

STUDENT SERVICES

1 Stop Student Services (<https://www.esc.edu/1-stop-student-services/>)

SUNY Empire State College believes students should be only one call away from obtaining easy access to the information they need to move forward with their studies. Whether in person, by phone or virtually through our website, students can obtain consistent information and timely services related to financial aid, student accounts, billing, registration and records along with academic support, disability services, library services and technical support regardless of location or mode of study.

Your One Stop Options

- Live chat (http://www.esc.edu/SICchat/?_ga=2.66799149.2089617897.1627909522-2039204693.1627679413), weekdays, from 8:30 a.m to 4:00 p.m.
- Phone at (800) 847-3000, ext. 2285, weekdays, from 8:30 a.m to 5:00 p.m.
- Email at 1Stop@esc.edu. (sic@esc.edu)
- Virtual information is available 24/7 on the 1 Stop Student Services web page (<https://www.esc.edu/1-stop-student-services/>).

Health And Wellness

Good health is critical to academic success, and SUNY Empire offers students a wide array of services, funded by the student health and wellness fee, to help promote student physical and emotional health during their enrollment at the institution. For more information on health and wellness services and programs offered by SUNY Empire, visit the college's Student Health and Wellness web site (<https://www.esc.edu/student-affairs/student-life/health-wellness/>), email at healthandwellness@esc.edu, or phone 518-587-2100, ext. 2201.

Health And Wellness Events through SUNY Empire Connects

Weekly Health and Wellness programs are available to all students, faculty, and staff by attending one of our SUNY Empire Connects (<https://www.esc.edu/connects/>) events. A weekly schedule is available on the SUNY Empire Connects website (<https://www.esc.edu/connects/>).

Counseling

Counseling resources for students can be found on the Student Health and Wellness web site (<https://www.esc.edu/student-affairs/student-life/health-wellness/>).

Consulting Services

Resources for free legal and financial advice consultations for students can be found on the Student Health and Wellness web site (<https://www.esc.edu/student-affairs/student-life/health-wellness/>).

Accessibility Resources And Services

A qualified person with a disability who meets the academic and technical standards required to enroll in and participate in the SUNY Empire State College program shall be provided an equal opportunity to obtain a degree in the most integrated setting appropriate to that person's needs. SUNY Empire will make reasonable accommodation to

meet the needs of students with disabilities. Each student's needs are considered on an individual basis.

The flexible nature of our degree programs make SUNY Empire an ideal place for a motivated, independent learner with a disability to obtain a degree. Accommodations are implemented to ensure that students are afforded access to the college's programs, courses and services. To request accommodations, please contact Accessibility Resources and Services:

Melissa Zgliczynski, director of accessibility resources and services and Andrea Piazza-Victor, disability specialist, 518-587-2100, ext. 2244, Disability.Services@esc.edu.

SUNY Empire complies with Section 504 of the Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990. No otherwise qualified individual with a disability shall be excluded from participation in, be denied the benefits of, or be subject to discrimination under any activity of the college solely by reason of his or her disability. Please visit the Office of Accessibility Resources and Services website (<http://www.esc.edu/accessibility/>) or see the Student Life Policies and Procedures (<https://www.esc.edu/student-affairs/student-life/student-life-policies-procedures/>) website for further information.

Bookstore

The SUNY Empire State College Bookstore (<http://www.esc.edu/Bookstore/>) is available on the college's web site for students in all college locations. Books are stocked at the request of programs or at the request of individual instructors for study groups and tutorials.

To order books online, students need to know the term, department, course number, and section of the course they are taking.

Links are available on the web page to help students find this information. Course materials orders must be placed on the website (<http://www.esc.edu/Bookstore/>). Phone and fax orders are not accepted. Books are shipped via UPS directly to a home or business address. Domestic shipments take two to seven business days via UPS.

We are here to serve you; please let us know if you have comments, ideas or problems when using the bookstore's web page (<http://www.esc.edu/Bookstore/>) by emailing bookstore@esc.edu. The hours of operation are 8:30 a.m. to 4 p.m., Monday through Friday.

Online book orders

Book orders can be placed through the bookstore web page (<https://www.esc.edu/bookstore/>).

Bookstore phone number

800-847-3000, ext. 2365

Financial Aid and VESID orders

Shannon Austin, ext. 2376
Shannon.Austin@esc.edu

Return authorization

bookstore@esc.edu

Question about pending order or problem with order received

800-847-3000, ext. 2365
bookstore@esc.edu

Office Of Veteran And Military Education

The Office of Veteran and Military Education develops programs and services that support the educational needs of active-duty, guard, reserve and veteran service members and their family members, whether they are in the United States or abroad. Dedicated staff and resources are available from application through graduation for pre-enrollment advising, preliminary review of military transcripts, guidance with military and veteran funding, and assistance with application and registration.

