

# STUDENT SERVICES

## Services for New Students Undergraduate, Traditional Day Programs

Orientation is held each year prior to the beginning of the fall semester. This two-day event is designed to assist new students and their families to successfully transition to Medaille College. Orientation provides information about academic programs, institutional resources, student success services, co-curricular opportunities, and extra-curricular opportunities. These programs, resources, and opportunities are designed to create a holistic student experience and positive learning environment for all.

Additional areas of focus include:

- Diversity and multicultural education
- Positively contributing to the community & social responsibility
- Leadership
- Healthy behaviors
- Interpersonal relationships

## Student Identification Cards

Identification cards are required for all students and can be obtained through the Public Safety Office. They must be shown to use the Computer labs, the Kevin Sullivan Campus Center, or to borrow books from the Library. ID cards are also important for admission to many student events. ID cards should be carried by students on campus at all times.

## Academic and Student Success Services

### Academic Advisement Center

The Academic Advisement Center is located in Huber Hall. To schedule an appointment with an advisor, or speak to a member of the Center's staff, please call: 880-2227. More information is available through the Center's web site: <http://www.medaille.edu/academics/academic-services/student-success-center/academic-advisement-center-aac> (<http://www.medaille.edu/academics/academic-services/student-success-center/academic-advisement-center-aac/>).

### Student Success Center

The Student Success Center is located in Huber Hall and offers a full range of learning services. Peer and professional tutoring in a variety of disciplines are available on-site and online. Computers with Internet access, instructional software, assistive technology, study skills workshops, reference materials, and space for study sessions are all provided in the Center. More information is available through the Center's web site: <https://www.medaille.edu/student-services/academic-success-center> (<https://www.medaille.edu/student-services/academic-success-center/>).

### Accessibility Services

The Office of Accessibility Services, located in Huber Hall, assists students with disabilities in all aspects of their College life. Students requesting services and/or accommodations should contact the Coordinator of Accessibility Services. The Office of Accessibility Services also maintains a comprehensive website with additional information, policies, forms, and resources. More information is available through the Office's web site: <https://www.medaille.edu/student-services/>

[accessibility-services \(https://www.medaille.edu/student-services/accessibility-services/\)](https://www.medaille.edu/student-services/accessibility-services/).

### HEOP—New York Students Outside the Buffalo Region

The Arthur O. Eve Higher Education Opportunity Program is a state-funded program to support students who demonstrate academic potential, but have experienced academic barriers. The goal of the program is to admit 20 students a year. The program provides a broad range of services to the students who, because of academic and economic circumstances, may otherwise be unable to attend college, yet have the potential and desire to obtain a college degree. HEOP eligible students must be New York State residents, and are drawn primarily from Buffalo and surrounding areas. More information is available through the Program's web site: [www.medaille.edu/heop/](http://www.medaille.edu/heop/) (<http://www.medaille.edu/heop/>)

### Say Yes to Education

Say Yes is an access scholarship for students living in the city of Buffalo who have graduated from a Buffalo Public or partnering charter school. Through one-on-one personalized support, the Say Yes Department assists in guiding students through a holistic college experience. The department provides co-curricular support with a purpose of empowering students to be academically successful, as well as engaged in their campus community. The department serves as a safe space to discuss challenges and barriers to students' academic success. With the dedicated support of the staff, the goal is to support students in identifying solutions and developing self-advocacy skills. Serving as a student centered resource, the Say Yes department is committed to supporting persistence, retention and improving the graduation rate for Say Yes scholars. More information is available through the Program's web site: <https://www.medaille.edu/student-services/say-yes-education> (<https://www.medaille.edu/student-services/say-yes-education/>).

### TRiO Student Support Services Program

TRiO Student Support Services (SSS) is a program funded by the U.S Department of Education to increase the college enrollment, academic achievement, and graduation rates of our students who meet income requirements, have a disability, and/or will be the first in their families to earn a Bachelor's degree persist each academic year to graduation.

Since 1980, Student Support Services at Medaille works to equip and empower student participants with holistic advisement, academic skills-building opportunities, graduate school and career preparation, and cultural enrichment experiences to increase the academic, personal, and post-graduate success of our students. Student Success Advisors meet regularly and consistently with participants to provide the support and resources students need to excel at Medaille and earn their Bachelor's degree. Find out if you are eligible for this program by visiting the TRiO Student Support Services Office in Huber Hall, Room H114, or the website: <http://www.medaille.edu/academics/student-success/trio-student-support-services-program> (<http://www.medaille.edu/academics/student-success/trio-student-support-services-program>).

