

Part Six: General Policies and Procedures for Enrollment

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CHAPTER 600: Undergraduate Admissions Office

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600.01 GENERAL PURPOSE

The Undergraduate Admissions Office assists new first-year and transfer students throughout the enrollment process in an effort to attract students who are academically strong and add to the diversity of SUNY Cortland's campus. The office also leads programs and events that connect prospective students with academic departments, student service offices and many other opportunities at the university.

600.02 SERVICES AND FUNCTIONS

Admissions recruitment encompasses many forms of outreach. Staff members travel to college fairs hosted at high schools, community colleges and other large venues throughout the fall and spring, with some advisors specializing in territories such as New York City and regions outside New York state. The office also organizes various campus visit programs that welcome prospective students and their guests to SUNY Cortland, ranging from daily tours to bus trips to large Open House events. Communication efforts include email through the university's customer relationship management software, digital campaigns and print publications.

SUNY Cortland accepts applications through the Common Application and the SUNY Application. The Admissions Office reviews more than 12,000 applications annually while overseeing the admissions process for all first-year, transfer and Educational Opportunity Program students. The office also awards scholarships to new students. Prospective students can contact the office about various topics spanning academics, campus life, admissions criteria, required application materials and more.

Advisement and Transition coordinates official credit evaluation for college credits already earned. The readmission process for undergraduates is managed by Student Registration and Record Services. The Graduate Admissions Office oversees admission to programs that award master's degrees and advanced certificates.

CHAPTER 610: Graduate Admissions Office

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610.01 GENERAL PURPOSE

The Graduate Admissions Office directs recruitment, the online application process and the notification of admissions decisions for prospective graduate students, working closely with graduate program coordinators and other faculty members. The office also manages all graduate assistantship application materials.

610.02 SERVICES AND FUNCTIONS

Graduate admissions recruitment efforts include local, regional and international travel as well as marketing through digital campaigns and print publications.

The Graduate Admissions Office manages and oversees the online application system for all graduate students seeking master's degrees or advanced certificates from SUNY Cortland. Application materials are forwarded for individual review to academic departments and their respective faculty members, who make admission recommendations. The Graduate Admissions Office processes all final admissions decisions.

In addition to graduate program coordinators and other faculty members, the office also works closely with graduate assistant supervisors and the coordinator of graduate student support in Advisement and Transition. Application for the final awarding of graduate degrees is managed by Student Registration and Record Services.

CHAPTER 625: Student Registration and Records Services

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625.01 GENERAL PURPOSE

Student Registration and Records Services is committed to offering quality, accurate and confidential service to students, faculty, alumni and outside agencies. The focus is on the maintenance of the integrity of all academic records, the verification of enrollment status of students and the execution of operational procedures as prescribed by established SUNY Cortland policy and the Family Educational Rights and Policy Act (FERPA) guidelines.

625.02 SERVICES AND FUNCTIONS

- A. Provides academic transcript service.
- B. Coordinates registration and change of schedule activities.
- C. Prepares all end of term processes and provides web access for final grades.
- D. Verifies student status and attendance for scholarship awards, social security benefits and NDSL loans.
- E. Schedules classrooms 8 a.m.-9 p.m., Monday-Friday
- F. Prepares the schedule of final examinations and provides web access for faculty and students.
- G. Maintains academic records for attending (current) students.
- H. Prepares and distributes all official college forms to transact Student Registration and Records Services business.

Form	Distributed by
Application for Teaching Certificate (initial or professional)	Dean's Office/Student Registration and Records Services
Application for Master's/C.A.S. Degree and Certificate	Dean's Office/Student Registration and Records Services
Permission to Transfer Credit from Another Institution	Transfer Credit Coordinator/Student Registration and Records Services
Withdrawal from College	Dean's Office/Student Registration and Records Services
Leave of Absence	Dean's Office/Student Registration and Records Services
Withdrawal from Course	Dean's Office/Student Registration and Records Services
Pass/No Credit	Major Department/Student Registration and Records Services

Change of Major	Major Department/Student Registration and Records Services
Drop/Add (Post Web)	Department Chair/Student Registration and Records Services
Audit Form	Student Registration and Records Services
Retake a Course	Student Registration and Records Services
Incomplete/Change of Grade/Original Grade Form	Student Registration and Records Services
Extension of Incomplete	Dean's Office/Student Registration and Records Services
Transcript Requests	Student Registration and Records Services
Room Request Form	Student Registration and Records Services
Enrollment Verification	Student Registration and Records Services

Note: Most forms are available on the web at myRedDragon.

CHAPTER 630: Summer/Winter Session

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630.01 GENERAL PURPOSE

Two summer sessions and one winter session are offered each calendar year for students to enroll in credit-bearing courses. The courses offered during the summer/winter sessions vary in the duration and frequency of the class meeting times.

