

Advisement Quick Guide

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I. Introduction

Welcome!

This Advisement Quick Guide has been developed to help you in your role as an academic adviser. In the following pages, you will find details on the policies, procedures, and processes of academic advisement at Buffalo State College.

Designed as a quick reference tool, this guide is intended to be comprehensive, yet brief. As a result, you are encouraged to utilize the many other resources available on the College website to expand your knowledge base. The websites for the Registrar's Office, Financial Aid, and the Academic Commons, among others, will contain some of the most relevant and up-to-date information you need for your work with students. Additionally, your colleagues can be excellent guides as well!

If you have any questions, comments, or suggestions about this guidebook or about academic advising more generally, please contact advise@buffalostate.edu.

II. Structure of Advisement at Buffalo State College

Upon entry to Buffalo State College, every new incoming first-time freshman is assigned a professional (staff) adviser. Some departments also choose to affiliate students with major (faculty) advisers in their first year. As a result, every incoming first-time student will have one or more adviser. Transfer students are assigned to a faculty adviser within their major.

Each professional adviser has an affiliation with a department or set of departments. They work with first-time students through the first 24 credits of their degree. Upon completion of 24 credits, the student is assigned to a faculty adviser in their major.

III. Mandatory Advisement Policy

Strong advisement fosters better retention and improved time-to-degree. It is therefore the policy of Buffalo State College that **every matriculated undergraduate student will be advised every semester.**

To this end, all matriculated undergraduates have advising PINs (also called “alternate PINs”) applied to their Banner registration accounts. In order to register, students must meet with their adviser to obtain their PIN and to discuss their course schedule for the upcoming semester.

Advisers may locate PINs in Banner or in the Bengal Success Portal. It is recommended that advisers reach out to their students for advisement to allow them to register at their assigned time.

IV. FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal law that governs the privacy and confidentiality of student education records. Under FERPA, many parts of a student’s academic record cannot be released to others unless the student has a signed disclosure on file.

Academic advisers are generally only permitted to share information about a student’s record with other college personnel that have a “legitimate educational interest” in the student.

If a student elects to share information about their education records with specific individuals, such as their parents, the student must sign and submit a FERPA Disclosure Form (available through the Registrar’s Office). If a student has a Disclosure Form on file, that information will be located on the “Notes” section of the DegreeWorks audit.

For more information about FERPA, consult Buffalo State’s FERPA policy and Directory Information policy on the Registrar’s website.

V. Preparing for the Advisement Session

To prepare for an advisement session, it is helpful to first have a few materials and tools at your fingertips:

- The **Academic Roadmap** for the student’s major will outline required courses in the recommended or required sequence, and is available on the department website.
- Open **DegreeWorks**, the College’s degree audit system, to learn which requirements the student has already fulfilled and will still need to fulfill. At the end of every advisement session, it is recommended that you leave a note in DegreeWorks to document the advice given and the student’s PIN; these notes are viewable to students. DegreeWorks will automatically enter the date and your name on the note, which can be especially helpful if the student has multiple advisers. DegreeWorks notes are transferred to the Bengal Success Portal once daily.
- **Banner** is the College’s student information and registration system. Students must login to Banner in order to register. Banner can also be used to search for available classes, or courses that meet certain criteria.
- The **Bengal Success Portal** (also known as Starfish) will allow you to see notes about the student from other college personnel, such as instructors, tutors, and other advisers. You will be able to see if “flags” have been raised on the student for various areas of concern (e.g., missing/late assignments, absences, etc.), or if the student has earned “kudos” for a job well done. Such information will enable you to have a richer and more informed discussion with the student, and to provide more targeted advice.

VI. Having the Advisement Conversation

<p>Instead of asking: How are classes going?</p>	<p>Ask: What grades are you getting on your class assignments?</p>
	<p>Possible follow-up questions:</p> <ul style="list-style-type: none"> • Have you looked at your syllabus to see what percentage of your grade each assignment is worth? • Do you know how to estimate your class average based on the syllabus and the grades you’ve received so far? • Have you been tracking your assignment grades in relation to your course grade goal? Have you been turning in all of your assignments? If no, why not? • How many hours a week do you prepare for each class? (Note: per NSSE data from Buffalo State’s 2015 students, the average time spent preparing for class each week is about 12.5 hours which is well below the recommended 2-3 hours out of class preparation recommended for full-time students. Students may need this advice and what “out of class preparation” consists of explained to them.) • What do you know about tutoring and academic skill development resources on campus? • Have you missed any classes? If so, how many and why? • Have you visited your professors during office hours and/or communicated with them by name?

