

"Our Roles are Significant" Handbook Family and Friends Orientation

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Dear Parent/Family Member,

Today marks the beginning of one of your family member's or friend's greatest accomplishments – working toward a college degree. This is a time in a person's life like no other as they open doors to a whole new world.

Whether a student decides to go on to a four-year school after Cayuga or join the workforce, we provide students with an educational experience that will help them reach their goals.

There are many resources available to students at Cayuga to assist them in achievement of everyone's ultimate glory – graduation. Personal and academic supports are key components of Cayuga's all-encompassing network of services. Please encourage your family member or friend to take advantage of these resources as they find them to be necessary.

This booklet was designed to help you – our student's loved ones - through this transformation. While this is a time of adjustment for most of our students, it is important not to overlook the fact that those close to the students are also coping with transition. This booklet will also give you an insight on what to expect throughout the coming year. Please look over and refer back to this resource as questions arise. Also, feel free to contact me at the College at (315) 255-1743 ext.2412.

We hope you find this informational booklet user-friendly and helpful. Welcome to Cayuga.

Sincerely,

Norman Lee Director of Student Activities/Professor

CAYUGA COMMUNITY COLLEGE AND THE STATE UNIVERSITY

Cayuga Community College is accredited by the Commission on Higher Education, a unit of the Middle States Association of Colleges and Schools, (3624 Market Street, Philadelphia, PA 19104-2680); the National League for Nursing (350 Hudson Street, NYC, NY 10014); and The National Association for the Education of Young Children, and the Society of Broadcast Engineers (P.O. Box 20450, Indianapolis, IN 46220). The College is one of 30 community colleges supervised by and incorporated in the State University of New York. Its programs are registered by the New York State Education Department.

Both career-oriented programs and programs designed to help students transfer to four- year colleges are offered.

Like other community colleges of the State University, Cayuga Community College is locally governed. Its Board of Trustees consists of ten members of various professions and achievements. Five are appointed by the Cayuga County Legislature and four are appointed by the Governor for rotating terms of seven years. The tenth member is a voting student representative who is elected annually by the student body. The support of the College is a three-way partnership between the state, the students, and the sponsor.

THE CCC ALUMNI ASSOCIATION

The Auburn/Cayuga Community College Alumni Association was founded in 1959 to create a bond of fellowship among alumni as well as the community it serves. The Cayuga Alumni Association publishes a biannual newsmagazine, The Spartan, which is distributed each spring and fall.

The Alumni Association helps the College Foundation raise funds through the Annual Alumni Appeal. Additionally, the Association raises funds for programs and activities through special projects. Proceeds from alumni activities support a number of scholarships and grants and other College and community enhancement programs. The Association presents annual Alumni Awards to alums who have distinguished themselves, as well as Distinguished Service Awards periodically.

All alumni are encouraged to keep in touch with the College through the Alumni Association. It is important to notify the Association of address changes to ensure effective communication, allowing us to relate news about the College and former classmates. We also have a Facebook page that can be found at www.facebook.com/CayugaCCAlumni.

Mission: Promote and enhance relations among alumni,

the College community and the community-at-large.

In 1974, Congress adopted the Family Educational Rights of Privacy Act, known as the Buckley Amendment. This amendment provides that students who are 18 years or older and are enrolled in post-secondary education are the sole guardians of their own educational records. This means that **only** your family member will have access to his or her records at the College and that you may only view them with his or her **written permission**. In accordance with the Buckley Amendment, all correspondence from the College regarding grades, academic honors and/or discipline will be sent directly to your family member at his or her permanent address. Please refer to the "Family Education Rights and Privacy Act", which follows on the next two pages.

Additionally, advisors cannot discuss specifics with family members or friends about a student's progress or about any problems that may arise without the student's written consent. Please keep in mind that although advisors are not at liberty to divulge specifics, they are happy to discuss general College policies with family members or friends at any time. The counselors in the Student Engagement Centers can assist you with these questions at (315) 255-1743.

As part of the educational process, students are expected to assume responsibility for their own academic progress along with the appropriate communication of that progress to their family member and friends. An open relationship between students and family members is essential so that students feel free to share both their achievements and disappointments with their loved ones.

FERPA

I. Policy Statement

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their Education Records. They include:

- The right to inspect and review their own Education Records;
- The right to request amendment of their own Education Records;
- The right to consent to disclosure of information from their Education records, except to the extent that FERPA authorizes disclosure without consent; and
- The right to file a complaint with the U.S. Functional area of Education concerning alleged failures to comply with FERPA.

