EMPIRE STATE COLLEGE

STATE UNIVERSITY OF NEW YORK

2010-2011 Northeast Center Student Handbook

Property of:_____

Address: _____

Phone #:_____

E-mail: _____

In case of emergency, please notify:

Name:_____

Phone #:_____

The information in this book was the best available at press time. Watch for additional information and changes.

TABLE OF CONTENTS

NOTES

SUNY EMPIRE STATE COLLEGE
NORTHEAST CENTER

Dear Student:

As the Dean of the Northeast Center I want to welcome you Empire State College! Whether you are entering college for the first time, transferring from a community college or returning after years of employment, we are pleased that you have chosen to pursue your academic and personal development with us.

At Empire, you will be supported by high-quality faculty mentors and staff who are committed to providing you with an innovative, challenging education that meets your needs. At the Northeast Center you'll have the opportunity to take a broad range of studies in a variety of formats. And, as a state-wide college, you can take advantage of the diverse resources of a state-wide college while receiving local guidance and support. In this setting, your potential for growth and constant learning is unlimited.

Navigating college can be challenging, particularly in an innovative setting like Empire State College. This Handbook is designed to provide you with the information that you'll need to be an informed and successful student. Much of what you'll need to know is here, but if you can't find what you're looking for in this handbook, don't hesitate to ask us.

I encourage you to take advantage of all that Empire has to offer. I know that your time here will be both academically enriching and personally rewarding.

Regards,

Dr. Gerry Lorentz,

Dean of the Northeast Center

HOW TO USE THIS DATEBOOK

<u>What is this datebook and why was it created?</u>

This datebook was designed especially for the students of the Northeast Center. Every new student who comes to orientation during the 2010-2011 academic year will be given one of these datebooks. Current students may request a copy. We see the creation and distribution of this datebook as an opportunity to better serve specific organizational needs and academic success of our Northeast Center students. Your mentors, the professional and support staff members of the center also have copies of the datebook, so we can have a common text to better assist you with your academic success with Empire State College.

<u>What are some of the key features of the datebook?</u>

You will find many resources available in the datebook that go beyond simply having a customized calendar. Some of the most useful items include:

• Contact information for all the staff and faculty of the Northeast Center as well as a listing of who you should contact with any special questions.

• Customized "Terms at a Glance" for each terms of the 2010-2011 Academic Year.

• Information about how to maximize your academic performance and the resources available to you through the college.

• Reference pages for English grammar and how to cite sources accurately.

• Note and address pages for your personal information.

The Table of Contents provides the detailed listing of all of the items included in the datebook.

<u>Can I access this information online?</u>

One of the features of using the publisher for this datebook was the option to have the datebook be accessible online to students. The content information of the handbook pages and the ability to synchronize ("sync") events from the datebook into your Microsoft Outlook and/or Palm Pilot Personal Digital Assistant (PDA). You can do this by going to the datebook's website – <u>www.empirestatecollege.thezonelive.com</u> and following the directions for "syncing."

<u>How can I share my feedback?</u>

This is the first of what we hope will be many editions of a datebook designed for our students.

If you have any suggestions for future editions or comments about this datebook, please let us know. You can speak with your mentor, call the main center number or send an e-mail to <u>Northeast.Ctr@esc.edu</u> and put "Datebook feedback" in the subject line.

September Term At A Glance

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
SEPTEMBER							
1	**September 13** *Term Begins*	**14**	**15**	**16**	**17** *Last Day for Add/Drop*	**18**	**19**
2	**20**	**21**	**22**	**23**	**24**	**25**	**26**
3	**27**	**28**	**29**	**30**	**October 1**	**2**	**3**
OCTOBER							
4	**4**	**5**	**6**	**7**	**8**	**9**	**10**
5	**11** *Columbus Day; College Closed*	**12**	**13**	**14**	**15**	**16**	**17**
6	**18**	**19**	**20**	**21**	**22**	**23**	**24**
7	**25**	**26**	**27**	**28**	**29**	**30**	**31**

NOVEMBER

8	November 1	2	3	4	5	6	7
9	8	9	10	11 *Veteran's Day, College Closed*	12	13	14
10	15	16	17	18	19	20	21
11	22	23	24	25 *Thanksgiving, College Closed*	26	27	28

DECEMBER

12	29	30	December 1	2	3	4	5
13	6	7	8	9	10	11	12
14	13	14	15	16	17	18	19
15	20	21	22	23 *Term Ends*	24	25	26

'November Term At A Glance

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
NOVEMBER							
1	**November 8** *Term Begins*	**9**	**10**	**11** *Veteran's Day, College Closed*	**12** *Last Day for Add/Drop*	**13**	**14**
2	**15**	**16**	**17**	**18**	**19**	**20**	**21**
3	**22**	**23**	**24**	**25** *Thanksgiving, College Closed*	**26**	**27**	**28**
DECEMBER							
4	**29**	**30**	**December 1**	**2**	**3**	**4**	**5**
5	**6**	**7**	**8**	**9**	**10**	**11**	**12**
6	**13**	**14**	**15**	**16**	**17**	**18**	**19**
7	**20**	**21**	**22**	**23**	**24**	**25** *Christmas*	**26**
8	**27** *Faculty No Appt Period*	**28** *Faculty No Appt Period*	**29** *Faculty No Appt Period*	**30** *Faculty No Appt Period*	**3 1** *Faculty No Appt Period*	**January 1**	**2**

JANUARY

3 *Faculty No Appt Period*	**4** *Faculty No Appt Period*	**5** *Faculty No Appt Period*	**6** *New Year's Day, College Closed*	**7** *Faculty No Appt Period*	**8**	**9**
10	**11**	**12**	**13**	**14**	**15**	**16**
17 *Martin Luther King Jr. Day College Closed*	**18**	**19**	**20**	**21**	**22**	**23**
24	**25**	**26**	**27**	**28**	**29**	**30**

FEBRUARY

31	**February 1**	**2**	**3**	**4**	**5**	**6**
7	**8**	**9**	**10**	**11**	**12**	**13**
14	**15**	**16**	**17**	**18**	**19**	**20**
21 *President's Day, College Closed*	**22**	**23**	**24**	**25**	**26**	**27**

MARCH

28	**March 1**	**2**	**3**	**4** *Term Ends*	**5**	**6**

January Term At A Glance

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
JANUARY							
1	**17** *Martin Luther King, Jr. Day, College Closed*	**18** *Term Begins*	**19**	**20**	**21** *Last Day for Add/Drop*	**22**	**23**
2	**24**	**25**	**26**	**27**	**28**	**29**	**30**
FEBRUARY							
3	**31**	**February 1**	**2**	**3**	**4**	**5**	**6**
4	**7**	**8**	**9**	**10**	**11**	**12**	**13**
5	**14**	**15**	**16**	**17**	**18**	**19**	**20**
6	**21** *President's Day, College Closed*	**22**	**23**	**24**	**25**	**26**	**27**
MARCH							
7	**28**	**March 1**	**2**	**3**	**4**	**5**	**6**

8	7	8	9	10	11	12	13
9	14	15	16	17	18	19	20
10	21	22	23	24	25	26	27
APRIL **11**	28	29	30	31	April 1	2	3
12	4	5	6	7	8	9	10
13	11	12	13	14	15	16	17
14	18	19	20	21	22	23	24
MAY **15**	25	26	27	28	29 *Term Ends*	30	May 1