	<ul style="list-style-type: none"> • What do you need to do something differently to reach your course goals?
Instead of asking: How are things going outside of class?	Ask: How do things in your life outside of class impact your academics?
	<p>Possible follow-up questions:</p> <ul style="list-style-type: none"> • Do you have a job? If yes, how many hours a week do you work? • Have you made friends at Buffalo State? If yes, are they helping or hindering you from getting your academic work done? If no, have you explored the academic clubs and social organizations available on campus? <p>Possible follow-up actions:</p> <ul style="list-style-type: none"> • Refer student to appropriate campus support services (see Appendix).
Instead of asking: Is there anything else you wanted to talk about?	Ask: What opportunities have you explored at Buffalo State to make the most of your time here?
	<p>Possible follow-up topics, based on your student:</p> <ul style="list-style-type: none"> • Undergraduate Research; Independent Study; Internship; Service-Learning • Cross-Registration; Course Challenge • Study Abroad and National Student Exchange • Career Development Center career counseling and programs • Academic Clubs; Social Organizations; Attending Bengals events and campus programs

VII. Intellectual Foundations: An Overview

Two Gen Ed Programs

There are two general education programs in place at the College, both called **Intellectual Foundations (IF)**:

1. **“Old” IF** for students enrolling from Fall 2006 to Spring 2014, and
2. **IF14** for students entering summer 2014 forward.

The requirements are generally the same, except that students taking the “Old” IF additionally need two writing-intensive courses and one oral communication course.

Courses and Requirements

A comprehensive list of the courses that can be taken to fulfill IF 14 requirements can be found

here: <http://intellectualfoundations.buffalostate.edu/courses-and-requirements-0>

IF14: Basic Written and Oral Communication

Students must fulfill two requirements:

- CWP 101** (3 credits) – must earn a minimum grade of C
- CWP 102** (3 credits) – must earn a minimum grade of C

Check the DegreeWorks audit sheet to see if the student has credit from a transfer school or an exemption (such as AP credit).

Students who earn a grade less than C in either of these two courses must retake the course.

If you have questions about this requirement, please contact the College Writing Program in KETC 213.

IF14: Math and Quantitative Reasoning

Students must take one of the courses listed (or meet the requirement through AP or transfer credit). For a full listing, see the online list at the link above.

IF14: Cognate Foundations

Students need **3** credits in **each** of four categories:

- Arts**
- Humanities**
- Natural Science**
- Social Science**

Only **designated** courses count. For a full listing, see the online list at the link above.

The courses **must** be outside of the major prefix – so, for example, a psychology major cannot use PSY 101 to cover the Social Science requirement.

IF14: Foundations of Civilizations

Students need **3** credits in each of three categories:

- American History**
- Western Civilization**
- Non-Western Civilization**

These courses **can** satisfy major or minor requirements. For a full listing, see the online list at the link above.

IF14: Diversity

Students must select one **3-credit** course from the designated list. They can “double-dip” this course; that is, it can satisfy two or more requirements.

- Example: SOC 240 counts both as Diversity and as Social Science Cognate Foundations. (But it's still only 3 credits!)

Diversity courses can be double-dipped with ANY other requirement (major, minor, IF14, etc.)

IF14: Global Engagement

To satisfy the Global Engagement requirement, students must satisfy one of four options:

1. Study one foreign language
 - Requirement of **proficiency at the 102 level**, that can be satisfied with high school proficiency (One year in HS = one semester here)
 - **MUST** send HS transcript to Admissions for this purpose (important for transfer students!)
2. Take a proficiency test
3. Cultural immersion through study abroad
4. Global engagement through specific service-learning experiences

For full information on the steps to fulfill each of these options, refer to the Student Fact Sheet at <http://intellectualfoundations.buffalostate.edu/global-engagement-1>

VIII. Transfer Credit Basics

How Many Credits Can Transfer?