### Admissions Office

The Admissions Offices (<https://www.medaille.edu/admissions/undergraduate/>) provide potential students with pre-college counseling regarding Medaille's academic programs and the admissions requirements for these programs.

### Campus Center

The programs and services offered through the Kevin I. Sullivan Campus Center are a vital part of the educational experience at Medaille. The Kevin I. Sullivan Campus Center program serves students, faculty, staff,

alumni, and guests in developing well-rounded individuals working together to enhance the educational opportunities provided through the College. The facility serves as a focal point for College community life and a training ground for students in assuming social responsibility and leadership. The cultural, social, educational, and recreational programs are intended to make free-time activity a cooperative venture with classroom learning.

The Center houses

- a regulation NCAA basketball court
- volleyball courts
- jogging track
- weight and exercise room
- locker rooms
- training room
- food service area/multi-purpose room
- College store
- student lounges
- student club and organization area, and
- a private dining room.

It also houses the Office of Student Development, including the Vice President for Student Development, Student Involvement, Residence Life, and Intercollegiate Athletics.

## Career Planning

The Career Planning Center provides services to all students and graduates. Career Planning's goal is to assist the student in meeting professional goals. Career Planning provides students with the tools and resources students need to succeed. More about the Career Planning Center is available here: <http://www.medaille.edu/current-students/career-planning/resources> (<http://www.medaille.edu/current-students/career-planning/resources/>).

Career Planning provide:

- **Consultations** – Career professionals consult with individuals on their career options, applying skills toward new industries, and providing information about new trends in a changing job market.
- **Connections** – Career professionals will assist students in making connection with employers through Mavsjobs (<https://www.collegecentral.com/>).
- **Networking** – Career professionals help to develop networks in order to understand companies, and to make connections in the competitive job market.
- **Preparation Skills** – Career professionals help in preparing students and their documents for the job search, conducting, conducting research through utilizing the website and/or the Career Library.

The Career Planning Center provides the assistance, knowledge, and support individuals require. Whether a student is completing their first graduate degree, returning to school for a second degree, or changing their career, Career Planning recognizes individual needs and is prepared to offer the assistance each student requires to achieve their established goals.

## College Bookstore

Textbooks, school supplies, and Medaille College clothing and souvenir items are offered for sale online through eFollett (<http://www.bkstr.com/>

[www.bkstr.com/medaillestore](http://www.bkstr.com/medaillestore/) (<http://www.bkstr.com/medaillestore/>)) and on the Buffalo Campus.

## Computing Centers

There are a number of computer access centers located throughout the Buffalo Campus for general student use as well as four PC classrooms. In addition to the newly renovated Student Technology Lounge located on the second floor of Huber Hall there are Academic Computing Centers (ACC) located in the Library, Residence Halls, Student Success Center, Main Building's fourth floor Commons and the Sullivan Center's student activity rooms and kiosk zones.

A minimum of one PC Classroom is upgraded annually with new technology and PCs. There are over 300 PCs available to students on the Buffalo campus.

All ACC computers run Microsoft Windows 10 Pro. The ACC runs the Microsoft Office Professional Plus 2016 suite along with a variety of course-specific software applications and standard utility applications. Select lab machines have an attached scanner. For enhanced presentations and visual demonstrations PC classrooms are equipped with an interactive, touch sensitive SmartBoard. Each PC classroom contains a laser printer; the PC lab contains a color LaserJet printer as well as a standard LaserJet printer.

Visit Medaille College's IT Support Site (<http://it.medaille.edu/>) for more information.

## Wellness Center

### Counseling Services

The Student Counseling Center is housed on the second floor of the Wellness Center at 117 Humboldt Parkway and is staffed by Licensed Clinicians who provide free and confidential services to matriculated Medaille students. The office is open daily for virtual or in person sessions, with evening hours by appointment. Counseling services are designed to help students understand themselves better, resolve problems, and come to terms with difficult issues. Individual counseling, group counseling, and wellness workshops are provided. Assistance with referrals to outside professionals is also provided when necessary. Additionally, self-help materials on a wide variety of topics are disseminated by the Student Counseling Office. Substance Abuse educational programming is also provided. This includes participation in the National Collegiate Alcohol Awareness Week. Workshops and symposiums addressing alcohol and drug use and abuse are provided throughout the year. Personal counseling is available through the Student Counseling Center. Students may also be referred to meet with an addictions specialist if they are concerned about their alcohol/drug abuse/use. This referral can be arranged through the Student Counseling Center. More information is available through the Center's web site: <http://www.medaille.edu/student-faq/wellness-center/counseling-services> (<http://www.medaille.edu/student-faq/wellness-center/counseling-services/>).