March Term At A Glance

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MARCH							
1	**March 21** *Term Begins*	22	23	24	25 *Last Day for Add/Drop*	26	27
APRIL							
2	28	29	30	31	**April 1**	2	3
3	4	5	6	7	8	9	10
4	11	12	13	14	15	16	17
5	18	19	20	21	22	23	24
MAY							
6	25	26	27	28	29	30	**May 1**
7	2 *Faculty No Appt Period*	3 *Faculty No Appt Period*	4 *Faculty No Appt Period*	5 *Faculty No Appt Period*	6 *Faculty No Appt Period*	7	8
8	9	10	11	12	13	14	15

9	16	17	18	19	20	21	22
10	23	24	25	26	27	28	29

JUNE

11	30 *Memorial Day; College Offices Closed*	31	June 1	2	3	4	5
12	6	7	8	9	10	11	12
13	13	14	15	16	17	18	19
14	20	21	22	23	24	25	26

JULY

15	27	28	29	30	July 1	2	3
16	4 *July 4th College Offices Closed*	5	6	7	8 *Term Ends*	9	10

May Term At A Glance

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MAY							
1	16 *Terms A & B Begin*	17	18	19	20 *Last Day for Add/Drop*	21	22
2	23	24	25	26	27	28	29
JUNE							
3	30 *Memorial Day, College Closed*	31	June 1	2	3	4	5
4	6	7	8	9	10	11	12
5	13	14	15	16	17	18	19
6	20	21	22	23	24	25	26
JULY							
7	27	28	29	30	July 1	2	3

14

Week							
8	**4** *4th of July College Closed*	**5**	**6**	**7**	**8** *Term A Ends*	**9**	**10**
9	**11**	**12**	**13**	**14**	**15**	**16**	**17**
10	**18**	**19**	**20**	**21**	**22**	**23**	**24**
11	**25** *Faculty No Appt Period*	**26** *Faculty No Appt Period*	**27** *Faculty No Appt Period*	**28** *Faculty No Appt Period*	**29** *Faculty No Appt Period*	**30**	**31**

AUGUST

Week							
12	**August 1** *Faculty No Appt Period*	**2** *Faculty No Appt Period*	**3** *Faculty No Appt Period*	**4** *Faculty No Appt Period*	**5** *Faculty No Appt Period*	**6**	**7**
13	**8** *Faculty No Appt Period*	**9** *Faculty No Appt Period*	**10** *Faculty No Appt Period*	**11** *Faculty No Appt Period*	**12** *Faculty No Appt Period*	**13**	**14**
14	**15** *Faculty No Appt Period*	**16** *Faculty No Appt Period*	**17** *Faculty No Appt Period*	**18** *Faculty No Appt Period*	**19** *Faculty No Appt Period*	**20**	**21**
15	**22**	**23**	**24**	**25**	**26** *Term B Ends*	**27**	**28**

ADVANCED PLANNING

AUGUST 2011

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	6	27
28	29	30	31			

SEPTEMBER 2011

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

OCTOBER 2011

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

NOVEMBER 2011

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

DECEMBER 2011

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

IMPORTANT DATES {United States}

	2010	2011	2012
New Year's Day*	Fri., Jan. 1	Sat., Jan. 1	Sun., Jan. 1
Martin Luther King, Jr.'s Birthday	Fri., Jan. 15	Sat., Jan. 15	Sun., Jan. 15
Martin Luther King, Jr. Day *	Mon., Jan. 18	Mon., Jan. 17	Mon., Jan. 16
Groundhog Day	Tues., Feb. 2	Wed., Feb. 2	Thurs., Feb. 2
Chinese New Year	Sun., Feb. 14	Thurs., Feb. 3	Mon., Jan. 23
Lincoln's Birthday	Fri., Feb. 12	Sat., Feb. 12	Sun., Feb. 12
Valentine's Day	Sun., Feb. 14	Mon., Feb. 14	Tues., Feb. 14
Susan B. Anthony Day	Mon., Feb. 15	Tues., Feb. 15	Wed., Feb. 15
Presidents' Day *	Mon., Feb. 15	Mon., Feb. 21	Mon., Feb. 20
Washington's Birthday	Mon., Feb. 22	Tues., Feb. 22	Wed., Feb. 22
Ash Wednesday	Wed., Feb. 17	Wed., Mar. 9	Wed., Feb. 22
Daylight-saving Time begins	Sun., Mar. 14	Sun., Mar. 13	Sun., Mar. 11
St. Patrick's Day	Wed., Mar. 17	Thurs., Mar. 17	Sat., Mar. 17
First Day of Spring	Sat., Mar. 20	Sun., Mar. 20	Wed., Mar. 21
April Fools' Day	Thurs., Apr. 1	Fri., Apr. 1	Sun., Apr. 1
Palm Sunday	Sun., Mar. 28	Sun., Apr. 17	Sun., Apr. 1
Passover begins at sundown	Mon., Mar. 29	Mon., Apr. 18	Fri., Apr. 6
Good Friday	Fri., Apr. 2	Fri., Apr. 22	Fri., Apr. 6
Easter	Sun., Apr. 4	Sun., Apr. 24	Sun., Apr. 8
Earth Day	Thurs., Apr. 22	Fri., Apr. 22	Sat., Apr. 22
Cinco de Mayo	Wed., May 5	Thurs., May 5	Sat., May 5
National Teacher Day	Tues., May 4	Tues., May 3	Tues., May 8
Mother's Day	Sun., May 9	Sun., May 8	Sun., May 13
Armed Forces Day	Sat., May 15	Sat., May 21	Sat., May 19
Memorial Day (Observed) *	Mon., May 31	Mon., May 30	Mon., May 28
Memorial Day (Traditional)	Sun., May 30	Mon., May 30	Wed., May 30
Father's Day	Sun., June 20	Sun., June 19	Sun., June 17
First Day of Summer	Mon., June 21	Tues., June 21	Thurs., June 21
Independence Day *	Sun., July 4	Mon., July 4	Wed., July 4
Friendship Day	Sun., Aug. 1	Sun., Aug. 7	Sun., Aug. 5
Labor Day *	Mon., Sept. 6	Mon., Sept. 5	Mon., Sept. 3
Grandparents Day	Sun., Sept. 12	Sun., Sept. 11	Sun., Sept. 9
Citizenship Day and Constitution Day	Fri., Sept. 17	Sat., Sept. 17	Mon., Sept. 17
Rosh Hashanah begins at sundown	Wed., Sept. 8	Wed., Sept. 28	Sun., Sept. 16
First Day of Autumn	Wed., Sept. 22	Fri., Sept. 23	Sun., Sept. 23
Yom Kippur begins at sundown	Fri., Sept. 17	Fri., Oct. 7	Tues., Sept. 25
Columbus Day (Observed) *	Mon., Oct. 11	Mon., Oct. 10	Mon., Oct. 8
United Nations Day	Sun., Oct. 24	Mon., Oct. 24	Wed., Oct. 24
Halloween	Sun., Oct. 31	Mon., Oct. 31	Wed., Oct. 31
Standard Time returns	Sun., Nov. 7	Sun., Nov .6	Sun., Nov. 4
Election Day	Tues., Nov. 2	Tues., Nov. 8	Tues., Nov. 6
Veterans Day */Rememberance Day (Canada)	Thurs., Nov. 11	Fri., Nov. 11	Sun., Nov. 11
Thanksgiving *	Thurs., Nov. 25	Thurs., Nov. 24	Thurs., Nov. 22
Hanukkah begins at sundown	Wed., Dec. 1	Tues., Dec. 20	Sat., Dec. 8
First Day of Winter	Tues., Dec. 21	Thurs., Dec. 22	Sat., Dec. 22
Christmas*	Sat., Dec. 25	Sun., Dec. 25	Tues., Dec. 25
Kwanzaa begins	Sun., Dec. 26	Mon., Dec. 26	Wed., Dec. 26
New Year's Eve	Fri., Dec. 31	Sat., Dec. 31	Mon., Dec. 31

