

STUDENT SERVICES

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

Empire State University believes students should be only one step away from obtaining easy access to the information they need to move forward with their student business. Whether in person, by phone, by chat, or through virtual self-service support, students can obtain consistent and timely information related to financial aid, student accounts, billing, and registration and records. Students will also find connections to academic support, accessibility resources and services, library services and technical support.

Your 1Stop Options

- Virtual Self-Service Support 24/7/365 online at the 1Stop Student Services web page (<https://www.sunyempire.edu/1stop/>).
- Blue our AI Chatbot (<https://www.sunyempire.edu/1stop/#bot>) with Live Agent Support.
- Phone at (800) 847-3000, ext. 2285, weekdays, from 8:30 a.m. to 5:00 p.m.
- Email at 1Stop@sunyempire.edu

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 university's Student Health and Wellness web site (<https://www.sunyempire.edu/student-affairs/student-life/health-wellness/>), email at healthandwellness@sunyempire.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.sunyempire.edu/connects/>) events. A weekly schedule is available on the SUNY Empire Connects website (<https://www.sunyempire.edu/connects/>).

Counseling

Counseling resources for students can be found on the Student Health and Wellness web site (<https://www.sunyempire.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.sunyempire.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 Empire State University 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 university'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@sunyempire.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 university solely by reason of his or her disability. Please visit the Office of Accessibility Resources and Services website (<http://www.sunyempire.edu/accessibility/>) or see the Student Affairs Policies (<https://www.sunyempire.edu/policies/>) website for further information.

Bookstore

The Empire State University Bookstore (<http://www.sunyempire.edu/Bookstore/>) is available on the university's web site for students in all university 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.sunyempire.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.sunyempire.edu/Bookstore/>) by emailing bookstore@sunyempire.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.sunyempire.edu/bookstore/>).

Bookstore phone number

800-847-3000, ext. 2365

Financial Aid and VESID orders

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

Return authorization

bookstore@sunyempire.edu

Question about pending order or problem with order received

800-847-3000, ext. 2365
bookstore@sunyempire.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.

Empire State University is a committed military partner and DOD MOU participant signatory. The university 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.sunyempire.edu/veteran-military/>)

1 Union Ave.

Saratoga Springs, NY 12866-4309

email Military.Programs@sunyempire.edu

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

fax 518-587-5483

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

Student Veterans and Military Club: ESCMilitaryClub@sunyempire.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.sunyempire.edu/service-desk/student-technology/>).

Student Login And Password

Every enrolled student is assigned a username and password that provides access to all secure information on the web. Students receive an email with their username and password when accepted to the university. 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.sunyempire.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 university's privacy policy and security practices outline the ways in which we protect your personal information. For more information, please see the university's Web Privacy policy (<https://www.sunyempire.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.sunyempire.edu/service-desk/password-management/>) or the contact the IT Service Desk (<https://www.sunyempire.edu/service-desk/>).

Web-Based Student Services And Information - MySUNYEmpire

The MySUNYEmpire (<http://my.sunyempire.edu/>) website provides students with a single point of access to online services, information and learning resources. With a university 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. MySUNYEmpire connects students to resources to support academic endeavors including library services, learning supports, information about study opportunities and sources of student support. Key announcements and news items are posted on MySUNYEmpire and university offices maintain information and contact numbers through this site.

Student Computers

Most Empire State University locations maintain desktop and laptop computers (PCs) for student use. Students without home access can use these computers to access their personal records through MySUNYEmpire. 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 university 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. In addition to onsite computers, the university also offers a laptop loan program (<https://www.sunyempire.edu/student-affairs/student-life/laptop-loan-program/>) for eligible students.

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

Email

Email is a very important communications method in the university. Every member of the university community has a university email address, and every administrative office uses email to communicate with students. Empire State University 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.sunyempire.edu/service-desk/>). It is important that students report changes in their email addresses to the university. This can be done online at MySUNYEmpire (<http://my.sunyempire.edu/>) in Self Service Banner (SSB).

Upon being admitted to the students receive a university email address which is the official communication channel for the university. Students are responsible for any email sent to the university email address. Students who would like to request to forward their university email to a personal email account must accept the risk for doing so at SUNY Empire Student Email Forward Settings. (https://banner.esc.edu/BannerExtensibility/customPage/page/ESC_EmailForward/) Students may also update the personal email address on file at this same site.

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

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

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

Getting Help

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

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

Student Identification Numbers And ID Cards

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

The university 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

The university provides student ID cards at no cost to the student.

Students should send a digital or scanned 2" x 2" photograph as a .jpeg attachment to the email listed below 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 ID number. Alternatively, you can mail your request for an ID card to:

Empire State University
Attention: Office of Safety & Security
2 Union Avenue
Saratoga Springs, NY 12866

School for Undergraduate Studies

School for Graduate Studies

Campus.Safety@sunyempire.edu

Harry Van Arsdale, Jr. School of Labor Studies

Leetoya.Young@sunyempire.edu

International Education

International@sunyempire.edu

School of Nursing and Allied Health

Nursing.Program@sunyempire.edu

Student Problem Resolution

While Empire State University strives to ensure a positive educational experience, there are staff to promote student success, connect students to resources and facilitate conflict resolution. We work with students in person and online. The student success 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 university. For more information on university policies and procedures, see the Policies (<http://catalog.esc.edu/undergraduate/academic-policies-procedures/>) section, and Student Affairs Policies (<https://www.sunyempire.edu/policies/>) website, which include the policies on student conduct, grievances, academic appeals and accommodations for students with disabilities. The information also is available on the university's policy website (<http://www.sunyempire.edu/Policies/>).

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

School for Undergraduate Studies

Student Support and Outreach
StudentSuccess@sunyempire.edu
518-587-2100, ext. 1110

School for Graduate studies

Graduate Student and Academic Services
grad.services@sunyempire.edu
518-587-2100, ext. 2429

School of Nursing and Allied Health

Erin White
Coordinator of Student Services
518-587-2100, ext. 2812
Erin.White@sunyempire.edu

Harry Van Arsdale, Jr. School of Labor Studies

Nedelka McLean
Student Services Coordinator
518-587-2100, ext 1478
Nedelka.McLean@sunyempire.edu

International Education

francesca.cichello@sunyempire.edu
518-587-2100 ext. 2428

UNIVERSITY STUDENT SERVICES

Students should first attempt to resolve a concern with the faculty or staff at their program. In the event that a student complaint is unable to be resolved, the student may then contact:

Dan Greer
Executive Director for University Student Services

UniversityStudentServices@sunyempire.edu
680 Westfall Road
Rochester, NY 14620
518-587-2100 x2389

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 Empire State University 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 prior to the established meeting times to make alternate arrangements. No adverse or prejudicial effects shall result to any student because of his or her religious beliefs.