630.02 ADMINISTRATIVE RESPONSIBILITY

The Extended Learning Office is responsible for scheduling, promotion, registration and administration of Summer/Winter Session.

CHAPTER 640: Advisement and Transition

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- [640.03 SUNY Cortland Advisement Philosophy and Guidelines](#)

640.01 GENERAL PURPOSE

Advisement and Transition offers services and programs to assist students with academic planning and decision making and with the overall transition to college. The office coordinates the transfer credit processes for incoming and continuing/returning students. The office serves as a general comprehensive advisement resource for students and faculty and coordinates several transitional programs for all students.

640.02 SERVICES AND FUNCTIONS

The office provides advising information and support to all students and directly advises a case load of pre-major students. Orientation for first-year and transfer students, COR 101: The Cortland Experience, non-traditional and adult student support, transfer student support, graduate student support, learning communities, advising workshops and faculty development workshops are provided through the office. Advisement and Transition coordinates the evaluation of transfer credits for all entering students with prior college credit or from credit-bearing examinations, as well as the coordination of permission to transfer credits process for all current students. In addition, the office contributes to relevant campus-wide initiatives.

640.03 SUNY CORTLAND ADVISEMENT PHILOSOPHY AND GUIDELINES

Each student at SUNY Cortland is assigned an academic advisor. Students who are undecided about what they eventually will choose for a major are assigned an advisor by Advisement and Transition. Advisors for students with majors are assigned by the academic departments.

A. Advisement Mission Statement

Students come to SUNY Cortland with differing academic experiences, varying needs and diverse backgrounds. Advisement plays a crucial role in helping students grow as engaged citizens, which is part of the university's mission statement. Students and advisors have important responsibilities in this process.

SUNY Cortland views academic advisement as serving two functions. First, the advisement process helps the student to satisfy immediate, short-term needs for selecting courses, scheduling and registration. Second, academic advisement endeavors to assist students to develop meaningful educational plans that are compatible with their life goals. A successful advisement process must represent a balance of these two components: registration and student development.

B. Guiding Principles

Advisement at Cortland is based on the premise that academic advisement should help students develop a sense of responsibility for their academic program and progress toward their educational goals. To that end, the advisement process should:

- Assist students in becoming independent learners
- Assist students in the process of selecting appropriate educational experiences and planning for the future
- Help students in their pursuit of academic and personal development
- Guide students through their degree and help them clarify academic goals
- Provide students with information about services that can assist in addressing academic issues and personal concerns
- Help students understand university policies and academic expectations
- Assist students to identify, clarify and assess alternatives as well as potential consequences of academic decisions
- Guide students in becoming a part of a diverse and supportive academic community

C. Responsibilities

1. Responsibilities of the Student

- a. To assume progressively the leadership role in academic program planning and to recognize that the advisor's role is one of mentor and facilitator.
- b. To recognize that the student is ultimately responsible for completing a regular review of degree audit, meeting academic deadlines, developing a workable schedule and fulfilling financial obligations.
- c. To understand and comply with university policies.
- d. To commit a reasonable amount of time, both independently and in meetings with an academic advisor, to plan and implement one's own academic program.
- e. To be familiar with the department advisement manual (where available), the College Catalog and other university/department advisement materials.
- f. To come to schedule and attend meetings with the advisor prepared with necessary registration materials, suggestions for courses to be completed and a plan for meeting graduation requirements, as well as questions to clarify prospective problems.
- g. To seek out the advisor or department chair, in a timely manner, for assistance in negotiating difficulties or changes in academic program plans.
- h. To identify alternatives and the consequences of decisions made during one's college career.

2. Responsibilities of the Advisor

- a. To work with each student advisee to achieve an academic program consistent with the student's preparation, interest and plans for the future.
- b. To help students become familiar with university and departmental requirements as reflected in the College Catalog and degree audit.
- c. To help students recognize their academic strengths and weaknesses, establish realistic education goals and identify the courses necessary to achieve these goals.
- d. To be sensitive to the varied needs of students as they develop academically and personally at Cortland and refer to campus resources as appropriate (e.g., The Learning Center, Advisement and Transition, Associate

Deans, Career Services, Counseling Center.

- e. To be available during regularly scheduled office hours or by appointment to meet with students for academic advisement.
- f. To schedule sufficient time in the office for academic advising during critical periods such as registration and drop/add.
- g. To appreciate and advocate for diversity, equity and social justice as indicated in our campus priorities.

(Approved by the Faculty Senate, May 9, 2000 and by President Taylor, July 10, 2000; Amendment approved by Faculty Senate May 7, 2013, and by President Bitterbaum June 10, 2013)

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CHAPTER 645: International Programs Office

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645.01 GENERAL PURPOSE

The International Programs Office fosters cross-cultural understanding and global awareness through study abroad and exchange opportunities for students, faculty and staff at SUNY Cortland. In addition, the office provides support services to help integrate international students and scholars into the community in order to enhance intercultural understanding among community members.