* Federal Holiday in the United States

CALENDAR YEARS

2010

January
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

March
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

April
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

2011

January
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

2012

January
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December
| S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

NOTES

SUNY Empire State College Northeast Center
Locations & Contact Information

Empire State College Northeast Center
21 British American Boulevard
Latham, New York 12110
(518) 783-6203 – phone
(518) 783-6443 - fax

Adirondack Unit	Johnstown Unit	Latham Center
Adirondack Community College J.Buckley Bryan, Jr. Higher Education Center 640 Bay Road Queensbury, NY 12804 Phone: 518 832-7615	Fulton-Montgomery Community College 2805 State Highway 67 Johnstown, New York 12095-3790 Phone: 518 762-4651, ext. 73810	Empire State College 21 British American Boulevard Latham, NY 12110 Phone: 518 783-6203
Plattsburgh Unit	**Saratoga Unit**	**Schenectady Unit**
316 Sibley Hall 101 Broad Street Plattsburgh, NY 12901 Phone: 518 564-2837 Fax: 518 564-2844	111 West Avenue Saratoga Springs, New York 12866-6048 (518) 587-2100 ext 2297	Department of Transportation Building 328 State Street, 1st Floor Schenectady, New York 12305-2324 (518) 388-0483

1-800-8476-3000 or 518-587-2100
Option 1 from the menu or Ext. 2285
M-Th, 8:30 a.m. – 6 p.m.   Fr 8:30 a.m. – 5 p.m.
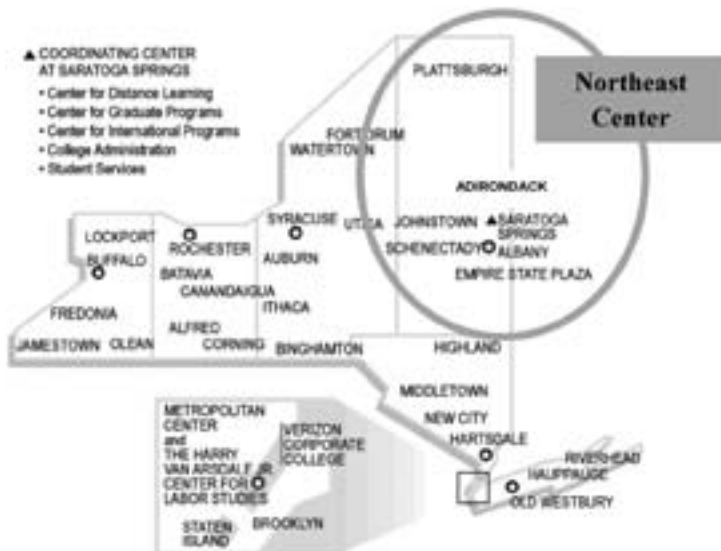
NORTHEAST CENTER PERSONNEL

To contact any of the center personnel listed below, please call (518) 783-6203 or e-mail them using the following format: firstname.lastname@esc.edu (include any punctuation in the name as part of the e-mail address). **Please note – staffing changes throughout the course of a year, so be advised that this list is current only as of June 2009.**

HEAD ADMINISTRATORS

Gerald Lorentz, Dean

John Eisler, Associate Dean

MENTORS

Thomas Akstens – Drama Theory, Film, Literature

Tony Anadio – History

Michael Andolina – Philosophy, Darwin, Ethics, Social Policy

Cynthia Bates – Arts

Mete Cetiner – Computer & Information Systems

Robert Congemi – Literature

Cathy Davison – Science

Karen Garner – History

Richard Gotti – Human Services

Christopher Grill – Political Science

Elaine Handley – Creative & Literary Non-Fiction, American Literature, Women's Studies

Joan Harrington – Diversity in the Workplace, Women's Studies

Claudia Hough – Critical Reading/Thinking, Writing

Leslie Jarvis – Business Studies, Economics, Finance, MIS

Linda Jones – Science, Math & Technology

Sewon Kim - Business Management & Economics

Darrell Leavitt – Organizational Behavior, Environmental Psychology, Sociology

Efrat Levy – Child Development, Learning Theory

MaryNell Morgan – African American Experiences, American Government

Sylvain Nagler – Human Development

Irene Norsworthy – Business Management & Economics

Wayne Ouderkirk – Environmental Philosophy And Issues

Karen Pass – Science, Biology

George Pilkey - Community & Human Services

Anastasia Pratt – History and American Culture

William Regan – Strategic Management

Duncan RyanMann – Economics, Public Finance

Amy Salvati – Math

Kathy Tarrant, Human Resource Management

Christine Testani - Community & Human Services

Nadine Wedderburn – Social Theory, Social Structure & Change

Joseph Yogtiba, Community & Human Services

PROFESSIONAL STAFF (ALL LOCATED IN LATHAM OFFICE)

Lisa D'Adamo-Weinstein, Director of Academic Support

Mary Dann, Director of Academic Review

Liza Feldman, Assessment Specialist

Joan Harrington, Admissions Assistant

Joan Johnsen, Coordinator of Student Services

Reynolds Jones, Technology Services Specialist

Lori McCaffrey, Residency Specialist

Patricia Pillsworth, Assistant to the Dean

Kate Reis, Outreach and Recruitment Specialist

SUPPORT STAFF

Latham

Donna Buker, Secretary; Center Office of Academic Review

• transcripts, assessment, graduation status

Jacqueline Dixon, Receptionist/Secretary

• student I.D. cards

Darlene Gaudio, Secretary; Office of Academic Support

Wendy Harrington, Recruitment Secretary

Mary LaMountain, Secretary; residencies

Sarah Rose, Secretary, Office of Student Services

• documents, enrollment

Deborah Schoonmaker, Secretary; Center Office of Academic Review

• PLAs, transcripts

Joan Tambasco, Evening receptionist

Cheryl Yost, Secretary to the Dean/Office Manager; Dean's calendar and appointments, financial aid, tuition

Units

Michele Lee, Secretary, Johnstown Unit

Felicia Barcomb, Secretary, Plattsburgh Unit

Lynne Black, Secretary, Adirondack Unit

Laurie Dockstader, Secretary, Saratoga Unit

MarySue Ray, Secretary, Schenectady Unit

LEARNING COACHES

Mary Sanders Shartle, Adirondack/Saratoga Units

Kate Stockton, Latham/ Johnstown Unit

Sarah Spence-Staulters, Latham/ Schenectady Unit

For Plattsburgh Unit, contact Lisa D'Adamo-Weinstein

WHO TO CONTACT FOR SPECIAL QUESTIONS
@ THE NORTHEAST CENTER

To contact any of the Northeast Center personnel listed below, please call (518) 783-6203 or e-mail them using the following format: firstname.lastname@esc.edu (include any punctuation in the name as part of the e-mail address).