All transfer applicants must provide official transcripts from all colleges or universities previously attended. Credit earned for courses comparable to those offered at Buffalo State will be evaluated for transferability.

The college grants up to 66 credits from a regionally accredited associate program; 90 from a regionally accredited bachelor's program; 15 from a proprietary institution; and 30 from examinations (CLEP, AP, etc.). The maximum total credits that can be transferred is 90. If students have more than 90 credits and would like to change what is being transferred in, they may submit a [Transfer Credit Swap Form](#) to the Admissions Office.

Transcripts are needed for ALL Transfer Students

If students report that they are missing transfer credit on their DegreeWorks audit, ask them:

- Has their **most recent college transcript** (showing degree) been sent to Admissions?
- Are ALL of their transfer credits showing in Degree Works? If not, they should contact **Admissions in Moot Hall 110**.

Remind transfer students to be sure to send their **High School transcript** to Admissions. This is in part to verify foreign language completion because – if verified – the Global Engagement IF14 requirement will be waived.

Completed AA or AS Degrees?

Transfer students with completed AA, AS, BA, or BS degrees are expected to:

1. Satisfy the two competencies and 7 of the 10 knowledge and skill areas including the two required areas (basic writing & math).
2. Earn 30 credits of courses approved for the SUNY General Education requirements. This is called the “SUNY 30-credit minimum” and (if satisfied) will be reflected in DegreeWorks under the heading “30 Total General Education Credits.”
3. Satisfy the SUNY Buffalo State College Diversity requirement via course completion or transfer course equivalency.

IX. DegreeWorks Basics

DegreeWorks is Buffalo State’s degree audit system that monitors a student’s progress toward graduation. You can access DegreeWorks by visiting the Faculty and Staff MyBuffState page and clicking the DegreeWorks link.

DegreeWorks summarizes three primary categories:

- IF 14 courses
- Major and minor courses (some majors and minors have elective courses within them).
- All-college electives

The screenshot displays the SUNY Buffalo State DegreeWorks interface. At the top, the SUNY logo and "The State University of New York" are visible on the left, and "SUNY Buffalo State Degree Works" is on the right. Below this is a navigation bar with "Print" and "Log Out" options. The main area shows a search bar with "Student ID" B00557829 and "Name" Student, Samantha A. The "Degree" is BS and the "Major" is Health/Wellness (HEW). The "Student Class Level" is Sophomore. The "Last Audit" is Today and the "Last Refresh" is Today at 2:59 pm. There are tabs for "Worksheets", "Notes", and "GPA Calc". The "Worksheets" tab is active, showing a "Format:" dropdown set to "Student View" and buttons for "View", "Save as PDF", and "Process New". There are checkboxes for "Include in-progress classes" and "Include preregistered classes". A "Class History" link is also present. Below this is a table titled "SUNY Buffalo State DegreeWorks" with a timestamp of "31m as of 02/26/2018 at 15:00". The table has columns for Student Name, E-Mail, Major, Health/Wellness (HEW), Deans Honors Program (DHP), Advisor, and DeNysschen, Carol A. The table rows show: Banner ID B00557829, Student Class Sophomore, Level Undergraduate, Degree Bachelor of Science, Concentration, Minor, Transfer Credits 54, Registration Holds No, Upper Division Credits 0, Campus Residency 0, Cumulative GPA 0.00, and Major GPA 0.00. At the bottom, there is a summary bar: "Degree in Bachelor of Science", "Catalog Year: 2011-2012", "Credits Required: 120", "GPA: 0.00", and "Credits Applied: 57".

General requirements noted at the top of the DegreeWorks audit sheet include:

- Minimum 120 credits to graduate
- Minimum 32 credits taken at Buffalo state
- Upper division 33 credits
- Must maintain a minimum 2.0 GPA overall and in the major
 - o Note that some majors have higher minima

For more information about how to use DegreeWorks, including a video tutorial, visit the DegreeWorks resource guide for faculty and staff at <http://registrar.buffalostate.edu/faculty>

X. Banner Basics

Banner is Buffalo State's official system of record. It is also used for online registration and grading. Banner can be used to view class rosters, grant overrides, view general student information, and enter grades.

