have a need for accommodations beyond the initial intake meeting. • Maintain, troubleshoot, and organize policies and producers to support a consistent accommodation experience within the OAS exam testing center by administering exams in accordance with students approved testing accommodations.
<p>SSC-Bridges Program</p>	<p>The mission of the Bridges Program is to provide individualized academic and personal support to specially admitted students in their first two semesters at SUNY Potsdam.</p>	<ul style="list-style-type: none"> • Enhance the student experience by improving students' knowledge of the campus and surrounding community. • Actively engage with Bridges students and connect them to various campus support programs and offices. • Provide one-on-one support, advising, and guidance to Bridges students to assist them in persisting through their academic program.
<p>SSC- First Year Transitions</p>	<p>The office of First Year Transitions is responsible for the development and implementation of New Student Orientation, New Student Onboarding, and support projects related to the First Year experience. FYT works directly with numerous campus offices to provide new students with a robust, informative, and empowering orientation experience.</p>	<ul style="list-style-type: none"> • New Student Onboarding: provide a robust, clear, and efficient system through which new students can complete the steps necessary to register for classes, learn about campus resources, and engage with faculty, staff, and other students before their arrival on campus. • New Student Orientation: Work with the Orientation committee and other stakeholders to plan and execute a hybrid new student orientation model designed to instill a sense of belonging, resourcefulness, and empowerment in each incoming student cohort. • Support projects: The FYT office will, in conjunction with the Student Success Center, develop and implement programming aimed to directly support first year students in their transition to university life.

SSC- TRIO Student Support Services	TRIO Student Support Services (SSS) provides support services to undergraduate first-generation, low-income and students with disabilities. TRIO SSS strives to empower its students to maximize the resources and benefits of their college education, positioning them to graduate within six years and leave the university with skills and knowledge for continued success in their future endeavors.	<ul style="list-style-type: none"> • Provide a suite of wrap around services to support participant persistence from one academic year to the beginning of the next academic year. • Build financial literacy among TRIO SSS participants. • Build TRIO SSS brand and awareness across campus.
SSC-Tutoring	<p>The Student Success Center uses a holistic approach to provide academic assistance for all undergraduate students, from their initial transition to SUNY Potsdam through graduation. We guide students in making informed academic choices and empower them to reach their full potential. The SSC provides:</p> <ul style="list-style-type: none"> •Academic Assistance: Serves as a first point of contact for any undergraduate student in need of academic assistance and, in collaboration with other campus resources, provides guidance in reaching a resolution •Knowledge & Skills: Assists students in building knowledge and developing skills vital to their academic success through a wide array of orientation, tutoring and mentoring services. •Course Support: Provides direct support for student coursework through content tutoring and accommodative services. •Centralized Resources: Functions as a centralized campus resource for navigating academic policies and procedures. 	<ul style="list-style-type: none"> • Provide tutoring to students to assist them in meeting their overall educational goals. • Provide utilization of academic services to support students' success. • Services provided by tutoring will have a positive impact on students' academic performance.
SSC-Veteran's Affairs	Coordinate to provide administrative, academic, and personal support to prospective, previous, enrolled undergrad and graduate students identified as Military Affiliated Students at our Watertown and Main Campus.	<ul style="list-style-type: none"> • Provide an exceptional level of information tracking and reporting to best inform the military affiliated student population and related stakeholders. • At both campus sites, actively participate in on and off-campus as well as external Admissions Office and Graduate & Continuing Ed Office related events to assist with enrollment and retention efforts. • At both campus sites actively engage prospective and enrolled students achieving annual recognition from internal and external agencies and offices.
Student Accounts	The mission of the Office of Student Accounts is to efficiently enable and assist students to meet financial obligations, with a	<ul style="list-style-type: none"> • Facilitate timely and transparent billing practices to support efficient cash flow to the campus.