In general, the Student Information Center staff can answer most of your questions. Please contact them at …

<div align="center">

1-800-8476-3000 or 518-587-2100

Option 1 from the menu or Ext. 2285

M-Th, 8:30 a.m. – 6 p.m.   Fr 8:30 a.m. – 5 p.m.

</div>

Area	Topic	Who to Contact
Academic Progress	Learning Contract Outcomes	Primary Mentor, Instructor, Coordinator of Student Services
	Satisfactory Academic Progress (SAP)	Coordinator of Student Services
Academic Support	Individual appointments & online/ onsite workshop assistance in maximizing students' academic success. *(Includes, but is not limited to: developing effective strategies in Reading, Writing, Critical Thinking, Goal Setting, Time Management, Learning and Studying).*	Director of Academic Support, Learning Coaches
	Online Content Tutoring – SMARTHINKING www.esc.edu/smarthinking	Director of Academic Support Secretary, Office of Academic Support
	Learning Coaches *Provide academic support to adult students in one-on-one or small group settings in all areas of the writing process and related study skills such as time management, academic research skills, college level study strategies and critical thinking.*	Director of Academic Support Learning Coaches
Current Enrollment	Learning Contract Content	Primary Mentor, Instructor
	Contract Evaluation Content	Primary Mentor, Instructor, Dean
	Obtaining Copies of Learning Contracts and Evaluations	*For Latham* Documents Secretary *For All Other Northeast Center Units* Secretary, Johnstown Unit Secretary, Plattsburgh Unit Secretary, Adirondack Unit Secretary, Saratoga Unit Secretary, Schenectady Unit
	Center for Distance Learning (CDL)	1-800-847-3000 ext 2300 or send an e-mail to cdlstudent@esc.edu

	Educational Planning	Primary Mentor
Degree Planning/ Assessment/ Portfolio	Assessment of Prior Learning *(Includes individualized college level learning, exams for credit, certificates, military training, etc.)*	Primary Mentor Assessment Specialist
	Portfolio Status	Primary Mentor Director of Academic Review
	Portfolio Workshops	Assessment Specialist
	Rationale Essay	Primary Mentor Director of Academic Support
	Graduation Status	Assessment Specialist Assessment Secretary
	Transcripts for Empire State College Degree Portfolio	Assessment Secretary
Financial Issues	Billing and Financial Aid	Financial Aid Office, FinancialAid@esc.edu or 1-800-847-3000 ext 2285 Office Manager
Registration	Term Enrollments	Primary Mentor
	Cross Registration	Primary Mentor
	Study Group Information	Receptionist/Secretary
	Technical Difficulties	Assistant to the Dean ESC Helpdesk, onlinehelp@esc.edu www.esc.edu/tech911 800 847-3000 ext 2420
Special Admissions/ Enrollment Issues	Re-enrollment after stopping out for no more than 3 years	Primary Mentor Coordinator of Student Services
	Reinstatement after Academic Dismissal	Coordinator of Student Services
	Readmission after stopping out for 3 or more years	Admissions Office, admissions@esc.edu 1-800-847-3000 ext 2285
	Withdrawal	Coordinator of Student Services Office Manager

Specialized Services	Student ID Cards	Receptionist/Secretary
	Ordering Books	www.esc.edu/bookstore 1-800-847-3000, ext. 2365
	Library Resources	Librarian@esc.edu 1-800-847-3000 ext. 2222
	Computer Access & Technical Issues	LoginHelp@esc.edu 1-800-847-3000 ext. 2420
	Disabilities Services	Coordinator of Student Services Associate Dean (NEC Contacts for Disabilities Issues) Statewide Coordinator of Disabilities Services 1-800-847-3000 x2544 NYS Relay Service 1-800-421-1220
	Non-matriculated Students	Admissions Assistant Documents Secretary
	Alumni/Student Association	Coordinator of Student Services
	Northeast Center Calendar	Assistant to the Dean
	Empire State College Transcripts	Registrar'sOffice@esc.edu 1-800-847-2100 ext. 2285
Student Issues	Student Conduct	Coordinator of Student Services
	Concerns About Tutors	Primary Mentor Coordinator of Student Services

KEY TERMS TO KNOW

Below you will find a short list of some key specialized vocabulary. Many more terms are available by going to www.esc.edu/esconline/myesc.nsf/html/Glossary.html.

COLLEGE TERMS

MyESC – (www.esc.edu/myesc) A web-based student portal through which students can access the online registration system, library and learning resources, and many additional student and academic services.

Terms – Other schools would call these semesters. Empire State College offers five fifteen -week terms. The terms begin in September, November, January, March and May. The May term has two parts, Term A and Term B. Term A is eight weeks and Term B is fifteen weeks.

Term Guide – (www.esc.edu/termguide) This is a searchable online listing of current online courses, study groups, independent studies, residencies, and collegewide offerings. The term guide includes descriptions of all study offerings for each term that can be searched by location, area of study, term, and/or mentor/instructor

Online Registration – (www.esc.edu/myesc - click Register Tab) Students enroll for studies only by using the online registration system. You will need your MyESC username and password to login and you should consult with your primary mentor before registering.

Late Registration – a period of time right before the start of each term in which students can attempt to register. Payment is due at the time of registration during this period and there is an additional fee.

Add/Drop Period – a period of time where you can change your existing enrollment by either adding or dropping studies. You cannot use this time period to create a new enrollment; you may only adjust an existing enrollment.

Quarter-Time (QT), Half-time (HT), Three-Quarter Time (3QT) or Full-time (FT) Status – Determines amount of tuition owed, amount of credit you are expected to earn, and hours of time you are expected to devote to studies. This status can also impact financial aid.

QT = 1-4 credits, HT = 5-8 credits, 3QT = 9-11 credits, FT = 12 or more credits

Financial Aid – for information regarding financial assistance and applications for various aid programs, please contact the Financial Aid Office at 1-800-847-3000 ext 2285 or via e-mail at FinancialAid@esc.edu.

WORKING WITH STAFF & FACULTY

Primary Mentor – Is the faculty member to whom you are assigned at orientation. This person becomes your primary academic advisor for the remainder of your studies at Empire State College and supervises your degree program planning.

Instructors (sometimes referred to as Tutors) – Are the individuals other than your primary mentor with whom you complete learning contracts (studies).

Learning Coaches – provide academic support to adult students in one-on-one or small group settings in all areas of the writing process and related study skills such as time management, academic research skills, college level study strategies and critical thinking.

Learning Contract – A document which describes the content of subject areas you will study, including assigned readings, written projects, field observations, etc. Similar to a syllabus or course outline that you might have gotten at a previous college.

Contract Evaluation – A document in which your mentor/instructors(s) evaluate the work you have done in completing a learning contract and awards credit. Contract evaluations are a part of your transcript from the College. Your contract evaluation can include an official letter grade, or you can choose the narrative-only evaluation option.

MODES OF STUDY

Independent Study – Is a mode of learning that consists of a student and mentor (either your primary mentor or another Empire State College faculty member) meeting together in a one-to-one tutorial to design and carry out a course of study. This tutorial arrangement is formalized and assigned credit by the writing of a learning contract which specifies the topics to be studied, the activities to be carried out as part of the study (books to be read, papers to be written, problems to be solved, etc.) and the standards and expectations for successful completion and mastery of the subject.