### Case Management

In addition to Counseling, Case Management services are offered to help students safely and effectively navigate challenges and stay on the path towards academic success. The Student Advocate may help a student

- access on- and off-campus resources
- identify and problem-solve barriers to academic and personal success
- overcome obstacles in accessing help

<https://apply.medaille.edu/apply/>

- transition back to campus after a medical leave of absence, hospitalization, or difficult life circumstance and proactively address problems/stressors to avert more serious difficulties.

A student can be referred to case management services by faculty/staff, family or a fellow student when they have concerns for a student's well-being. A student may also self-refer. Referral can be made by completing the online form at: <https://medaille.forms-db.com/view.php?id=17617> or by calling the Student Counseling Center at (716) 880-2246 or (716) 880-2339.

**Note:** The student must be aware and agreeable to being referred to case management.

### Psychological and Cognitive Testing

Psychological and cognitive testing is possible through collaboration with the Medaille College PsyD department and is dependent on availability. Faculty or staff may make a referral for this service. Please complete the referral form at: <https://medaille.forms-db.com/view.php?id=12539> or call (716) 880-2246 for more information on these services.

### Substance Abuse Education

Medaille College provides educational programming related to substance abuse. This includes participation in the National Collegiate Alcohol Awareness Week. Workshops and symposiums addressing alcohol and drug use and abuse are provided throughout the year. Students may also volunteer to meet with an addictions specialist if they are concerned about their own alcohol/drug abuse. This can be arranged through the Counseling Center. More information is available through the Center's web site: <http://www.medaille.edu/current-students/wellness-center> (<http://www.medaille.edu/current-students/wellness-center/>).

### Health Services

The Health Office is located on the first floor of Wellness Center at 117 Humboldt Parkway and is staffed by a full-time board certified Nurse Practitioner, Monday through Friday from 8:00 am until 4:00 pm, by appointment. The office coordinates health records, immunization compliance, provides for health and wellness needs, first aid, health insurance assistance, and educational programming. More information is available through the Center's web site: <http://www.medaille.edu/current-students/wellness-center> (<http://www.medaille.edu/current-students/wellness-center/>).

### Financial Aid Office

All students are urged to visit the Financial Aid Office (<https://www.medaille.edu/admissions/financial-aid/>) to learn about the types of aid available. Students should contact the Financial Aid Office should they have questions or concerns regarding Pell, TAP (Tuition Assistance Program), FSEOG (Supplemental Educational Opportunity Grant), or FCWSP (College Work-Study Program). Students may also inquire about other types of scholarships and loans available.

### Food Service

A wide selection of dining plans and healthy food options are available at the Kevin I. Sullivan Student Center. Dining operations are run by Chartwell's. Hours of operation, menus, and other information is available here: <http://www.medaille.edu/campus-life/dining-services> (<http://www.medaille.edu/campus-life/dining-services/>).

### Information Office

The Information Office can help with locating offices, instructors, misplaced items, and more. If the Information Office cannot answer

questions, they will direct students to the appropriate individuals(s)/ office(s). The Information Office is a combination mailroom, switchboard, and lost and found. Facsimile services are also available at a reasonable charge.

### Information Technology (IT)

Comprehensive information regarding IT services and support for students, faculty, and staff is available here: <http://it.medaille.edu/>. Students should familiarize themselves with IT policies, available here: <http://it.medaille.edu/policies> (<http://it.medaille.edu/policies/>).

### Libraries

The Medaille College Libraries are located on the Buffalo and Rochester Campuses. The largest library is located in Huber Hall on the Buffalo Campus. The Medaille College Libraries collections contain approximately 49,000 print volumes, over 148,000 electronic books, and subscriptions to more than 220 print and electronic journals. Full-text articles are available through subscription databases, which range from general to subject-specific. Medaille College is a member of Connect NY, a group of private college libraries that share collections. Students can search the Connect NY catalog and place requests for books from the library's website. The libraries also provide interlibrary loan service, course reserves, and computers for student use. In-person reference services and online chat service are available during hours that the libraries are open. After hours, students can chat live with a reference librarian by clicking on the "Ask a Librarian" link on the library's website. More information is available through the Library's web site: <http://library.medaille.edu/>.