SUNY Empire State College is a committed military partner and DOD MOU participant signatory. The college participates in GoArmyEd, Air University-Associate to Baccalaureate Cooperative (AU-ABC), General Education Mobile (GEM), Principles of Excellence, and 8 Keys to Veterans' Success.

For information, please contact:

Office of Veteran and Military Education (<https://www.esc.edu/veteran-military/>)

1 Union Ave.

Saratoga Springs, NY 12866-4309

email Military.Programs@esc.edu

phone 518-587-2100, ext. 2779 or 800-847-3000, ext. 2779

fax 518-587-5483

Facebook (<http://www.esc.edu/MilitaryFanpage/>)

Student Veterans and Military Club: ESCMilitaryClub@esc.edu

Student Computing And Technology Services

SUNY Empire provides a variety of technology resources to meet the educational needs of its students. General information about technology at SUNY Empire is available on the Student Technology web page (<https://www.esc.edu/service-desk/student-technology/>).

Student Login And Password

Every enrolled student is assigned a college username and password that provides access to all secure college information on the web. Students receive an email with their username and password when accepted to the college. Students can create a secure permanent password and security questions to manage future password resets at the Self Service Password Management web page (<https://www.esc.edu/service-desk/password-management/>).

Privacy And Security

To protect students' privacy, many SUNY Empire web services are password protected and restricted to enrolled or admitted SUNY Empire students. Students should take precautions to protect their login and password information. Our college's privacy policy and security practices outline the ways in which we protect your personal information. For more information, please see the college's Web Privacy policy (<https://www.esc.edu/policies/?search=cid%3D35655>).

Students who believe their password has been compromised should change their password immediately at the Self Service Password Management web page (<https://www.esc.edu/service-desk/password-management/>) or the contact the IT Service Desk (<https://www.esc.edu/service-desk/>).

Web-Based Student Services And Information - MyESC (<http://my.esc.edu/>)

The MyESC website (<http://my.esc.edu/>) provides students with a single point of access to online services, information and learning resources. With a college login, students can register for studies, view personal academic and account information, complete financial aid requests, update address and email information, change passwords, order books and build their personal degree programs. MyESC connects students to resources to support academic endeavors including library services, learning supports, information about study opportunities and sources of academic support. Key announcements and news items are posted on MyESC and college offices maintain information and contact numbers through this site.

Student Computers

Most SUNY Empire State College locations maintain desktop and laptop computers (PCs) for student use. Students without home access can use these college computers to access their personal records through MyESC. Computers at our New York state locations also may be equipped with academic software for student use. These computers can be used for a variety of learning activities including degree planning; access to the college library website; computer literacy; computer programming; business computer applications (spreadsheets, word processors and database management); computer-mediated instruction; and for studies requiring computation such as statistics, social science research and business quantitative methods.

Each location also maintains a kiosk computer that students can use to connect with MyESC (<http://my.esc.edu/services>).

Email

Email is a very important communications method in the college. Every member of the college community has a college email address, and every administrative office uses email to communicate with students. SUNY Empire State College students must have a private email account and maintain a valid email address in our student information system for online registration. Students who do not have an email account can find information for establishing a free service on the IT Service Desk web site (<https://www.esc.edu/service-desk/>). It is important that students report changes in their email addresses to the college. This can be done online at MyESC (<http://my.esc.edu/>) in Self Service Banner (SSB).

Upon being admitted to the college students receive a college email address that forwards all email to their personal email address on file with the college. On the first day of the first semester they are registered, students receive a permanent college email box and can access email in the MyESC (<http://my.esc.edu/>) portal.

Online Tools

Many instructors use technology tools to support learning and to promote collaboration. Students may participate in online discussions and submit online assignments through the college's web-based Learning Management System. Web conferencing is used to connect students and faculty at a distance. Students have access to electronic portfolio space to collect and share their work.

Student, Faculty And Staff Web Pages

The college provides resources for SUNY Empire State College students, faculty and staff to explore individual and professional web publishing for sites that are not considered official college content, but which are related to the author's role and affiliation with the college.

Enrolled students can request an FTP account on a college server to host a site for course-related purposes. All users agree to follow the college's web and (<https://www.esc.edu/policies/?search=cid%3D35658>)computer user policies (<https://www.esc.edu/policies/?search=cid%3D35658>).

For more information about individual Web publishing at the college, please refer to the IT Service Desk web site (<https://www.esc.edu/service-desk/>).

Getting Help

The college's technology website, (<https://www.esc.edu/service-desk/>) has the most current information about all of the college's technology tools and offers online assistance.

Students in need of technical assistance in using Empire State College technology applications can contact the IT Service Desk online (<https://www.esc.edu/service-desk/>) or by phone at 800-847-3000, ext. 2420 or 888-HELP009. Please check the IT Service Desk website (<https://www.esc.edu/service-desk/>)for the most current hours of operation.