Study Group – Small groups of students meet together with a mentor or tutor to explore a topic that is frequently an interdisciplinary or timely subject. The group provides discussion opportunities and access to films, guest speakers, and other learning resources (including other students).

Online Study – You work independently in a web-based environment. Typically, the online courses are designed in modules that you need to work through in a timely fashion. There are usually requirements for weekly discussion posts as well as papers and other assignments. Be sure to check the course syllabus for the specific expectations for course participation.

PLANNING YOUR DEGREE

Degree Program Planning – This is also called educational planning, and is a required subject area for one of your learning contracts. In this study, you will develop a portfolio that describes your area of concentration, sets forth a plan for the learning contracts you will complete, and documents any transfer credits and credit by evaluation.

Satisfactory Academic Progress (SAP) – rate at which students must accumulate credit to maintain good academic standing. The SAP rate chart is listed in the Undergraduate Catalog.

IMPORTANT COLLEGE RESOURCES

The following pages contain information regarding specific college resources designed to assist you in all aspects of your college career. The first and most important link to nearly all college resources is located at www.esc.edu/myesc. The graphics below gives you a quick overview of what you will find at MyESC.

Clicking on each tab will bring you to a separate set of resources.

Records - Check your financial and academic records, activate your login, and update your contact information.

Register

Register for the Upcoming Term

Go to registration (login required)

- Check for holds on your registration (login required)
- View the registration planning checklist
- View your registration confirmation (login required)
- Add/drop:
  - General information about Add-Drop
  - To add a study, register for it as you normally would (login required)
  - Drop a study during the registration or add/drop period (login required)
    NOTE: To drop a study after the add/drop period has ended, you must submit a withdrawal form

Not sure how to register?

- View the online demo
- Read the quick start guide
  (PDF, 347 KB; Adobe Reader required to view. If you are unable to use the Adobe Reader, please contact the student help desk for a printed copy.)
- Check the tutorials about registration in the help

Registration Information

- Check registration dates and deadlines
- See what courses/studies are available for upcoming terms in the Annual Learning Opportunities inventory
- Find out about taking courses at other colleges through cross registration
- Withdrawals and Refunds
- Accommodation for a disability

Register - Register for your studies, find tutorials and other information about registration.

Academics

Study Opportunities

- Upcoming term:
  - Guided independent learning. Go to Registration to check the listing for your regional location.
  - Study groups
- Future Planning:
  - Find out what studies/courses will be available in the coming 12 months by checking the Annual Learning Opportunities inventory
  - Residencies and other special learning opportunities
  - Distance learning:
    - Upcoming term offerings
    - Complete Distance Learning Catalog
  - Take courses at other colleges through cross registration
- More options for graduate students

ANGEL: Online Courses

- Access your online courses
- Technical requirements for online courses
- Test your system to make sure it is compatible with eXcEL
- Questions about ANGEL? Check the offerings about ANGEL in our knowledgebase
- Guest access to online courses (Please DO NOT use if you are an Empire State College student/faculty/staff.)

Your Degree Plan

- Degree Planning for Undergraduate Students:
  - Areas of Study (AOS): Guidelines and web sites
  - Create program planning resources
  - Work on your Degree Plan:
    - Begin planning your degree by using the Empire Program Planner online tool (DP Planner)
    - Return to an existing degree plan
    - Have questions about using the DP Planner? See offerings about the DP Planner in our help desk knowledge base
  - View your final, approved degree plan

Academics - Access your online courses, choose your studies for upcoming terms, and plan your studies.

Learning Support

Welcome to the learning support web site. Here you will find online learning resources in academic skill areas critical to your success as a college student and as a lifelong learner. You also will find many additional learning resources and services available to you at your local Empire State College location. For specific academic support assistance, please contact the director of academic support (DAS).

Get Tutoring and Help

- Contact the director of academic support at your center
- Smarthinking Online Tutoring Service (login required)
  - Smarthinking Student Handbook (PDF, 1074 KB; Adobe Acrobat Reader or higher needed to use this file. If you are unable to open this file, please contact Learning support (Das.) edu to have a copy sent to you)
- Writing Center Assistance
  - Find the writing center nearest you
  - Visit our online writing resources
- Math Center Assistance
  - Find the math center nearest you
  - Visit our online mathematics library
  - Visit the math and Science Resources site
- CDL peer Tutoring Service for students of the Center for Distance Learning

Library
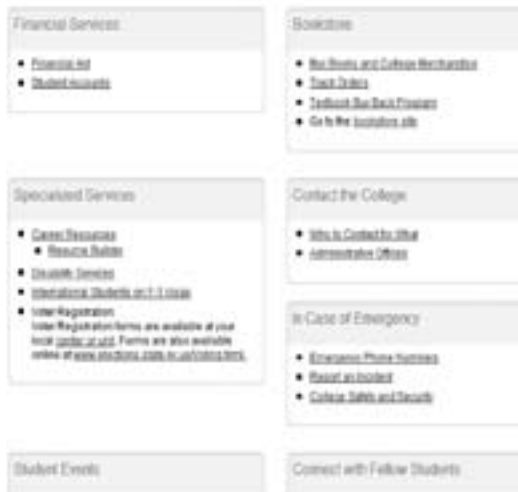
- Visit the college's online library
- Learn search strategies and techniques
- Learn about academic integrity and avoiding plagiarism
- Take part in an "@ Home" Live Library Workshops

Academic Support and Study Skills

- Explore resources on a wide range of study skills (for example, academic reading, note taking, systems and time management)
- Find out about study skills workshops scheduled at college locations around the state and online
- For more information about academic support, contact your local director of academic support (DAS)

Learning Support - Find online learning resources in academic skill areas critical to your success as a college student and as a lifelong learner.

Student Services and Information

Student Services & Information - Financial aid and scholarships, billing, college bookstore, disabilities services and all other student services.

If you can't find what you are looking for on the MYESC site, then the Student Information Center staff can help you with your questions. Please contact them at …

1-800-8476-3000 or 518-587-2100

Option 1 from the menu or Ext. 2285

M-Th, 8:30 a.m. – 6 p.m.   Fr 8:30 a.m. – 5 p.m.

LIBRARY RESOURCES
WWW.ESC.EDU/LIBRARY

The Empire State College Library and Learning Resources Center is a web-based online library maintained by Empire State College. The online resources of the library are intended to help users maximize local library resources and to provide the necessary tools to efficiently identify library materials located at SUNY college libraries, other local libraries and regional library systems. To this end, the Empire State College Library provides guides to access online card catalogs, indexing and abstracting databases, full-text documents where available, and Internet resources to support research and reference needs. The online library features:

- E-books across broad range of academic subject disciplines
- Unique full text journal titles
- Electronic searchable databases
- Online searchable reference books
- Research guides to internet resources and research databases arranged by the college's areas of study
- On-line tutorials to help you use our resources more effectively

ONLINE LIBRARY RESOURCES

To access the Main Library Site, go to http://www.esc.edu/library. You can then access a variety of information and resources. Some of the most important links are highlighted below:

(Please Note – this graphic is current as of June 2009)

Quick Start Tutorial – This tutorial provides information not only about how to navigate the Library website but also how to identify a topic, find keywords to search for information related to your topic, find articles and books related to your topic, and how to document your information sources.