### Office of Online Learning

The Office of Online Learning (OOL) provides a friendly environment focused on excellence in online learning, course development and online training initiatives for students, faculty and staff. We help to provide an enriching online course experience for the Medaille community and are available to assist you with online skill development, both on campus and online.

Additional information can be found on the Office of Online Learning (<https://www.medaille.edu/about-medaille/offices/office-online-learning/>) college website page.

Students should familiarize themselves with IT policies (<http://it.medaille.edu/policies/>), and never share online login credentials, passwords or other private information.

### Public Safety Office

Medaille College's Public Safety Office (<https://www.medaille.edu/student-services/public-safety/>) is located at 2 Agassiz Circle, the first house on the left upon entering the campus. Public Safety's primary responsibility is to work proactively with students, faculty and staff to identify, reduce, and remove the opportunity for crime and criminal activity before it occurs. Public Safety Officers

- patrol campus buildings, grounds, parking lots, and facilities;
- control traffic and parking as necessary; and
- are responsible for the safety and security of the entire Medaille College community.

Student identification cards and parking permits are available at this office as well as information and literature to assist in preventing crime and victimization. Anyone encountering safety or security issues, or

observing criminal activity, should report it immediately to the Campus Public Safety Office at (716) 880-2911. Medaille College annually supplies an Annual Security and Fire Report (<https://www.medaille.edu/student-services/public-safety/>), containing statistics, policies, and a description of programs that promote campus safety. A copy of this report is available to all students and employees and may be requested by contacting Public Safety, Admissions Office, Student Development Office or Human Resources. This report is also on the Medaille College Public Safety Web Site: <http://www.medaille.edu/public-safety> (<http://www.medaille.edu/public-safety/>) or the web site of the U.S. Department of Education (<https://www.ed.gov/>). The Advisory Committee on Campus Safety will provide, upon request, all campus crime statistics as reported to the United States Department of Education.

## Registrar's Office

The Registrar's Office (<https://www.medaille.edu/student-services/registrar/>) maintains the academic records of all students, faculty, and alumni. Students should contact the Registrar's Office should they need to

- drop/add a course
- withdraw from a course
- register for a pass/fail
- file a change of major and/or degree status
- inquire about graduation status, or
- have transcripts evaluated in preparation for admission to a specific program.

The Registrar's Office also can inform students of their advisor and when registration periods will occur.

## Residence Life

The Residence Life program promotes a living and learning environment that balances personal and academic growth with student development and community well-being. Medaille's small campus provides the perfect atmosphere for students interested in becoming a resident student. Since the fall of 2001, Medaille has built two residence halls that can accommodate a total of 390 students living on campus. Both residence halls offer wireless internet, cable-television and a host of additional amenities.

### The South Residence Hall

The South Residence Hall offers double occupancy rooms, with private bathrooms, laundry facilities and computer stations per floor. Attractive lounges, overlooking the campus quad and Main Building, offer a convenient place of study, programming and conversation.

### The North Residence Hall

The North Residence Hall offers spacious apartments for the upper-class resident students and comfortable suites for entering freshman and current resident students. Both facilities offer a card-access security feature.

### Residence Requirement

Effective fall 2020, the following residency policy is in effect: All freshmen and sophomore whose permanent residency is beyond a 35 mile radius of Medaille are required to reside on campus until the student earns 60 credits at Medaille or transfers in 60 credits towards their degree completion. Those exempt from this requirement include

- married students
- single parents
- veterans
- students over the age of 21, and
- students commuting from their legal parent(s) or court appointed guardian(s) if within 35-mile radius of the Medaille campus.

Status is determined prior to the start of the fall semester as all students are required to sign a housing contract license for the entire academic year (fall and spring). More information is available through the Office's web site: <http://www.medaille.edu/current-students/living-medaille> (<http://www.medaille.edu/current-students/living-medaille/>).

## Student Accounts Office

Student Accounts (<https://www.medaille.edu/student-services/tuition-student-accounts/>) maintains student billing records and assists students in the maintenance of their accounts. The office is responsible for billing tuition, fees, room and board and the posting of financial aid and loans. Student Accounts also reviews a student account and begins the process of refunding any payment in excess of the tuition, fees and room and board, if applicable. Refunds are not processed until an account hits a credit balance. Any questions or concerns regarding billing or a student account should be directed to the Student Accounts staff.