II. Reason for Policy

The College is required to comply with its obligations under FERPA, including the obligation to advise students of their rights under FERPA.

III. Applicability of the Policy

This policy applies to all functional areas of the College that maintain Education Records. As described below, protected "Education Records" include most personally identifiable information pertaining to a student; accordingly, all College personnel having custody of, or responsibility for, student information will review this policy annually with an acknowledgement of understanding.

The College will provide all students an annual notification in order that students are aware of this policy and their rights under FERPA.

IV. Related Policies and Documents

- Authorization to Release Student Records (FERPA Release Form) available on Cayuga's Website
- Personally, Identifiable Information Policy
- Privacy Technical Assistance Center (PTAC) Higher Education Act Restrictions on Releasing Data Appearing on FAFSA
- SUNY's Record Retention Policy (#6609)

V. Definitions

Term	Definition
College Official	See Item VII, below.
Education Record	Any record, in whatever medium, which contains information directly related to an identifiable student (including but not limited to course grades, GPA, class schedules, disciplinary records, law enforcement records). Education Records do not include records of instructional, administrative and educational personnel which are in the sole possession of the maker and are not accessible or revealed to any individual, except a temporary substitute; student health records; employment records; alumni records pertaining to the period after the student ceased to be enrolled at the College; or grades on peer-graded work before they are collected and recorded by the instructor.
FERPA	The Family Educational Rights and Privacy Act.
Student	Includes all persons enrolled in or auditing courses, either full-time or part-time, from the time of initial enrollment through the actual awarding of a degree, including the time before classes begin, during the academic year, after classes end, and during periods between terms of actual enrollment. A student is subject to adjudication of and sanctions for violations of the law and of the Student Code of Conduct through the campus disciplinary system.
Legitimate Educational Interest	See Item VII, below.

VII. Procedures

Right to Inspect and Review Education Records. A student has the right to inspect and review one's Education Records. The College is obligated to make the records available within 45 calendar days of the request for access. The student shall submit the request to the head of the functional area or designee maintaining the Education Record(s) identifying the Education Record(s) they wish to inspect. The functional area head or designee will make arrangements for access and notify the student of the time and the place where the records may be inspected. If the records are not maintained by the functional area to which the request was submitted, the functional area head should advise the student of the correct functional area to which the request should be addressed. A student can also submit a request for a proxy to gain access to their records.

Right to Request the Amendment of Education Records. A student has the right to request the amendment of their Education Records that they believe are inaccurate, misleading, or otherwise in violation of their privacy rights. The student shall write to the head of the functional area responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the College decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when they are notified of the right to a hearing.

Right to Consent to Disclosure of Personally Identifiable Education Record Information. A student has the right to consent to the disclosure of personally identifiable information contained in his or her Education Records, except in instances when FERPA authorizes disclosure without consent. Among the FERPA provisions authorizing disclosure without consent are the following:

College Officials

One exception which permits disclosures without consent is disclosure to College Officials with Legitimate Educational Interests. A "College Official" is a person employed by the College in an administrative, supervisory, academic, research or support staff position (including law enforcement personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another College Official in performing his or her tasks; or a person volunteering or otherwise performing services for the College. A contractor, consultant, volunteer, or other party to whom the College has outsourced institutional services or functions may be considered a College Official under this exception only if he, she, or it performs an institutional service or function for which the College would otherwise use employees, is under the direct control of the College with respect to the use and maintenance of Education Records, and agrees to use the Education Records only for the purposes for which they were disclosed.

A College Official has a "Legitimate Educational Interest" if he, she or it needs to review an Education Record in order to (a) perform a task specific to his or her job description or his, her or its contractual or volunteer duties to the College, (b) perform a task related to the student's education (including discipline of the student), or (c) provide a service or benefit relating to the student or the student's family.

Emergency Situations

A second exception permits disclosures of Education Records without consent if the College

determines that there is an articulable and significant threat to the health or safety of the student to whom the Education Records pertain or other individuals, but only to those persons whose knowledge of the information is necessary to protect the health or safety of the student or other individuals.

• Directory Information

Another exception which permits disclosures without consent is disclosure of "Directory Information." 1 Directory Information at Cayuga Community College is defined as: the student's name, address, telephone listing, electronic mail address, photograph, date and place of birth, major field of study, grade level, enrollment status, dates of attendance; participation in officially recognized activities and sports; weight and height of members of athletic teams; degrees, honors, and awards received; and the most recent educational agency or institution attended.