All Databases by Title – This links you to all of the research databases ESC subscribes to based on type of publication (journals, newspapers, books, reference, and images) or subject. It also provides you with a short description of the purpose and types of information found in each database. This is DEFINITELY a site you should bookmark!

<u>Cite Your Sources</u> – Gives you all the information you need to be able to appropriately attribute where you got your information resources from and cite your sources in the appropriate format. Be sure to ask your instructors what formatting style they prefer. Each discipline has a different standard, so you might have to use more than one style throughout your college career.

<u>Ask a Librarian</u> – This link is obvious, but it is also probably one of the most underused and most valuable links on the library website. Don't frustrate yourself, ask for assistance early.

<u>Research How To's</u> – Gives you a variety of links and resources to help you navigate through all aspects of the research process.

LOCAL LIBRARIES

Empire State College encourages students to investigate the offerings of nearby public and college libraries. Through the State University of New York (SUNY) Open Access program, Empire State College students have access to the libraries of the State University of New York's two and four-year colleges and universities, including community colleges.

To check out materials from these libraries, you will need to present an Empire State College photo ID with a valid expiration date and Empire State College ID number to check out materials. This is the only proof of enrollment or affiliation that will be accepted at these libraries. This photo ID card can be obtained from the Northeast Center receptionist or from your unit secretary.

Most SUNY libraries restrict online resources and interlibrary loan services to their own residents. However, your local public library may be able to help with interlibrary loans.

As a borrower through the SUNY Open Access program, you are subject to such rules and regulations, including fines and fees, as are established by the lending campus for its own community. In addition to overdue fines, Empire State College borrowers who have lost or not returned library materials will also be charged processing and/or replacement fees.

Empire State College students with outstanding fines to a SUNY library will have a "hold" placed on their Empire State College student account and will not be permitted to register, obtain transcripts, or be cleared for graduation. Outstanding accounts that are not cleared will be referred to the State Attorney General's Office

OTHER EMPIRE STATE COLLEGE RESOURCES

THE EMPIRE STATE COLLEGE "BOOKSTORE" – **www.esc.edu/bookstore**

Empire State College operates a unique service that enables our students across New York State and beyond to obtain many of their texts at a distance. Texts for nearly all study groups and some tutorial studies in the Northeast Center, as well as for all Center for Distance Learning (CDL) courses, can be obtained from the Empire State College Distribution Center in Saratoga Springs. This is not a walk-in bookstore, but a warehouse and shipping service. There is a shipping and handling charge; materials are shipped directly to you and usually received within a week.

You can order your books by contacting:

Online book orders:	www.esc.edu/onlinebookorder
Empire State College Merchandise Orders	800 847-3000 ext 2365 518 587-2100 ext 2365
FAX order #:	518 583-0801
Bookstore telephone numbers:	800 847-3000 ext. 2365, 2383 518 587-2100 ext. 2365, 2383
Financial Aid orders:	Lisa Malatesta, ext. 2370: Lisa.Malatesta@esc.edu
VESID orders:	Lisa Malatesta, ext. 2370: Lisa.Malatesta@esc.edu
Return authorization	Donna Redwine, ext 2365 Donna.Redwine@esc.edu
Question about order already placed:	Jamie Kunz-Butler, ext 2365 jamie.kunz-butler@esc.edu
Problem with order received:	Sheila Redder, ext 2383: Sheila.Redder@esc.edu

EMPIRE STATE COLLEGE COMPUTER RESOURCES

Technology Helpdesk: techinfo.esc.edu

Contact the college helpdesk with questions about college technology:

Phone number: 800 847-3000 x2420

Hours:

   Sunday 1 - 9 p.m. E.S.T.

   Monday - Thursday 9 a.m. - 9 p.m. E.S.T.

   Friday 9 a.m. - 5 p.m. E.S.T

Go to the helpdesk web site (https://techinfo.esc.edu/) to submit a help request online or search the knowledge base.

STUDENT COMPUTERS FOR NORTHEAST CENTER STUDENTS

Northeast Center students have access to student computers in Latham (as well as at our unit offices in Glens Falls, Johnstown, Plattsburgh, Saratoga, and Schenectady). You may use student computers at Empire State College locations for writing papers and completing other kinds of assignments. In the Latham Office, there is a Computer Lab which is open during normal business hours: M-Th 8:30am-7:00pm, F 8:30am-5pm. Occasionally the lab will be reserved for classes, orientation sessions, and other types of trainings. Please call the main center number to see if the lab is reserved when you would like to use it. Printing and some specialized software are available in the Latham Computer Lab. To use a student computer at the unit locations, contact the local receptionist or staff member.

STUDENT ID CARDS

Students enrolled at the Northeast Center may obtain an Empire State College student identification card from the Center receptionist or from their unit secretary.

The most important feature of the student ID card is that it enables you to use libraries at SUNY institutions, including the library at SUNY Albany and at state community colleges in the area. A student ID may also make available to you student discounts provided by some area merchants (e.g. movie theaters).

An Empire State College ID card does not entitle you to use other facilities (such as transportation or athletic facilities) at SUNY campuses.

MAXIMIZING YOUR ACADEMIC SUCCESS
MODES OF LEARNING AT EMPIRE STATE COLLEGE

** Note: All the bold faced terms below are defined in the section **KEY TERMS TO KNOW**.*

INDEPENDENT STUDY

One mode of instruction at Empire State College is **independent study.** An **independent study** consists of a student and mentor (either your primary mentor or another Empire State College faculty member) meeting together in a one-to-one tutorial to design and carry out a course of study. This tutorial arrangement is formalized and assigned credit by the writing of a **learning contract** which specifies the topics to be studied, the activities to be carried out as part of the study (books to be read, papers to be written, problems to be solved, etc.) and the standards and expectations for successful completion and mastery of the subject.

From time to time, Empire State College employs academics and professionals from outside the College to work as **instructors** with students in specialized areas of study not covered by the Empire State College faculty. Your primary mentor will arrange for you to work with **instructors** if this is appropriate for your program of study.

For a typical study, you will make contact with your **mentor/instructor** about once every two weeks to maintain progress on the work. You and your **mentor/instructor** should discuss the frequency and mode(s) of contact at the beginning of your **independent** study. Make sure that during your initial and subsequent interactions, you bring up any questions or problems for clarification, so your **mentor/instructor** can provide guidance and advice about how to proceed. Your interactions will help your **mentor/instructor** assess your mastery and understanding of the work already done, and the two of you together will be able to better plan and organize the work to be done for the next interaction.

Students and **mentors/instructors** work together in a collaborative way. You are expected to help shape a study by discussing your interests and your preferences in terms of books and other learning materials to be used in the study and special topics to be covered. In many instances topics can be selected for reports and papers that relate to your personal or professional life. Our experience tells us that when a student provides input into the design of a study, he or she is likely to be more motivated and more satisfied with the outcome.

In addition to **independent study** with mentors and tutors, there are other means of pursuing contract studies at Empire State College. Independent study has the advantages of personal attention and flexibility in schedule and content but it can sometimes be a lonely endeavor. We encourage students to consider incorporating the following types of learning opportunities into their program to diversify their experiences.

Field placements add an extra dimension to independent study, providing students the opportunity to apply learning in practical situations by engaging in projects at community institutions or at their work places. Students and mentors may design independent study contracts around such experiences.