Students use Banner to search and register for classes, or to get on a waitlist. Faculty use Banner to view class and advisee lists, grant overrides, and enter grades.

For how-to guides and frequently asked questions about Banner, visit <http://bscbanner.buffalostate.edu/faculty-and-advisers>

XI. Waitlists and Overrides in Banner

Waitlists

If a class is closed, students can use the waitlist feature in Banner to try to secure a spot. Note that the waitlist continues to function during all of Drop-Add week, although students cannot add themselves to a new waitlist after Tuesday of Drop-Add.

Visit <http://youtu.be/eunEJu1tSCo> for a quick overview of the waitlist process.

Granting Overrides

If a student attempts to register for a section that has restrictions, the student will receive an email explaining what the first impediment to registration is. The student should then forward that email to the instructor of that course when asking for an override.

Once the override is granted, **students must still go into Banner and register for the course** (using the CRN). Remind them!

There may be more than one restriction applied to a class, but restrictions only "come up" one at a time. The home department for the course can provide more information about which restrictions are applied to the class.

For a video on how to do overrides, visit <https://www.youtube.com/watch?v=foHWApkOOGw>

XII. Bengal Success Portal

As previously mentioned, the Bengal Success Portal (Starfish) allows for efficient communication among students, faculty, advisors, support staff, and administrators to support student success and retention. It encourages students to become active in their academic lives by connecting them to the campus resources and support services they need to succeed at Buffalo State.

You can use the Bengal Success Portal to share information with other faculty, advisors, and college personnel about students and to allow your students to directly schedule appointments with you online. To access the Bengal Success Portal, visit <http://academiccommons.buffalostate.edu/bengal-success-portal>

Access user guides and help documentation at this site: <https://rite.buffalostate.edu/bengal-success.html> Here, you can learn how to:

- set up your profile so that students can contact you
- sync your Outlook calendar with the Bengal Success Portal
- set up your office hours
- schedule appointments
- view your students in a class
- view students you are advising
- record attendance
- raise a flag
- give kudos
- respond to progress surveys

For a list of Frequently Asked Questions about the Bengal Success Portal, visit <http://academiccommons.buffalostate.edu/bengal-success-faculty-and-staff>

XIII. Financial Aid Essentials

Financial aid regulations are complex and individual, so students should typically be sent to the Financial Aid office for any question related to financial aid.

However, there are a few basic rules to keep in mind:

- Financial aid rules are different for state (TAP) and federal (Pell, SEOG, FWS, & loans) aid.
- Students must maintain Satisfactory Academic Progress (SAP) in order to receive federal and state aid. More information about SAP is available here: <https://financialaid.buffalostate.edu/undergraduate-federal-sap-policy> for both the federal and state aid programs
- Students must be accepted into a major by the time they have completed 60 credits or they will lose aid eligibility
- Financial aid eligibility is jeopardized (and may be lost) when:
 - A student is not full-time (12 credits or more of required coursework) or withdraws from courses during the semester
 - Classes are not completed (the student earns a grade of EV, E, F, W, X, I, or U)
 - The student's cumulative GPA falls below 2.0
- Students cannot repeat a course for which they have received a passing grade for the state (TAP) aid. Encourage students to take at least 12 new credit hours of required coursework along with the repeated course.
- Encourage students to meet with a Financial Aid Advisor before withdrawing from courses regarding aid eligibility for the current term and future terms.

If a student is attempting to appeal the loss of eligibility for financial aid, he or she will have to file an appeal through the Academic Standards office.

Additional resources for faculty & staff are located online at <http://financialaid.buffalostate.edu/faculty-and-staff>.

