Chapter VI
Support Services for Students

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Academic Support Services

Drake Memorial Library
This modern three-story facility offers a full range of services. Seating 1,200, the building houses a collection of 450,000 books, 112,000 bound journals, 1.9 million units of microtext, and extensive holdings of government documents and audiovisual materials. The collection is growing by approximately 12,000 volumes annually. A computerized catalog and other on-line services provide easy access to local collections and to electronic databases. The library has an open-stack policy that allows students direct access to most materials. The library subscribes to a rapidly expanding number of online and CD-ROM-based searching services, offering easy access to journal articles, newspapers, government documents, and specialized reports. Major databases currently include ERIC, Medline, GPO, MLA, Disclosure and SportDiscus. Most of these services are accessible from on campus as well as remote sites through the library’s Web page. Staff-assisted database searching to lesser-used services is also available on an appointment basis by calling (716) 395-2760.

Graduate students may borrow materials from Drake Library for a period of approximately four weeks. Materials may be renewed for an additional four weeks if not requested by another reader. A valid College ID serves as a library card. Arrangements may be made for an ID with the Brockport Auxiliary Services Corporation from 8 am to 4:30 pm Monday through Friday when the College is in session. Until students have their ID, they may obtain a temporary ID for a $2 fee from the Circulation Desk of the library. These IDs are valid for one semester. Students are also eligible for interlibrary loan services. Materials not available at SUNY Brockport can usually be obtained from other libraries. Books, articles and other materials may be requested electronically or on cards available at the Circulation Desk and in the Interlibrary Loan Office. It takes an average of 10 days between the time a request is made and delivery of the needed items.

The library’s schedule varies, so it is advisable to call the recorded information service, (716) 395-2288, for current hours.

Other Library Services
A computer lab equipped with 40 state-of-the-art networked PCS and two digital printers are available for students’ use for e-mail, word processing, and access to the Internet and World Wide Web. The library has several coin-operated, self-service photocopy machines on the main and ground floors. Additional book and microtext copiers are located in the ground floor Copy Center. Graduate students may reserve locker space for materials charged out from the library that they do not want to carry from home to school. Inquire at the Circulation Desk, main floor.

SUNY Student Resource Center
Located in the Bausch & Lomb Public Library in downtown Rochester, the SUNY Student Resource Center serves the library service needs of SUNY students taking courses in Rochester. The Center provides reserve facilities, interlibrary loan, networked computers with access to SUNY Brockport’s and area libraries’ online catalog and online databases subscribed to by the campus library. A daily delivery between the Center and the main library makes Drake Library’s resources easily available to graduate students living or taking courses in the Rochester area.

RRLC Access Card
Matriculated graduate students may apply for a Rochester Regional Research Libraries Council Access (RRLC) card. Cardholders may borrow materials from more than 30 participating libraries, including those at the University of Rochester and Rochester Institute of Technology. Access card applications are available at the Circulation Desk. Cards are valid for one year, from July through June.
Information Technology Systems and Networking Services

Systems and Networking Services, under the jurisdiction of the director, is the unit of the College charged with responsibility for ensuring the availability of computing and networking resources to assist the College community in effectively applying information technology. The office is organized into five major areas: 1) systems and networking administration, 2) applications programming, 3) database administration, 4) Web development, and 5) computer operations. Major areas of responsibility include campus e-mail, campus networking systems, student information system, official campus Web site, and day-to-day processing of campus information.

Information Technology Support Services (ITSS)

Information Technology Support Services operates Dailey Hall Computing Center. Located at the west end of the mall, Dailey contains five computer classrooms and two large open-access areas. A wide variety of computing hardware is available, including more than 200 PCs, 20 MACs, 40 SUN workstations and a state-of-the-art multimedia lab. A large trained student staff provides one-on-one assistance for all ITSS-supported software. Dailey is open more than 100 hours each week, providing access to students both during the week and on weekends. For specific hours, call (716) 395-2390.