STUDY GROUPS

Small groups of students meet together with a mentor or tutor to explore a topic that is frequently an interdisciplinary or timely subject. The group provides discussion opportunities and access to films, guest speakers, and other learning resources (including other students). Whereas traditional classroom instruction involves a standard number of classroom contact hours between instructors and students for each credit hour earned and is supplemented by students' other assignments, Empire State College study groups supplement students' individualized learning, through group meetings, activities, and/or projects.

ONLINE COURSES

Online courses are structured and designed for groups of students. They offer you the opportunity to interact with other students as well as the course instructor and in online discussions of the course material and group projects. Online courses are generally small groups (15-20) of student and an instructor. Online courses allow you to communicate with your instructor and other members of the course at times that are convenient to you. Your course web site guides you through the goals of the course, the learning activities and defines evaluation criteria. You will not receive a learning contract for online courses. Once you are enrolled in an online course with Empire State College, you will be granted access to our online course management system, ANGEL, that you will access through MyESC.. There is a tutorial for called "CDL - New Student Orientation" in which you can self-enroll. Module 5 of this self-paced reference course will help you to understand how best work in an online learning environment.

SPECIAL RESIDENCY STUDIES

From time to time, the Center or other College locations may sponsor special intensive weekend residency studies on topics of current interest. Past topics have included "Issues in Family Policy" and various topics in women's studies and multicultural studies. Information on upcoming residencies is usually included with Center study group listings and in the online term guide. Specifically, the Northeast Center sponsors the Environmental/Adirondack Studies Residency each fall. This program features a three (or four) day interdisciplinary residency at a National Historic Landmark at Raquette Lake, with students and faculty from all over New York State. Students select a single topic for subsequent guided independent study. During the residency, plenary sessions focus on the theme and related topics, and small group seminars initiate the guided independent study.

CROSS-REGISTRATION

There are some subjects that students prefer to study in a formal, structured classroom either because the student and mentor feel that these studies are best carried out in a traditional mode or because they are not available through independent study at this Center. If you choose to register for a course at a local college, that course is written into an Empire State College learning contract. Your mentor can advise you about special forms that need to be filled out for cross-registrations.

WORKING EFFECTIVELY WITH YOUR MENTOR

Mentors are faculty members who have the dual roles of teachers and advisors. At orientation, you were assigned a **primary mentor** who will be your advisor throughout your enrollment at the College and who will work with you on the educational planning process for your degree program. Working one-on-one with a faculty member probably will be a new experience for you.

The following suggestions are intended to get you off to a good start with your mentor.

COMMUNICATION IS KEY TO YOUR SUCCESS
(Whether it be Face-to-Face, Over the Phone, or E-mail)

Not always, but sometimes, adult learners feel reluctant to ask questions or ask for clarification if they are confused. When you are working with your primary mentor, or any of the other staff and faculty of Empire State College, you should know that communication is key to your success. We are here to support you in your pursuit of your degree. So, speak up and let your mentor know…

- your goals and objectives
- any personal or professional constraints on your time
- any special learning needs or academic support you might need
- if you do not understand what is being said
- if you do not understand what is being asked of you
- if you cannot find what you need to carry out an assignment
- if you disagree with a suggested approach
- if you anticipate any difficulty

Silence usually leads a mentor to assume that everything is progressing smoothly. If that is not the case, it is your time and money that are being wasted. On a particular learning contract, you may be working only with your primary mentor, or only with other mentors or instructors, or with both at the same time. Your mentor cannot know if you are having difficulties with studies unless you let him or her know. A mentor has no way to facilitate your progress if he or she is unaware of the specific obstacles you may be facing. So, speak up and let your mentor assist you in having the most successful experience possible.

You and your primary mentor should discuss the most effective modes of communication with each other. You might prefer face-to-face meetings, phone calls, e-mail or any combination.

If you and your mentor are communicating via phone and/or e-mail,

- Be clear about what you want to accomplish/what action you need to have him or her take, etc.
- Know your mentor's usual schedule, and try to call when he or she is normally in the office. If you are sending e-mail, get to know your mentor's e-mail habits, in other words the days of the week or times they tend to check and respond to e-mail.
- If your mentor is not available when you call, leave a clear message: Your name; when you called; why you called; when, where, and how you can be reached.
- If you haven't heard back from your mentor after a reasonable amount of time, when you've left either a phone message or sent an e-mail, try using another mode of communication. If it has been a long time (more than two weeks), call the main center or unit phone number to see if the mentor is on vacation, out sick or involved in meetings.

Face-to-face conferences are scheduled as need or desire dictates, but always means an investment of your valuable time and that of your mentor. Student and mentor should develop mutual respect, especially in regard to each other's time commitments. So, try to follow the advice below to make the most out of your meeting time:

- Do not make appointments for times you know you will be exhausted or distracted.
- Call your mentor to cancel your appointment if you cannot make it. Give as much advance notice as possible. Don't be a no-show!
- Keep the mentor informed about your time limitations: How long can you stay? How much time will be needed for the conference?
- Bring with you a clear idea of your goals for the meeting. Try to get a clear idea of your mentor's goals for the meeting.
- Arrive on time. When mentors see students one after another, it is difficult to extend meeting times without impacting someone else's schedule.
- Do not end a meeting without being clear about what you are going to do next.
- Set a time and goal for the next meeting. Get as much structure in your assignment as you feel is needed.

KEEP ON TOP OF CLERICAL AND ADMINISTRATIVE EVENTS THAT RELATE TO YOUR PROGRESS

Much of what you do at the College must be kept in the form of written (both print and electronic) records so that your progress can be verified and made official. While it is primarily your mentor's responsibility to see to those matters, you can be an active and facilitating partner in the process. Also, keeping copies of learning contracts and evaluations will help keep you in touch with what you have done, are doing, and have yet to do. Be sure all written work submitted is clearly identified with your name, the date, and any other contact or identifying information that is necessary. Remember, a mentor works best when you are actively participating in the process and when he or she feels you are being properly served. If you stay involved you will be more likely to obtain the best possible service.

WORKING EFFECTIVELY WITH EMPIRE STATE COLLEGE INSTRUCTORS

Empire State College students often complete part of their contract studies with instructors other than their primary mentor. These instructors are like an adjunct faculty member at other colleges, although they could be a full-time faculty member. The following discussion is designed to help you make the most of your opportunity to work with instructors other than your primary mentor. The comments in this section do not apply to the online courses you might take through the Center for Distance Learning.

THE INSTRUCTOR'S ROLE

It is worth noting the difference between a mentor and an instructor at Empire State College. Mentors may instruct you in a specific area, but they also act as academic advisors, facilitators, and all around helpful people. An instructor, on the other hand, is expected to help you with a specific contract study. Since instructors may not be full-time employees of Empire State

College. Do not expect them to solve problems beyond the scope of the studies you have undertaken with them. Your instructor will be very helpful to you in designing and carrying out your study, but you will do most of the work. The few hours you spend meeting with your instructor will be most productive if you spend quality time preparing.