Directory Information does not include the following unique personal identifiers: a student's social security number, a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems. The identifier cannot be used to gain access to Education Records, except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user.

A student has the right to withhold the public release of Directory Information pertaining to them by giving notice to the Registrar's Office. The decision to prevent release of Directory Information will remain effective until revoked by the student by subsequent direction to the Registrar's Office. The student's decision will be effective for materials printed after the effective date and for online and other disclosures from and after the effective date.

Student Inspection of Their Record

Cayuga Community College will provide services to students and former students to inspect and review their own student record upon request. Limitations on this service are as follows.

Cayuga Community College will not allow students to inspect or review:

- financial information submitted by parents (except FAFSA information);
- confidential letters and statements of recommendation to which the student has waived his or her right to inspect and review and that are related to her/his admission, application for employment or job placement, or receipt of honors;
- Educational records that contain information about more than one student. However, in such cases the institution will permit access to that part of the record which pertains only to the inquiring student.

Disclosures to Other Schools

Upon request, the College also discloses Education Records without student consent to officials of another school in which a student is enrolled or seeks or intends to enroll, for purposes related to the student's enrollment or transfer.

Right to File a Complaint with the Education Functional area. A student who believes that their rights under FERPA have been violated may file a complaint with the Family Policy Compliance Office, U.S. Functional Area of Education, 400 Maryland Avenue, SW, Washington, DC 20202-5920.

Disclosures to Third Parties

College auxiliaries and non-affiliated College organizations may request directory information from the Office of the Registrar. As the designated data custodian of student information for the College, the Office of the Registrar is the only unit authorized to release directory information to third parties. Third parties may only request information on student subpopulations based on these elements and these are the only data elements that may be provided.

Third party data requests must be submitted in writing and requests are tracked; the Office of the Registrar retains to the right of refusal to provide the information in an electronic format.

All data requests released to third parties include the following responsibility statement:

This information is being provided to you for the one-time requested purpose only. Fulfillment of your request does not constitute endorsement of your organization, product or service. Any false claim (expressed or implied) concerning Cayuga Community College is expressly forbidden. Misrepresentation of the College with your organization, product or service (e.g. improper use of the Cayuga Community College name, seal or logo) will result in the denial of future requests for student information and possible legal action.

Please be advised that the Cayuga Community College Office of the Registrar declines to release or sell to the public any student information, student lists, mailing labels or other education record that is not deemed 'Directory Information'.

Confidentiality Precautions. College personnel may not disclose Education Record information except as permitted by FERPA and this policy, and are expected to take precautions to prevent impermissible disclosures. These include, but are not limited to, the following:

- All documents containing personally identifiable information on students must be shredded. These include (among other things) class lists, student folders, grade sheets and transcripts.
- Grades may not be posted on office doors using student social security numbers/student ID (C#). Social security numbers are considered personally identifiable information and are, therefore, confidential.
- College personnel shall consult with the Registrar's Office in the event that they are uncertain as to whether Education Record information may be disclosed in particular circumstances.

Record-keeping Obligations. If a student has not provided consent and the institution is required to disclose, persons who release Education Record information on behalf of the College must maintain a record of all requests for and/or releases of this information. The record will indicate the name of the party making the request, any additional party to whom it may be re-released, and the legitimate interest the party had in requesting or obtaining the information. The student may inspect this record of requests. The requirements of this paragraph do not apply to disclosures to (a) the student, (b) a College Official, (c) any party with the student's written consent, (d) a party seeking Directory Information, or (e) a party receiving the information pursuant to a law enforcement subpoena if the issuing court/agency has ordered that the existence or contents of the subpoena, or the information furnished in response to the subpoena, not be disclosed.

Restrictions on Re-disclosure. Persons who release Education Record information on behalf of the College must inform the recipient that the disclosure is subject to the condition that the recipient not disclose the information to any other party without the prior consent of the student. The requirements of this paragraph do not apply to disclosures (a) to the student, (b) to a College Official with a legitimate educational interest, (c) to a party seeking Directory Information, (d) to a party receiving the information pursuant to a judicial order or lawfully issued subpoena, (e) of certain information regarding student disciplinary proceedings as expressly permitted by FERPA, (f) to parties otherwise authorized to receive the information pursuant to FERPA without the student's consent, provided that the parameters of permissible re-disclosure have been established and documented prior to the initial disclosure, or (g) of information provided to the College pursuant to federal law concerning sex offenders and other individuals required to register under the Violent Crime Control and Law Enforcement Act of 1994 (also known as the Wetterling Act).