XIV. Undergraduate Advisement Checkpoints

	Content	First-Year	Transfer	Academic Probation
<i>Introductions</i>				
	Initial meeting	X	X	X
	Review and sign probation contract			X
	Discuss college readiness	X	X	X
	Check that transcript showing AA/AS degree has been sent to Admissions		X	
	Ask about college goals – is student in the right major? Suggest alternate majors as necessary (including Individualized Studies).	X	X	X
	Explain restrictions on some majors (e.g., 2.5 min. GPA)	X	X	X
<i>Identify Problems</i>				
	Discuss mid-semester grades.	X	X	X
	Referral to tutoring or academic support as needed.	X	X	X
	Explain and advise course withdrawal (as appropriate).	X	X	X
	Explain pass-fail option (as appropriate).	X	X	X
	Review flags in the Bengal Success Portal	X	X	X
<i>Course Advisement</i>				
	Recommend schedule for following semester; note in DegreeWorks	X	X	X
	Explain departmental “roadmap”	X	X	X
<i>Planning Ahead</i>				
	Discuss postgraduate plans, including career goals and choices given current major.	X	X	X
	Refer to the Career Development Center.	X	X	X
	Discuss academic opportunities (e.g., internships, research, honors societies, etc.)	X	X	X
	Discuss minors and certificates.	X	X	X

Appendix A: Advising Mission, Definition, Values, and Commitments

Definition

Academic Advisement at SUNY Buffalo State is a relationship between students and advisers that prepares students to successfully navigate college processes; understand the parts and purpose of degree requirements; follow a meaningful, experience-rich path from matriculation to choosing majors to timely graduation; evaluate post-graduate career options; and become positive, contributing members of the Buffalo State alumni community.

Mission Statement

Academic advisement serves as inspiration, motivation, and support for all students in their academic and professional goals as they develop as members of the Buffalo State community and transition to being active alumni leaders of a diverse society.

Values Statement

The values associated with advising at SUNY Buffalo State resonate with the values of the college. Academic Advising exemplifies the profitable learning that can occur outside of the classroom and the fulfillment that is found in intellectual discovery.

Access: We are committed to offering accurate, purposeful advising to help all students develop meaningful academic and career plans that address their goals in a timely manner.

Diversity: We respect the individuality of our students. Advising services are available in a variety of ways that meet the diverse needs of our campus populations and help individuals realize their full potential.

Service to Society: We foster habits required for critical thinking and social awareness so that students make informed choices consistent with their academic, career and life goals.

Integrity: We seek to build meaningful academic relationships between advisers and students in a process that demonstrates a commitment to professional ethics and moral integrity, and that thereby affords students the opportunity for self-reflection and authentic inquiry.

Academic Advising Commitments

Academic Advising at Buffalo State reflects the college's strategic position as a transformational learning environment focused on student success. Academic advisers and students at SUNY Buffalo State share responsibility for quality academic advisement. Students must commit to taking responsibility for actively, regularly, and honestly engaging with their academic advisers to develop their personal and professional plans. SUNY Buffalo State will:

1. Provide students with advisers who care for students' experiences, respect their life choices and plans, and serve as advocates when problems need resolution.
2. Mentor students as they explore and clarify their values, educational path, career plans, and life goals.
3. Offer timely information and accurate guidance about degree requirements, extra-curricular educational activities and research opportunities, policies and procedures to assist students in navigating and maximizing their college experience.
4. Guide students to maximize academic success, complete graduation requirements in a timely manner, and transition smoothly to future academic or professional work.
5. Conduct ongoing assessment of college-wide academic advising to maximize effectiveness.