The College's e-mail system is accessible from Dailey, residence halls and offices through the campus fiber-optic network, and from off campus through any web browser. E-mail accounts, automatically created for all students, allow access to e-mail and Drake Library's online reference and resource material. Of particular interest to graduate students are the uses of the Internet, World Wide Web, and CD-ROM material as research tools and the availability of the most current statistical software including SAS, SPSS and Minitab. All students are provided with server storage space for the development of personal Web pages.

ITSS also coordinates 20 satellite labs located across campus that offer standard and specialized software as well as Internet access.

For more information about computing at SUNY Brockport, visit www.acs.brockport.edu.

Media Services

Media Services provides audio-visual equipment and support for instructional classroom use, 16mm film and video rentals, audio-and videotape duplication, black-and-white overhead transparency production, audio-visual equipment loans to faculty and staff, and audio lecture taping (for classrooms in Edwards Hall). Space is also available, by appointment only, for film/video viewing for groups of up to 30 individuals. For more information, call (716) 395-2660.

Technology Support Services

Technology Support Services, under the jurisdiction of the director of Information Technology Support Services and the manager of Technology Support Services, is charged with the responsibility for providing technical computer support and resources to assist the operational offices of the College in effectively applying computer-based technology.

Off-campus Learning Opportunities

MetroCenter

In addition to modern classrooms, the SUNY Brockport MetroCenter in downtown Rochester offers two state-of-the-art computer labs, a hack room, a smart classroom, student lounge, and student information services. MetroCenter credit offerings include graduate and undergraduate courses in more than 20 disciplines, held in the evenings and on weekends.

Additionally, non-credit, professional, and corporate education courses are offered during the day, evenings, and weekends. The MetroCenter is home to the Greater Rochester Collaborative
Support Services for Students

Master of Social Work (MSW) program of SUNY Brockport and Nazareth College.

A SUNY Brockport ID card is required for access to the SUNY Brockport MetroCenter and its computer labs. SUNY Brockport photo ID pictures are taken downtown. Vending machines are located throughout the facility and food service is available nearby. Plentiful, safe, and convenient parking allows for easy access to the MetroCenter. For more information, call (716) 232-7313, or go to www.brockport.edu/~metro1/default.html.

Distance Learning: Telecourses and SUNY Learning Network Online Courses

SUNY Brockport provides students who need scheduling flexibility with two distance learning options. Telecourses are offered each semester, evenings and weekends, on campus and at the SUNY Brockport MetroCenter. Telecourse students learn through a combination of synchronous (same time, same place) in-class instruction and asynchronous (any time, any place) independent study and program viewing. Students may elect to take completely asynchronous, online courses via the College’s SUNY Learning Network (SLN) offerings using computer Internet access from home, work, or on the road. Studies have shown that students who do well in distance-learning courses are bright, motivated, and self-disciplined learners with good study and time-management skills. For these students, distance learning provides flexible scheduling and learning at a time convenient to them. For more information, call (716) 395-5726, or go to www.brockport.edu/brock/c/c4/c4.htm.

International Education

During the academic year, the only overseas programs sponsored by SUNY Brockport are for undergraduate students. But, graduate students are eligible to apply for programs sponsored by other SUNY units, some of which offer graduate credit. In this case, enrolled students apply for program admission to the administering campus, though they remain enrolled in and pay tuition to Brockport.

A number of summer programs sponsored by SUNY Brockport are available to graduate students. In the past, graduate students have enrolled in courses taught in the United Kingdom, Mexico, France, and Holland. For more information, call (716) 395-2119.

Student Support Services

Student Learning Center

The Student Learning Center (SLC) in Cooper Hall is available to help students meet the rigorous academic demands of graduate study. The Center offers:

- trained tutors who assist at all stages of the writing process;
- assistance with APA and MLA documentation styles;
- reference materials, including APA and MLA handbooks and math texts that may be useful for students in measurement, evaluation, research or statistics courses; and
- software and videotapes on note taking, text reading and time-management skills.