Student Identification Numbers And ID Cards

When you enroll at SUNY Empire State College, you will be assigned an ID number which will be used to identify your records at the college. This number is assigned so that you do not have to use your Social Security number. Check with your mentor or the coordinator of student services at your location if you don't know your SUNY Empire State College ID.

The college issues ID cards to students upon request. Most of the students need ID cards to check out books or use library facilities at SUNY or CUNY colleges and universities.

Request A Student ID Card

You can request a student ID card by contacting your location or program. The college provides student ID cards at no cost to the student. The primary contacts at centers/programs for ID card requests are listed below:

SUNY Empire Online

Distance Learning students should send a digital or scanned 2" x 2" photograph as a .jpeg attachment to begin (begin@esc.edu)@esc.edu (begin@esc.edu) and an identification card will be mailed to you after the term begins. Please include the address where you would like the ID to be mailed and SUNY Empire State College ID number.

SUNY Empire State College
Attention: Outreach and Retention Services
111 West Avenue
Saratoga Springs, NY 12866

Capital Region

Begin@esc.edu (begin@esc.edu)

Central New York

Begin@esc.edu (begin@esc.edu)

Finger Lakes

Begin@esc.edu (begin@esc.edu)

Harry Van Arsdale, Jr. School of Labor Studies

[Leetoya Young](mailto:Leetoya.Young@esc.edu) (leetoya.young@esc.edu)

International Education

Jennifer Miller (jennifer.miller@esc.edu)

Long Island

Roberta Travis (roberta.travis@esc.edu)

Mid-Hudson

Theresa Craigg (theresa.craigg@esc.edu)

Mohawk Valley

Begin@esc.edu (begin@esc.edu)

New York City

Daryl Douse (daryl.douse@esc.edu)

North Country

Begin@esc.edu (begin@esc.edu)

Southern Tier

Begin@esc.edu (begin@esc.edu)

Western New York

Sheree Martinelli (Sheree.Martinelli@esc.edu)

School of Nursing and Allied Health

School of Nursing and Allied Health students should send a digital or scanned 2" x 2" photograph as a .jpeg attachment to nursing.program@esc.edu and an identification card will be mailed to you within two weeks. Please include your name, student ID and the address where you would like the ID to be mailed.

School for Graduate Studies

To request your ID card, send an email to Grad.Services@esc.edu and attach a digital photo in .jpg format. The photo should be a headshot and may be in color or black and white. Processing usually takes approximately two weeks. The completed ID card will be mailed to you.

Student Problem Resolution

While SUNY Empire State College strives to ensure a positive educational experience, there are student success and development staff at our locations to facilitate student success, connect students to resources and to facilitate problem resolution. We work with students in person and online. The student success and development staff member may direct students to the most appropriate offices or resources, advise students of appropriate avenues for appeal, or investigate and resolve complaints. The student services professional serves not as an advocate for either party, but rather as a neutral investigator and facilitator.

Students are responsible for understanding and abiding by the policies and procedures of the college. For more information on college policies and procedures, see the Policies (<http://catalog.esc.edu/undergraduate/academic-policies-procedures/>)section, and Student Life Policies and Procedures (<https://www.esc.edu/student-affairs/student-life/student-life-policies-procedures/>) website, which include the policies on student conduct, grievances, academic appeals and accommodations for students with disabilities. The information also is available on the college's policy website (<http://www.esc.edu/Policies/>).

Students should contact the student services professional based on their their school from the chart below.

School for Undergraduate Studies

Student Success and Development
StudentSuccess@esc.edu

518-587-2100, ext. 1110

School for Graduate studies

Graduate Student and Academic Services
grad.services@esc.edu
518-587-2100, ext. 2267

School of Nursing and Allied Health

518-587-2100, ext. 2812
Erin.White@esc.edu

Harry Van Arsdale, Jr. School of Labor Studies

TBD
646-230-1355

International Education

francesca.cichello@esc.edu
518-587-2100 ext:2428

The student should first attempt to resolve the problem with the staff at his or her respective location or program. In the event that a student complaint is unable to be resolved through the location or program, the student may then contact:

David Caso
Associate Director of Community Standards and Engagement
CollegewideStudentServices@esc.edu
2 Union Avenue
Saratoga Springs, NY 12866-4391
518-580-4742

Religious Observance

In compliance with Section 224-a of the Education Law, students unable, because of religious beliefs, to engage in learning activities – classes, examinations, study or work requirements – on a particular day or days will not be penalized and will be provided with means to make up for any study opportunities that may have been missed because of absence for religious reasons. Since most study arrangements at SUNY Empire State College are individually made between student and faculty, students may schedule meetings and other academic activities so they do not conflict with their religious observances. In cases where group meetings are arranged (e.g., classes, seminars, special examinations such as College Level Examination Program or College Proficiency Examination Program), students who wish to avail themselves of these opportunities but are unable to participate at certain times because of religious beliefs should consult with their mentors to make alternate arrangements. No adverse or prejudicial effects shall result to any student because of his or her religious beliefs.