Appendix B: Resources for Referring Students

Issue	Who Can Help	How to Do It	Contact Information
Federal and State Aid eligibility questions	Financial Aid	Contact Financial Aid to verify all aid forms have been filled out accurately and submitted before the deadlines to permit aid packaging, check academic eligibility for aid, and accept awards. Ask about scholarship opportunities.	Moot Hall 230 Phone: (716) 878-4902 Fax: (716) 878-4903 Email: finaid@buffalostate.edu financialaid.buffalostate.edu/ Additional information for advisers: http://financialaid.buffalostate.edu/faculty-and-staff
Obtaining books for class	Campus Bookstore, Butler Library, Instructors	Visit campus bookstore website to search for required textbooks and place order. Can also be done in person in the bookstore which is located in the Campbell Student Union. After registering for classes in Banner, click Registration, then Books and required texts for each course will be listed. Check Butler Library for texts on reserve, books in the collection, and interlibrary loan. Book deferments are also available at the start of the semester for financial aid recipients who qualify (see Financial Aid for details).	<i>Barnes & Noble at Buffalo State Bookstore</i> Campbell Student Union Array Phone: (716) 878-5509 Fax: (716) 878-3063 Email: buffalostate@bkstore.com <i>Butler Library</i> Butler Library 134 Phone: (716) 878-6314 library.buffalostate.edu/
Stress management, sleep disturbances, or other mental health concerns	College Counseling Center	Make an appointment with the college's Counseling Center for a free and confidential meeting with a professional counselor. Students who have applied for the health insurance waiver are still eligible to receive services from the college's counseling center. No co-pays are required.	Weigel Health Center 219 Phone: (716) 878-4436 Fax: (716) 878-3003 counselingcenter.buffalostate.edu/
Physical health issues	Weigel Health Center	Make an appointment with the college's health center for a free and confidential meeting with a medical professional. Students who have applied for the health insurance waiver are still eligible to receive services from the college's health center. No co-pays are required and referrals to specialists are available.	Weigel Health Center Phone: (716) 878-6711 Fax: (716) 878-6727 Email: weigel@buffalostate.edu weigel.buffalostate.edu/
Leave of Absence and Medical Leave of Absence	Department Chair, academic Dean's Office, Registrar, Academic Standards, Weigel Health Center, and Dean of Students	Start the discussion with your department chair or academic dean's office. Discuss the life situation that you think would prevent completion of the semester. Discuss financial and time-to-degree consequences.	<i>Registrar's Office</i> Moot Hall 210 Phone: (716) 878-4811 Fax: (716) 878-3419 Email: regofc@buffalostate.edu registrar.buffalostate.edu/

Issue	Who Can Help	How to Do It	Contact Information
Maladaptive academic behaviors (e.g., poor study skills, time management, attendance)	Academic Commons, academic Dean's Office	<p>Consider the following ways to improve your academic behaviors:</p> <ul style="list-style-type: none"> • Seek out tutoring and academic skill development help from Academic Commons services (e.g., the Writing Center, Math Center, other tutoring, etc.) • Attend all classes • Turn in all assignments on time • Spend 2-3 hours studying for every hour of class time. • Meet with faculty during office hours • Actively read all assigned readings and assignment instructions • Reviewing class notes shortly after class • Review the prior class session's notes shortly before class • Ask questions in class • Disengage from technology that is not course-related during class • Take meaningful notes in class 	<p><i>Academic Commons</i> Twin Rise 100 Phone: (716) 878-4369 Email: woznicam@buffalostate.edu academiccommons.buffalostate.edu</p> <p>Academic Commons Services Include:</p> <p><u>The Writing Center</u> Offering tutoring in writing skills and help on writing assignments for any class. <i>310 E.H. Butler Library</i></p> <p><u>The Math Center</u> Offering tutoring in mathematics and statistics courses. <i>Buckham Hall, Room A203</i></p> <p><u>The Tutoring and Learning Center</u> Offering tutoring in a wide range of courses and help with study skills such as time management, notetaking, and textbook reading. <i>South Wing 320</i></p> <p>For a full list of tutoring offerings, locations, hours, or to make an appointment, visit this link.</p>
Major and Career Concerns	Career Development Center	<p>The CDC assists students who need information about their career options and help in clarifying their goals for a career or major. Faculty and staff members can refer both "declared" and "undeclared" students for this assistance, which is provided through individual career counseling and assessment, an online career exploration program (FOCUS), a one credit course (UNC 111) to explore the career planning process, and the "Careers In..." series and career videos on the CDC website to find out what you can do with your major</p>	<p>Cleveland Hall 306 Phone: (716) 878-5811 Email: askcdc@buffalostate.edu http://cdc.buffalostate.edu</p>
Roommate concerns (on campus)	Residence Life	<p>Speak with the Residence Life professionals in your residence hall or the staff in the Residence Life office about your roommate concerns so they can assist you in addressing the issue.</p>	<p>Porter Hall Phone: (716) 878-3000 Email: reslife@buffalostate.edu residencelife.buffalostate.edu/</p>

