FREQUENTLY ASKED QUESTIONS

Where do I get a copy of my class schedule?
Log in to The SUNY Ulster portal at my.sunyulster.edu. Select the “Student Resources” tab; in the “Registration Tools” channel click on “Class Schedule”; then select the Spring 2016 term. Student computers are available in HAS 220, the DEW Library or the Kingston Center open lab. Students will need to log onto the computers using their my.sunyulster.edu user name and password.

Where is wireless access available for using my wireless enabled device?
Wireless is available across most of the Stone Ridge Campus and throughout the Kingston Center. Students must be enrolled in credit classes for the semester to access wireless.

How do I receive a book voucher?
Book Voucher Applications will be available in the Enrollment & Success Center, VAN 119 and on the portal. Decisions will be sent to your SUNY Ulster email. Book Vouchers are available for students with financial aid exceeding the cost of tuition and fees. Students eligible to receive refund checks from financial aid during the first week of the semester have the option to accept their refund checks OR apply for a Book Voucher. Any remaining book voucher credit will be disbursed to students in a refund check at a later date in the semester.

Where and when can I get my books?
In the Bookstore (must bring copy of schedule) located in VAN 149, online at www.sunyulster.bkstr.com or through your my.sunyulster.edu (Student Resources tab) account using “BookNow.” Below are the Bookstore Hours:

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
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<tbody>
<tr>
<td>January 18</td>
<td>CLOSED</td>
</tr>
<tr>
<td>January 19-21</td>
<td>Tuesday through Thursday ~ 8:00am – 6:30pm</td>
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<tr>
<td>January 22</td>
<td>Friday ~ 8:00am – 5:00pm</td>
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<tr>
<td>January 23</td>
<td>CLOSED</td>
</tr>
<tr>
<td>January 25-29</td>
<td>Monday through Friday ~ 8:00am – 5:00pm</td>
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</tbody>
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Regular Hours resume Feb 1st: Monday - Thursday ~ 8:30am – 4:00pm Friday ~ 8:30am – 2:00pm

Kingston Center Classes: Order online from www.sunyulstershop.com for delivery to KCSU.

TEXTBOOK RENTALS: Register at www.sunyulstershop.com before proceeding to Bookstore.

Where and when can I pick up financial aid checks?
Student Accounts - VAN 204 starting Friday, January 22, 2016 after 10:00am with photo ID for Federal and State grants only. Additional disbursement information is available at my.sunyulster.edu in the Student Accounts or Financial Aid channel.

Can I still apply for financial aid?
Yes. There are 2 easy steps:
1. Go to https://studentaid.ed.gov/npas/index.htm to create a FSA ID– Your FSA ID is used to confirm your identity when accessing your financial aid information and electronically signing your federal student aid documents.
2. Go to www.fafsa.gov – complete the online FAFSA using 2014 income information.

Where and when can I get my student ID card and/or parking permit?
Student IDs and Parking Permits can be obtained from the Office of Public Safety, HAS 133.
- Before January 19: please call 845-687-5023 for hours of operation.
- January 19, 20, 21 & 22: between the hours of 8:00 am and 6:00 pm.
- After January 25: ID cards and permits can be obtained Monday thru Thursday between the hours of 9:30 am and 1:30 pm. Special arrangements can be made by calling Public Safety at 845-687-5023. To obtain a Student ID, students must bring a copy of their Spring 2016 class schedule and a valid photo ID to the Office of Public Safety. For parking permits, students must have the year, make, model, color and license plate # of their car. Students are reminded that they are required to carry their Student ID with them at all times while on campus and present it to any College Official upon their request. In addition, students are reminded that student parking spaces are designated by white lines with each parking lot displaying signage as to where students are to park.
Where do I get Health Insurance certification forms verified? Registrar’s Office-VAN 206 beginning February 22.

How do I get into the site for my ONLINE course?
Log in to The SUNY Ulster portal available at my.sunyulster.edu. Click the “COURSES” icon in the top right corner of the portal. For technical assistance with your online course contact Open SUNY Support Services @ 800-875-6269 or by email: OpenSUNYHelp@suny.edu.

Where do I find important academic calendar dates?
Log in to The SUNY Ulster portal available at my.sunyulster.edu. Click on the “Home” tab and look in the “Academic Calendar & Events” channel.

How can I add and drop courses?
- If you are changing sections only go to Registrar’s Office-VAN 206. (i.e.: ENG 101 01 to ENG 101 02)
- If you are a non-matriculated student changing classes go to Registrar’s Office-VAN 206.
- If you are a matriculated student changing classes (i.e. - COM 105 to HIS 101) you must get an advisor’s signature.

1. See your academic advisor. Who’s that? To find the name of your academic advisor visit my.sunyulster.edu and click on the “Student Resources” tab; go to “Registration Tools” channel; click on “Advisor and Student Information Look-up” link; select “Spring 2016” term then click “Submit”; follow instructions on page to access contact information regarding your advisor.
2. Visit your Academic Department to see if an academic advisor is available.
3. If your academic advisor is unavailable proceed to the Enrollment and Success Center – VAN 119.
Warning! If you are a full-time student receiving financial aid or healthcare benefits based on full-time status and you drop below 12 credits, you may lose your aid/benefits. For financial aid recipients, courses must fulfill requirements of your degree program. Please check with Financial Aid if you have questions-VAN 105.

What are the add/drop/withdrawal dates?
ADD dates: First 4 days of the semester (01/19/16-01/22/16)
DROP dates: First 3 weeks of the semester (01/19/16-02/08/16)
WITHDRAWAL dates: Weeks 4-10 of the semester (02/09/16-04/08/16) NO Refunds

Warning! If you withdraw properly on or before the established withdrawal deadline each semester, you will receive a “W” grade for the course. If you fail to formally withdraw, you may receive an “F” grade.

What is the REFUND Policy?
January 19, 2016 by 4:30pm for full refund
Tuition Fees
100% 100%
During 1st Week (01/20/16-01/25/16 by 4:30pm) 75% No Refund
During 2nd Week (01/26/16-02/01/16 by 4:30pm) 50% No Refund
During 3rd Week (02/02/16-02/08/16 by 4:30pm) 25% No Refund
After 3rd Week No Refund No Refund

Express Semester Refund Policy –
Before classes begin & 1st Day Full Refund Full Refund
During 1st Week 50% No Refund

Is attendance important? ABSOLUTELY!
Students are expected to attend all class meetings (classroom or online) in courses which they are registered. Students enrolled in online courses MUST log onto their course within the first week of the semester. Failure to log into the online course can result in course access being denied by the instructor. Instructors determine their own class attendance policy. Excessive absence or lateness may lead to a recommendation by the instructor that the student be dropped from the class with an appropriate grade.

Warning! Financial Aid recipients may lose their eligibility due to lack of attendance.