

# 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. 1Stop also provides 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](mailto:1Stop@sunyempire.edu)

## Health And Wellness

Good health is critical to academic success. 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](mailto: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 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: 518-587-2100, ext. 2244, [Disability.Services@sunyempire.edu](mailto: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 website for students in all university locations. Books are stocked at the request of programs or individual instructors for study groups and tutorials.

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

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](mailto: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. 2376

### Financial Aid and VESID orders

800-847-3000, ext. 2376  
[bookstore@sunyempire.edu](mailto:bookstore@sunyempire.edu)

### Return authorization

[bookstore@sunyempire.edu](mailto:bookstore@sunyempire.edu)

### Question about pending order or problem with order received

[bookstore@sunyempire.edu](mailto: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, military and veteran funding guidance, 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](mailto: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](mailto:ESCMilitaryClub@sunyempire.edu)

## Student Computing And Technology Services

SUNY Empire provides various 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 how 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 immediately change it at the Self Service Password Management web page (<https://www.sunyempire.edu/service-desk/password-management/>) or 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 for students to connect with MySUNYEmpire (<http://my.sunyempire.edu/services>).

### Email

Email is a very important communication method in the university. Every university community member 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 for online registration in our student information system. Students who do not have an email account can find information on how to establish a free service on the IT Service Desk website. Students must 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, 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 at SUNY Empire Student Email Forward Settings. Students may also update their personal email addresses on file on 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 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 needing 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 that 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. If you don't know your SUNY Empire ID, check with your mentor or the student success coordinator at your program.

The university issues ID cards to students upon request. Most 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 mailed and the 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.sunyempire.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.

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 student success professional, 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.