Issue	Who Can Help	How to Do It	Contact Information
Difficulty with campus technology accounts	Online through Buffalo State website	Activate campus network and student e-mail. Access Banner, Degree Works, and Blackboard. Review online tutorials or seek assistance from RITE Support Desk to use systems.	RITE Support Desk Butler Library 147 Phone: (716) 878-4357 Email: rsd@buffalostate.edu https://rite.buffalostate.edu/new-student-setup.html
Documented disability that has not been made known to the college	Student Accessibility Services	Contact the Student Accessibility Services office for an intake appointment. Bring all required forms and evaluation materials to their office for your appointment so you can quickly be matched up with the accommodations and support you are entitled to in college.	South Wing 120 Phone: (716) 878-4500 Fax: (716) 878-3804 Email: disabilityserv@buffalostate.edu disabilityservices.buffalostate.edu/
Financial Concerns	Financial Aid, Career Development Center	Contact the Financial Aid office for help identifying scholarships and other funding sources that may assist with expenses while in college. Log into ORCA, the Career Development Center's (CDC) job listing database that includes part-time jobs and paid internships. Seek assistance from the CDC with job search preparation through appointments and regularly scheduled workshops. Concerns about paying an outstanding bill due to the college should be directed to Student Accounts prior to the bill coming due.	<i>Financial Aid</i> Moot Hall 230 Phone: (716) 878-4902 Fax: (716) 878-4903 Email: finaid@buffalostate.edu financialaid.buffalostate.edu/ <i>Career Development Center</i> Cleveland Hall 306 Phone: (716) 878-5811 Fax: (716) 878-3152 Email: askcdc@buffalostate.edu http://cdc.buffalostate.edu
Food concerns	Dining Services; Campus Food Bank	Sign up for or change a meal plan or visit one of the campus foodbank locations to access free food if a meal plan is not a financial option. Talk about food concerns related to dietary restrictions or religious observations with Dining Services.	<i>Student Dining Services</i> https://www.dineoncampus.com/bsc/meal-plan-purchase Phone: (716) 878-5152 <i>Mulligan's Food Pantry</i> http://studentlife.buffalostate.edu/milligans-food-pantry
Getting parking tickets	Parking Services	Register for parking permit if you will have a car on campus. You must be registered for classes and have the registration information for your vehicle and payment ready before your request a parking permit. Park in approved areas.	Chase Hall 126 Phone: (716) 878-3041 Fax: (716) 878-3384 Email: police@buffalostate.edu sunny.buffalostate.edu/parking

Issue	Who Can Help	How to Do It	Contact Information
Transportation issues	Transit Pass Program	Use the transit pass program for access to the NFTA Metro Bus and Rail System. (A College Riders Accessing Metro pass and current Buffalo State photo ID card is required.)	http://financeandmanagement.buffalostate.edu/ride-bus-or-rail
Housing concerns	Residence Life Office; Dean of Students; Counseling Center	Obtain Housing application from Housing, complete, and return to Housing; pay for Housing deposit online in Banner; Talk with Dean of Students or Counseling Center for referrals related to homelessness.	<i>Residence Life Office</i> Phone: (716) 878-3000 Fax: (716) 878-3525 http://residencelife.buffalostate.edu/ <i>Dean of Students Office</i> Campbell Student Union 311 Phone: (716) 878-4618 Fax: (716) 878-3006 Email: cedriae@buffalostate.edu deanofstudents.buffalostate.edu/ <i>Counseling Center</i> Weigel Health Center 219 Phone: (716) 878-4436 Fax: (716) 878-3003 counselingcenter.buffalostate.edu/
Course registration	Online in Banner	Register for courses based on your review of Degree Works, remaining degree requirements, and academic adviser comments. Check for holds and resolve them. Confirm your schedule in Banner after registration to ensure schedule is accurate.	Moot Hall 210 Phone: (716) 878-4811 Fax: (716) 878-3419 Email: regofc@buffalostate.edu registrar.buffalostate.edu/
Missing High School or Final Transcripts from other college/ Confirm Transfer Equivalencies	Undergraduate Admissions	Contact your high school guidance office and/or past college's Registrar to request transcripts. Follow-up by logging into Degree Works or by checking with Admissions to see what credits have been accepted.	Moot Hall 110 Phone: (716) 878-4017 Fax: (716) 878-6100 Email: admissions@buffalostate.edu admissions.buffalostate.edu/