645.02 SERVICES AND FUNCTIONS

A. Study Abroad

The office operates more than 50 international programs suited to the interests and needs of students and faculty across all departments. It furnishes detailed information about SUNY Cortland programs and serves as a resource for many other opportunities abroad.

B. International Students and Scholars

The office provides support to incoming matriculated and exchange international students, as well as visiting international scholars and staff at SUNY Cortland. The office currently receives dual diploma, exchange and visiting students from 22 partner universities.

C. Responsibilities

- Supports the design and development of international programs and partnerships
- Executes and maintains Memoranda of Understanding and Agreements between SUNY Cortland and its partners

- Manages international student pathway and dual degree programs
- Maintains ongoing communication and relationship with partners
- Conducts recruitment and promotion for incoming and outgoing exchange and study abroad programs
- Assists incoming and outgoing participants in application procedures
- Provides information and support services to both incoming and outgoing participants with: orientation, cultural adjustment, housing and dining services, registration procedures, student health, billing processes and immigration procedures
- Offers intercultural programming to all students
- Administers campus-based scholarships of \$1,000-1,500 for outgoing SUNY Cortland study abroad students. International students may be eligible for an annual award of \$7,500 from the university.
- Responsible for issuance of immigration documents and maintenance of Student and Exchange Visitor Information System (SEVIS) database for incoming and continuing students.
- Implements risk management and assessment of programs
- Promotes SUNY Cortland to prospective international students through a variety of recruitment initiatives

645.03 ACADEMIC POLICY REGARDING STUDY ABROAD

A. Application

All students who wish to study or intern abroad must apply through the International Programs Office. Specific deadlines apply. Application and deadline information can be found on the International Programs website. Generally study abroad programs have a minimum cumulative grade point average requirement of 2.5 and applicants must be in good academic standing the prior semester. Students with a GPA between 2.0 and 2.49, however, can petition for consideration. Participants usually are undergraduates, although qualified graduate students may be accepted into certain programs. All participants are governed by the Study Abroad Academic Policies outlined below.

B. Changes to Courses Made after Student's Arrival at Site Abroad

SUNY Cortland students must request changes to course selections and equivalencies after their arrival at the site abroad directly through the associate deans at Cortland by the end of the first full week of classes. The associate deans will secure the consent of the advisor. Copies of all changes will be sent by the associate dean's office to the International Programs Office in Cortland to ensure that the course equivalencies are posted correctly upon the student's return.

Students from other colleges should be sure to follow the approved procedure at their home institution in order to change classes. Failure to comply with this procedure may jeopardize the fulfillment of the student's degree requirements.

C. Grades Earned Abroad

SUNY Cortland students should be aware that grades earned overseas will be treated as grades earned on the SUNY Cortland campus and will be factored into their cumulative grade point average. Students from other colleges should check with their registrar concerning the treatment of grades from abroad at their home institution.

Students should be aware of academic calendar and transcript release dates at the host institution and how such dates may affect the timing of their grade posting.

D. Early Departure and Early Exams

Students on SUNY Cortland programs abroad are prohibited from requesting early departure, early exams, pass/fail or incomplete grades. In extraordinary circumstances, a request for special arrangements such as early exams or incomplete grades must be submitted in writing first to the study abroad office at the host institution. The reason for the request must be documented. If the host institution approves the request, it will then be forwarded to the International Programs Office at SUNY Cortland for final approval. The office in Cortland will advise the study abroad center overseas and the student of its decision. If the request is approved, the study abroad center overseas will advise the student whether it will make the arrangements on behalf of the student or whether the student is expected to make the arrangements.

Any special arrangements agreed upon, including remaining work and deadlines, should be documented in writing by instructors and by the study abroad center overseas. Copies should be sent to the International Programs Office in Cortland.

Failure to follow these procedures may result in the student receiving no credit or a failing grade. A student may appeal SUNY Cortland's decision within five days by contacting his or her dean at Cortland and requesting a review.

645.04 DESIGNATED SCHOOL OFFICIALS

The Principal Designated School Official (PDSO) and Designated School Officials (DSOs) are the official representatives of SUNY Cortland to interact with the Student and Exchange Visitor Information System (SEVIS) and to manage other immigration and program administration matters. These officials represent and speak for the school in all matters relating to F-1 students and J-1 exchange visitors, including maintaining SEVIS records to ensure compliance with federal immigration regulations. The PDSO and DSOs process all immigration paperwork for students and scholars sponsored by SUNY Cortland for F-1 or J-1 visas. The PDSO coordinates with other campuses and international agencies on immigration processing for students and scholars with J visas. The AROs coordinate with the SUNY Exchange Visitor Consortium and international agencies on immigration processing for students and scholars with J visas.