## Student Success Center

The Student Success Center, located in Huber Hall, provides a network of student success services, including the Academic Advisement Center, the Student Success Center, and Accessibility Services. The Center is also home to the TRiO Student Support Services Program, HEOP (Higher Education Opportunity Program) and the Say Yes to Education Program.

The Student Success Center purposefully integrates student services with the academic mission of the College in order to promote student success and persistence to graduation, the ultimate measure of student success. Through its network of services and consistent communication with other campus educators, the Center helps to empower students to achieve their academic and career goals. The Center also includes two new learning labs, a student technology lounge, four state-of-the-art classrooms, and a faculty/staff technology-training room.

More information is available through the Center's web site: <https://www.medaille.edu/student-services/academic-success-center> (<https://www.medaille.edu/student-services/academic-success-center/>).

## Campus Life

### Student Involvement

Campus activities are a valuable part of a student's collegiate experience. Involvement outside the classroom complements a student's work inside the classroom by providing opportunities to pursue interests, improve interpersonal communication, and develop leadership, time management, and problem-solving skills. Participation in co-curricular activities increases a student's marketability upon graduation. The Student Involvement staff coordinates New Student Orientation, oversees all student clubs and organizations on campus, and implements unique programs and leadership opportunities throughout the academic year. Student Involvement staff can be found inside the Student Development Office, CC201 in the Kevin I. Sullivan Center. More information about the programs, services, and activities offered through Student Involvement

<https://apply.medaille.edu/apply/>

---

may be found here: <http://www.medaille.edu/student-life> (<http://www.medaille.edu/student-life/>).

### **Clubs and Organizations**

Student Involvement oversees approximately 20 active student organizations. These range from cultural organizations, to club sports, to academically affiliated clubs, to clubs focused on providing fun programming and recreation to undergraduate students. Each club has a faculty or staff member as an advisor and budgets are allocated by the Student Government Association each year. Student Involvement encourages the formation of new clubs, and any student who wants to create a club needs just six other students to get started. Undergraduate students are free to join any club, regardless of major, and students can sign up for clubs during the Campus and Community Involvement Fair, which occurs every year during Weeks of Welcome in September. To learn more about current undergraduate student organizations, visit the website: <http://www.medaille.edu/student-life> (<http://www.medaille.edu/student-life/>) or contact the Student Involvement Center at 716-880-2218.

### **Intramurals and Recreation**

Medaille College offers students a chance of creating or joining a club sport, such as Mavericks Cheerleading or Medaille eSports. Any student wishing to expand upon the Medaille College intramural offerings should contact the Student Involvement Center at 716-880-2218 or visit the Student Life page at: <http://www.medaille.edu/student-life> (<http://www.medaille.edu/student-life/>).

### **NCAA Athletic Program**

Medaille College sponsors a Division III Athletic Program through the *National Collegiate Athletic Association (NCAA)* and is a member of the *Allegheny Mountain Collegiate Conference (AMCC)* and the North Eastern Athletic Conference (NEAC). Visit the Medaille Mavericks Athletics (<https://medaillesports.com/>) page for more information.

### **Alumni Association**

The Medaille College Alumni Association nurtures lifelong relationships connecting alumni to the College and to each other, provides valued services and benefits to members, and encourages support of the College to ensure its long-term success. Alumni Association activities are carried out through a variety of programs, activities, and services involving alumni, students, friends, and supporters. More information is available through the Alumni Association's web site: <http://www.medaille.edu/alumni> (<http://www.medaille.edu/alumni/>).

### **Campus Crime Prevention and Security Program**

Medaille College's Campus Public Safety and Student Development staff works together with the Advisory Committee on Campus Safety to facilitate a proactive approach to crime prevention, security, and safety on campus. Students are informed about security issues during Orientation. In addition, a variety of educational programs are offered to heighten awareness of public safety. Topics such as sexual assault, self-defense, bias related crime, and crime prevention/safety awareness are discussed by facilitators from both the campus and the community-at-large. Medaille College's Annual Security and Fire Reports for the Buffalo and Rochester Campuses are available at: <http://www.medaille.edu/current-students/public-safety/annual-security-and-fire-> ([http://www.medaille.edu/current-students/public-safety/annual-security-and-fire/](http://www.medaille.edu/current-students/public-safety/annual-security-and-fire-/)).

### **Student Conduct**

The Vice President for Student Development, or other designated administrative staff, ensures that College regulations are enforced. A description of student conduct policies and procedures are available on the College web site: <http://www.medaille.edu/about-medaille/policy-handbooks> (<http://www.medaille.edu/about-medaille/policy-handbooks/>).