The SLC also houses 24 computers linked to Drake Library and available for research or word processing. Please call (716) 395-2293 for SLC hours or questions.

Career Services

The Office of Career Services provides undergraduate and graduate students and alumni with the resources and services they need for successful career planning and job placement. The office provides individual career advisement, career and job resources, and an Internet database (JobShop) of jobs and internships. Staff can assist graduate students who are deciding on a career direction related to their disciplines and can provide internship options that graduate students can take to their departments for approval. Graduate students are also encouraged to take advantage of the many events planned throughout the year, e.g., The Passport to Leadership Series, Teacher Recruitment Day, and various career specific and general job fairs.
Graduate students seeking work can take advantage of positions offered through Student Employment using JobShop. Current information about career and job events, workshops and JobShop (part-time jobs, full-time professional jobs, internships and volunteer work) can be found by going to the Career Services home page www.brockport.edu/career/cshome.htm. Career Services is located on the first floor of The Rakov Center, and is open from 8am–5pm during the academic year and from 8am–4pm during the summer. Graduate students are encouraged to visit the office during drop-in hours, which are from 11am–3pm daily. More information can be obtained by calling (716) 395-2159 or by visiting the Career Service home page.

**Student Health Center**
The Student Health Center provides primary medical care through an out-patient clinic as a service to all enrolled students. All visits to the Health Center are free of charge. Students paying the mandatory student Health Fee also receive routine antibiotics and other medications, some routine lab tests, special exams and procedures, and over-the-counter cold remedies at no additional cost. The Center is open weekdays 8am–5pm and Saturday 10am–2pm during the regular academic year; it is open with reduced hours during summer sessions. When the Health Center is closed, students can use the services of Lakeside Memorial Hospital’s Emergency Room on a fee-for-service basis.

New York State’s Public Health Law #2165 applies to graduate as well as undergraduate students. It requires that students provide proof of immunity to three infectious diseases: measles, mumps, and rubella. Information documenting immunity must be on file at the Student Health Center in order to continue to be registered as a student at SUNY Brockport. For further information please contact a staff member at the Health Center.

In addition to the state-mandated Health Fee, the College expects all students to have adequate accident and sickness insurance to cover medical services not provided through the Health Center. Full-time students should either subscribe to the sickness and accident insurance program endorsed by the College, or to comparable coverage. Part-time graduate students carrying a minimum of six credits per semester may also elect the program.

**Counseling Center**
The Counseling Center offers personal counseling to all enrolled students, graduate and undergraduate, full-time and part-time. Assistance is provided for the widest possible range of concerns, from routine adjustment problems to severe problems and personal crises. While most counseling is on an individual basis, group counseling is available for certain problems and concerns on an as-needed basis. The Center works closely with the Health Center, and with health and mental health care providers in the surrounding area.

The Counseling Center is open weekdays from 8am–5pm throughout the academic year. Services are free and strictly confidential. For an appointment, drop in at the Center in Hazen East, or call (716) 395-2207.

**International Student Services**
This office is the primary resource for all enrolled international students at SUNY Brockport. The office provides an orientation for newly admitted students, assists with immigration regulations and travel documents, helps international students adjust to academic and cultural expectations in the United States and provides cross-cultural programming.

All international prospective graduate students must submit a formal program application for admission to the Office of Graduate Admissions. In addition, they must also submit proof of English proficiency and evidence of sufficient funding for the period of time they will be attending SUNY Brockport. Once the student is approved for admission, an I-20 will be completed and sent along with the formal acceptance letter. The student takes the I-20, along with the acceptance letter and financial documents, to the nearest US embassy or Consulate and applies for a student visa (F-1). Questions on graduate admissions or obtaining an I-20 should be directed to the Office of Graduate Admissions at (716) 395-5465 or (716) 395-2525, or via e-mail at gradadmit@brockport.edu.
Support Services for Students

Upon arrival to the campus, all international students must report to the Office of International Student Services and present their visa, I-94 card, passport and validated I-20 for review by a Designated School Official. The office is located in the Seymour College Union, room 224.