	<p>focus on financial integrity and accountability and to professionally serve the financial needs of SUNY Potsdam students by accurately disbursing and collecting student funds, administering financial programs of the college in compliance with state and federal government regulations, and respond to student and parent inquiries about these financial issues in a helpful, informed and courteous manner.</p>	<ul style="list-style-type: none"> • Maximize e-commerce software use and capabilities to improve cash collection efficiencies and increase end-user convenience. • Provide an efficient refund process to allow students streamlined access to their funds, as well as prevent unreconciled items on the campus bank statement.
Student Conduct and Community Standards	<p>The Office of Student Conduct and Community Standards works closely with students, faculty, staff and the local community on concerns related to conflict resolution, appropriate citizenship, academic integrity and other quality of life issues. It is the goal of the office, through coordination of the judicial system, to help students learn to think proactively concerning their behavior and its effect on others. The desired result being that students will accept both the responsibility and consequences for their behavior and will strive to make appropriate choices.</p>	<ul style="list-style-type: none"> • Students who have been through the student conduct process will be positively influenced and will not repeat prior poor choices. • The campus culture related to the prevention of sexual violence will be changed for the better. • Students will be encouraged to become active citizens by participating in local, state and national elections.
Student Health Services	<p>Student Health Services (SHS) is committed to providing our students with a safe, welcoming environment providing culturally competent and inclusive healthcare. We collaborate with students to identify and meet their individual goals, identify barriers to learning and empower them to develop a personal wellness program that lays the foundation for a healthy life.</p>	<ul style="list-style-type: none"> • Assess the health behaviors of our students to provide better services, support, and health education for students. • Student Health Services will maintain ongoing prevention programs, planning, and education for infectious diseases to identify and successfully control outbreaks. • Student Health Services will improve student healthcare and achieve efficiency in the delivery of medical care.
Title IX	<p>The Title IX office strives to provide a safe campus environment free from all forms of sex discrimination. We accomplish our mission through a collaborative approach that primarily focuses on addressing reported misconduct and providing education to the SUNY Potsdam community.</p>	<ul style="list-style-type: none"> • Campus community members that engage with the Title IX office will be positively impacted by the resources, information, services and process that the department follows. • Improve the campus culture related to the prevention of sexual violence for the better through the successful implementation of the Culture of Respect goals and objectives established by the Campus Leadership Team.

		<ul style="list-style-type: none"> • Partner with on and off campus support and resources available to our campus community to offer information related to matters involving covered sexual harassment- Sexual Assault, Domestic Violence, Dating Violence, Stalking, and related sex-based offenses.
University Police	<p>The University Police Department strives to support a rich academic and diverse social experience at SUNY Potsdam by working in tandem with all departments and organizations on campus while promoting strong positive relationships with our surrounding communities. All members of the University Police Department are committed to providing the highest level of professional law enforcement services to the entire community, regardless of race, creed, national origin, or sexual orientation. All members of the University Police Department are committed to the community policing philosophy. Positive relationships with all campus community members are necessary to enhance the academic life at SUNY Potsdam, ensure safety and promote equal partners in policing. All members of the University Police Department must nurture the public's trust by holding themselves to the highest standards of performance and ethics. All members of the University Police Department must earn the trust and confidence of the community through high moral standards, conducting themselves fairly, ethically, legally and portraying a sense of duty and honor. All members of the University Police Department enforce the laws of the State of New York, Rules and Regulations of the State University of New York and the Potsdam Town/Village Codes in a fair and just manner. We are committed to the Constitution and strive to ensure that everyone will be treated with dignity, fairness, and respect.</p>	<ul style="list-style-type: none"> • Enhancing safety, security, and civility on campus. • Successfully pass 2026 re-accreditation. • Expand our officers' knowledge of mental health disabilities.
Watertown Extension Center	<p>SUNY Potsdam@Watertown Extension Center helps lead the engagement mission of the main campus while maintaining its unique culture for supporting academic services for traditional and non-traditional students within its joint-undergraduate programs. We work to provide programs that support the regional economic employment needs through fostering strong student relationships and services in collaboration with local academic and economic</p>	<ul style="list-style-type: none"> • Respond to national, regional, and community partners along with market research to make data driven decisions for new program development. • Increase partnerships with one community connection to enhance enrollment and retention and expand current strategic partnership with Jefferson Community College.

	partners through flexible scheduling and wrap around academic services throughout the joint program educational pathway.	<ul style="list-style-type: none">• Increase enrollment by working to support educational needs in the post pandemic employment shortage areas of healthcare, business, and education.
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