GETTING STARTED – MAKING CONTACT

When your mentor tells you that you will be working with another instructor, be sure you get the person's name, e-mail, and telephone number. Also be sure that your mentor has contacted the instructor to let him or her know about your interest. It is your responsibility to arrange for the initial meeting, but it is your mentor's responsibility to communicate your intent to engage in a study with another instructor before you contact him or her. Ask how the instructor would prefer to be contacted. Interact with the instructor as soon as you can, and be sure you are prepared to discuss the proposed study in some detail. Keep in mind that, while the tutor is an expert in the topic being studied in your learning contract, you should ask your mentor about the details of contract dates, enrollment and the like.

Before you communicate with the instructor, and in consultation with your mentor, you should keep in mind the following:

- The general nature of the study you intend to complete.
- The number of credits involved.
- Whether the study is to be introductory or advanced.
- The role this study will play in your education.

After your first significant interaction with your instructor, you should know the following:

- What learning activities the study will include.
- What you should be doing immediately to get started.
- What you'll be expected to produce in completing your work for the study.
- What knowledge or skills you'll be expected to demonstrate to complete the study successfully.
- When and how you should be contacting your tutor again.

Sometimes your instructor will be prepared to give you a copy of the information needed for your contract as part of this first significant contact. However that won't always be possible. Make sure you understand how and when you and your mentor will receive that information. And be sure you have at least the first steps/assignment clearly identified.

MAKING PROGRESS

Information concerning your study will be written into your learning contract. The contract should be available within a few weeks of the beginning date of the term. If it is not, or if you have any questions about the content, be sure to call the instructor or your mentor.

You will only interact with your instructor a few times, so it is important that you use that time well. If you are going to meet face-to-face, here are a few suggestions (many of these tips are the same suggested for working effectively with your mentor):

- **Keep your scheduled appointments, or call ahead of time to reschedule** if you cannot keep an appointment.
- **Know what work needs to be completed before you meet, and make sure it's done**. Be sure you are prepared to ask about readings you haven't understood, or to discuss issues that the tutor has identified. It is often helpful if you can send planned work to your tutor before the meeting, so that both of you will be ready to discuss it before you arrive.
- **If questions arise while you're reading at home, write them down, and bring the list with you to the next meeting.**
- **If you're uncertain about the topics of discussion or timing or your next meeting, call in advance.**
- **Settle on the assignments and topics of discussion for the next meeting before you leave.**

GETTING FEEDBACK

This is important! Submit written work according to the schedule you and the instructor have agreed on, and ask for critical comments. Be sure you understand what needs improvement. Always keep copies of your work. If you keep submitting things and don't get any responses back, talk to your mentor. If you need to complete work late, you will need to discuss this with your mentor. Our instructors are not obligated to work with you beyond the end date of the contract. If your instructor agrees to do so, be sure to complete the outstanding work promptly.

REMEMBER:

Every student has different needs, and every instructor's approach is different. The two of you are going to have to understand each other's needs. Our instructors are busy professionals with lots of responsibilities. They are not always full-time employees of the College and the compensation we are able to offer them is modest, at best.

You need to be willing to adjust to your instructor's schedule. We value our instructors highly, because they enable us to serve students whose academic interests cannot be fully addressed by mentors. Instructors are willing to work with our students because they find adult learners to be committed and prepared to work hard in pursuit of their goals. Make every effort to ensure that your experience with a instructor is a rewarding one for both of you.

OTHER WAYS TO MAXIMIZE YOUR ACADEMIC SUCCESS
ACADEMIC SUPPORT @ THE NORTHEAST CENTER

The programs and services offered by the Office of Academic Support emphasize learning that is self-directed, intentional, and lifelong. Focusing on the needs and busy schedules of our adult student population, academic support is available in a variety of formats and topics. All Northeast Center undergraduate students can utilize these services regardless of their location.

Academic support services at the Northeast Center of Empire State College include workshops (online & onsite), one-to-one appointments, phone appointments, online support (e-mail, webcam, & instant messaging), and small group assistance (online & onsite) in the following areas:

Reading Strategies, Critical Thinking, Writing Support, Effective Study Strategies, Time Management, Organization, Goal Setting, Effective Thinking, Understanding Learning Styles, Information Literacy & Research Skills Development, and Stress Management.

Additionally, there are online tutorial services offered through the Writer's Complex and Smarthinking. For the most current listing of programs and services, visit the Academic Support ANGEL Community Group space: http://www.esc.edu/ole login with your MYESC Account and choose NEC Academic Support under Community Groups. Or you can go to www.academiceye.pbworks.com.

Contact Lisa D'Adamo-Weinstein to set up a face-to-face or virtual appointment.

Empire State College – Northeast Center
21 British American Blvd
Latham, NY 12110
tel. (518) 783-6203 fax. (518) 783-6443
e-mail: Lisa.D'Adamo-Weinstein@esc.edu

ONLINE CONTENT TUTORIAL ASSISTANCE THROUGH SMARTHINKING

WHAT IS SMARTHINKING?

Smarthinking is a FREE online web-based tutorial service that is available to all currently enrolled Empire State College students 24 hours a day, 7 days a week. They offer 4 different ways to interact with tutors/e-structors: On-demand instruction, Pre-scheduled personal instruction, online paper submissions, and online question submissions. Smarthinking also has an **Academic Resources** section and a personal **Archive** that stores your interactions with the tutors/e-structors so you can review them later.

HOW DO I USE THE SERVICE?

As an Empire State College student, you will be automatically assigned an account and allowed to use this FREE service as soon as your first term of enrollment. Your account will remain active as long as you are enrolled in studies with Empire State College.

To get connected with a tutor:

- Visit the Smarthinking link on the ESC home page, www.esc.edu/smarthinking
- Choose the SIGN-UP NOW button and create your own account and password (follow the directions on the webpage)
- Choose the service you want to try: On-Demand or Scheduled Live tutorials, Submit a question to be answered later, or Submit your writing.

HOW DO I COMMUNICATE WITH THE TUTOR ON THE WEB, OR WHAT IS THE WHITEBOARD?

The whiteboard is an online web-based communications tool (also known as a "chat tool") that Smarthinking uses to facilitate the communication between the tutor/e-structor and the student. The student's words appear in red and the tutor/e-structor's words appear in blue. Smarthinking captures an image of your interaction with the tutor/e-structor so you may review them later.

Smarthinking has a practice area where students can learn how to use the whiteboard. The whiteboard has the capability to allow students to use complex mathematical and scientific symbols and characters: Math, Greek, Language, and Chemistry. These can be used whenever you use the whiteboard. Just click on the name of the character set you want and a pop-up menu will appear, listing the available characters from the selected set. These menus can be moved around on the whiteboard so that they are available for use during a tutoring session. Click on the character you want to use, and it will appear on the whiteboard.

The whiteboard will also allow you to choose an option for graph paper, so a graphing grid appears in the whiteboard. The tutorial is the best place for you to play with the different features of the white board, but during a tutoring session, you can also ask the tutor for assistance.

WHO DO I CALL IF I NEED HELP?

If you have any questions or concerns regarding Smarthinking, please contact Lisa D'Adamo-Weinstein, Director of Academic Support. Lisa can be reached at the Northeast Center via phone at (518) 783-6203 x5939 or e-mail Lisa.D'Adamo-Weinstein@esc.edu. Lisa will be able to answer your basic questions regarding logging into the Smarthinking system and helping you to navigate the site.

If you have technical issues logging into the Smarthinking webpage, please contact Smarthinking's customer support, (888) 430-7429, ext. 1 or e-mail support@smarthinking.com. They are available by phone from 8:00 am until 6:00 pm, EST.