Office for Students with Disabilities
The Office for Students with Disabilities provides support and assistance to individuals with medical, physical, emotional or learning disabilities, especially those experiencing problems in such areas as academic program, employment, career choice, or adjustment to the campus environment. Among the services provided are those related to accessibility of campus facilities, adaptive equipment, note takers, and alternative testing. Services provided include advocacy, and referral to appropriate governmental and community agencies.

The coordinator for the Office for Students with Disabilities serves in an advisory capacity to the campus at large on matters related to disability services, and works closely with other offices to ensure that the needs of individuals with disabilities are met. The Office for Students with Disabilities is located in room 224 of Seymour College Union, and is open 8am–5pm weekdays during the academic year, 8am–4pm summers. It is accessible by elevator from the ground-level entrance, with handicapped parking immediately adjacent. For more information, call (716) 395-5409 (V/TTY).

Veterans Affairs
The Office of Veterans Affairs assists veterans and dependents in applying for veterans educational benefits, arranges deferral of College charges against those benefits, and certifies attendance to the Veterans Administration. For more information and for publications concerning veterans educational benefits, call (716) 395-2315. Or visit the office, located on the main floor of the Rakov Center for Student Services (in the Financial Aid Office). The office is open weekdays 8 am–5 pm during the academic year, and 8am–4pm during the summer. E-mail the office at: veterans@brockport.edu.

Seymour College Union
The Seymour College Union is home to many services that students need daily. Hours for specific offices/departments may be obtained by calling (716) 395-2252.

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<thead>
<tr>
<th>Building Hours</th>
<th>Gallery Lounge and Gameroom Hours</th>
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<tr>
<td>7am–12am Monday–Wednesday</td>
<td>11am–12am Monday–Wednesday</td>
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<td>7am–1am Thursday and Friday</td>
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<td>Noon–12am Sunday</td>
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Departments/Services
Brockport Student Government (BSG)
Office for Leadership and Community Development
Office for Students with Disabilities
International Student Services
Barnes & Noble Bookstore
Jitterbugs Café
Gallery Student Lounge and Gameroom
Meeting Rooms
Ballroom (multipurpose room)
Union Square Food Court
Brockport Adult Student Organization (BASO) Lounge
The Point 89.1—AM/FM student-run radio studio
The Stylus—student-run campus newspaper
Office of Campus Life
Automatic Teller Machine
The Brockport Student Government (BSG) is a completely student-elected and student-controlled association providing educational, recreational, social and co-curricular services for SUNY Brockport students. Each year the BSG appropriates nearly $1 million in student activity fees to approximately 100 organizations. Seven areas serve students through club participation: academic, fine arts, service, recreation and intramurals, social, cultural, and media. The BSG activities board is composed of students and provides such activities as movies, concerts, speakers, lectures, comedy shows, special events, cultural programming and weekend programming.

**BSG Services and Offices—Seymour College Union**
- Association of Latino-American Students (ALAS)
- Brockport Adult Student Organization (BASO)
- Brockport Legal Information Services
- BSG Administration Offices
- Hillel at Brockport
- International Students Association
- Caribbean Club
- Organization of Students of African Descent (OSAD)
- Peer to Peer
  - *The Stylus*—weekly newspaper
- Volunteer Center
- Brockport Environmental Action Network (BEAN)
- Amnesty International
- The Point 89.1 AM/FM Radio Station

**Brockport Adult Student Organization (BASO)**
The Brockport Adult Student Organization is a BSG-funded organization established to provide a support network to SUNY Brockport students who must integrate academic life with family, job and community commitments.

Activities include informative brown-bag seminars on topics such as time management, discussion groups focusing on issues related to the “back-to-school” transition, presentation of awards to outstanding adult students, and social events for adult students and their families. In addition, BASO seeks to bring concerns of adult students, who comprise nearly 35 percent of the total student body, to the attention of faculty and administration.