645.05 INTERNATIONAL STUDENT HOUSING POLICY

International students have the following housing options:

1. Standard residence hall accommodations

International students seeking the fullest possible integration into student life at SUNY Cortland may apply for on-campus residence hall housing. The purchase of a dining plan will be required for all residence halls, with the exception of West Campus Apartments. Residential Life and Housing will provide housing for international students during vacation periods. Additional fees may be charged for these services.

2. Off-campus housing

Like their American counterparts, international students at SUNY Cortland under certain circumstances may elect to find their own accommodations off campus.

645.06 INTERNATIONAL STUDENT LANGUAGE ASSESSMENT POLICY

All matriculated undergraduate and graduate students whose first language is not English will take a mandatory language assessment before they begin their first semester at SUNY Cortland. The language assessment is given during the International Student Orientation and results of the assessment will determine what academic support courses, if any, the student will be required to take in their first semester at SUNY Cortland.

CHAPTER 650: Financial Aid Office

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- [650.03 Award Processing](#)
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650.01 GENERAL FUNCTION

The SUNY Cortland Financial Aid Office exists to support the financial success of Cortland's students. The office's mission is: To provide a broad range of financial services, advice and education to our students, their families and the Cortland-area community. This mission is achieved through a strong focus on the needs of students and families and in conformity with the highest standards of ethics, regulatory compliance and technical competence.

650.02 APPLICATION PROCEDURES

The majority of New York state and federal financial aid programs require annual submission of the Free Application for Federal Student Aid (FAFSA) to initiate the application process. In order to be assured of consideration for all possible funding and timely availability of funds, students must submit their completed FAFSA to the federal processor by March 1 prior to the award year. Most students will apply online, but paper applications remain available.

650.03 AWARD PROCESSING

The Financial Aid Office processes application data, collects and analyzes documentation, determines eligibility and communicates with outside agencies to ensure the timely arrival of funds. Once payment has been authorized by the Financial Aid Office, all disbursements, refunds and overage checks are processed by College and Student Accounting Services. Students are responsible for carefully reading and responding to all correspondence from the Financial Aid Office. All correspondence is made to the address/telephone number of record in Student Registration and Records Services, and students are responsible for maintenance of these data.

650.04 OFFICE STRUCTURE

Each student has an assigned financial aid advisor who is responsible for coordinating the student's package, processing the student's awards and providing financial advice and counseling. Students with financial difficulties or processing questions are encouraged to set an appointment with their advisor. In the rare event that the assigned advisor is unable to address a problem to the student's satisfaction, the student may ask for an appointment with the associate director or director.

650.05 DEFERRAL OF CHARGES

The Financial Aid Office is authorized to defer payment of billed charges against approved financial aid. Deferral of charges is not permitted until the student has provided all necessary documentation and allowed for a reasonable processing time. Students who apply late or fail to provide documentation in a timely manner must make suitable payment arrangements with College and Student Accounting Services and will be reimbursed as appropriate when late financial aid funds arrive.

650.06 VETERANS BENEFITS

The Financial Aid Office is SUNY Cortland's liaison to the U.S. Department of Veterans Affairs (VA). Students seeking VA benefits should apply through their VA regional office. The university is responsible for enrollment certification and benefit processing. Students receiving VA benefits are entitled to a deferral of charges upon positive confirmation of pending payment by the VA.

650.07 FEDERAL WORK STUDY

Students who are awarded under the Federal Work Study Program will be placed into positions by the Financial Aid Office. Preference letters will be sent to all awarded students during the summer. Students are expected to report to their supervisors during the first week of classes to establish work schedules.

650.08 SCHOLARSHIPS

All institutional scholarships are coordinated by the scholarship coordinator in the Financial Aid Office. The scholarship coordinator also maintains records of various outside scholarships and posts frequent notices of such opportunities through the university's electronic communications systems.

Policy on nondiscrimination: Scholarships are awarded based on merit or financial need or a combination of both. When awarding scholarships, it is the policy and practice of SUNY Cortland not to discriminate on the basis of age, race, creed, religion, color, national origin, ethnicity, sexual orientation, predisposing genetic characteristics, marital status, gender, disability, familial status, pregnancy, arrest record, conviction record and military status, including Vietnam-era veterans, special disabled veterans and other eligible veterans.

650.09 EMERGENCY LOAN FUND

A limited amount of funding is available through the Financial Aid Office to assist students with short-term funding deficiencies. No interest is charged on these loans, which are generally repaid when financial aid funding arrives. Emergency loans are not available to students who have not completed all necessary financial aid forms and provided all required documentation.

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