**Other Offices and Agencies**

**Parking (Brockport Auxiliary Services Corporation)**
All students who plan to park on campus on weekdays, including evenings, must register their vehicles; this includes visitors. Parking permits for all students are handled by the Parking Services, Brockway Hall, (716) 395-PARK.

**Parking Rules/Policies**
Students must park only in designated spaces within appropriately designated lots. There are signs on each lot indicating who may park there, and campus maps given out at the time students buy their parking stickers indicate which lots are for students. Although students must always park in a designated, non-restricted parking space, there are “open-parking” periods when commuters may park in any lot. Weekday open parking is from 6:30pm–midnight Monday through Thursday, but students must still have a parking permit on their car. Weekend open parking is from 3pm Friday–midnight Sunday, and no parking
permit is required. At the beginning of each semester there is a “grace period” to purchase permits. The “grace period” is defined as first day of classes through the following 48 hours. Once a permit is purchased it must be placed immediately on the driver-side rear window and then students must park in the appropriate lot assigned according to the color of their permit.

Parking regulations and policies are available from Parking Services. All students should become familiar with these regulations to avoid violations of regulations and subsequent penalties and fees.

**Brockport Auxiliary Service Corporation (BASC)**

The Brockport Auxiliary Service Corporation (BASC) is responsible for the operation of services and enterprises supplemental to the educational mission of the College. This includes all dining facilities, the College Bookstore, vending and video operations, refrigerator rentals, parking, and accounting services—all activities and services of the College not directly provided by the State University or other state agencies. BASC is authorized to operate on this campus by virtue of a contractual relationship with the State University of New York and is chartered as a non-profit educational membership corporation. For more information, call (716) 395-2497.

In addition to a wide selection of meal plans, BASC also offers “Easy Money,” a debit account at SUNY Brockport that is accessed through a campus ID meal card. Students deposit money into this account for use throughout the academic year. Whenever a purchase is made with a card, the amount of the purchase is deducted from the student’s available balance. Easy Money is used for purchases at any BASC operation, including the College Barnes & Noble Bookstore.

The BASC Dining Services Department is committed to providing students with the most complete dining program to be found on any campus. The SUNY Brockport concept of diversified dining was recently recognized by SUNY as the #1 Dining Service among all SUNY colleges. There are two dining halls on campus: Harrison Dining Room is well-known for salad and pasta bars, and all you-can-eat buffet; and Brockway Dining Room is known for its breakfasts, all-you-can-eat home-style cooking and a deli bar.

There are also several dining locations featuring both national and local brands, including Trax with its deli menu, and Jitterbugs Café, which features gourmet soups, sandwiches, salads, pastries and java!

The College Barnes & Noble Bookstore stocks all required textbooks and school supplies. Additionally, the store has a selection of paperback, trade, reference, children's and adult books. College memorabilia, clothing, gifts and greeting cards are also available, as are special orders for books and computer software.

The bookstore buys used texts from students on a daily basis, enabling the store to offer a large selection of used books at reduced prices the following semester. Textbooks are accepted for exchange or refund only during the first 30 days of classes, when books are clean and free of all marks. Cash receipts and drop slips must accompany any exchange or refund. Books with names or other types of markings are considered used books. The condition of a book is determined by the store personnel. Defective books are replaced at any time. The store, located in the Seymour College Union, is open Monday–Thursday, 9am–5pm; Friday, 9am–4pm; Saturday, 10am–3pm. For more information, call (716) 395-5649.

**Office of Residential Life/Learning Communities**

Lists of available off-campus housing may be obtained by an in-person or written request to the Brockport Student Government, 113 Seymour College Union. On-campus housing is offered to graduate students on a space-available basis. For more specific information, contact the Office of Residential Life/Learning Communities, (716) 395-2122/2108.