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¹ FERPA does not mandate the disclosure of Directory Information to anyone, but simply allows the College to make such disclosures in the absence of a student's election to opt out using the procedure described in this Policy.

College is a big step for students and loved ones

Separation: It may be the first time you and your loved one have lived apart. Or that the family previous schedule and lives might will be altered in some way with students added responsibilities.

Letting Go: You may need to adjust to your family member's growing independence or required study time.

New Beginnings: For a traditional student, until now, your relationship has most likely been adult to child. But now with more frequency it will become adult to adult. For non-traditional students, added responsibilities will increase your need to juggle between family or being a caretaker

Opportunities: The college experience will help shape your loved one's future.

It's natural to feel nervous - and excited!!

The first year of college is a time for change and growth. It is important to express your:

Support: Knowing you're available to talk, listen, and offer encouragement can be very reassuring.

Understanding: Recognizing the stress student's face can make a big difference when your child, friend, family member or spouse feels overwhelmed.

Trust: Allowing your loved one to make decisions and solve problems alone can help build self-confidence.

PRESCHOOL CENTER

Children of students and College staff, ages six to five weeks, may be enrolled in the CCC Childcare Center located on 81 Wall Street in Auburn. This Center is sponsored by the Faculty Student Association and is fully licensed by New York State. It is accredited by the National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children. Community members may enroll their children on a space available basis.

CENTER FOR ACADEMIC SUCCESS

Cayuga has a Center for Academic Success (CAS) on each campus to help you reach your personal academic goals. The CAS is located in the Library Building in Auburn and in the Learning Commons on the Fulton campus. In the CAS you will find professional learning specialists, trained peer tutors, accessibility specialists, and others to assist you with most subjects and academic concerns. The CAS also provides resources to faculty who want to learn more about alternative approaches for teaching and learning.

CAS services are free and available to all students. If you answer yes to any of the following questions, you may benefit from visiting the CAS!

- Are you coming to college for the first time and need extra help with certain courses?
- Have you been out of school for some time and need to refresh your study skills?
- Are you having trouble understanding material in a particular course?
- Are you feeling overwhelmed by your classes?
- Are you enrolled in one or more of the College's developmental courses?
- Are you struggling with writing assignments?
- Are you having difficulty keeping up in your math class?
- Do you have a documented disability and need accommodative services?
- Do you find that studying the materials with others in your class is helpful?
- Are you doing well in your classes but would like to do better?

Students visit the Center for Academic Success to:

- Receive help from a professional learning specialist in math, English, or study skills
- Join a study group, visit the Math or Writing table, or work individually with a peer tutor*
- Learn about NetTutor, an online tutoring support service available for all online and evening classes.
- Find opportunities to develop and enhance their academic, study, and leadership skills
- Use computer workstations and software programs
- Receive services through the Office of Accessibility Resources

Take exams when the instructor approves an alternate site and time for testing

*Peer tutors are academically successful students who wish to help fellow students. These are paid positions. To be considered for the peer tutoring program, students must be recommended by an instructor, submit an application, and maintain a 3.0 cumulative grade point average. Recommended students will be interviewed by the Tutorial Coordinator and must take CAS 101 if selected.

Disability Services

Cayuga Community College is committed to providing a quality education accessible to all students who meet the standards for acceptance. Cayuga offers every student with a documented disability appropriate and reasonable accommodations in accordance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Services and accommodations for all students with disabilities are coordinated through the Office of Accessibility Resources, located within the Center for Academic Success. In order for the College to provide appropriate and timely services and accommodations, students with disabilities must provide current and complete documentation as early as possible.

Students with sponsoring agencies, such as Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), Aurora, or the New York State Commission for the Blind (NYSCB), should contact the agency several weeks before the start of classes to make sure that all necessary paperwork is completed.

Accommodations accessed through the Office of Accessibility Resources, located in the Center for Academic Success (CAS), may include, but are not limited to:

- Note taking assistance
- Time extensions for completing exams & quizzes
- Reduced distraction testing areas
- Magnification devices
- Technology to assist reading and writing
- Interpreters
- Course materials in alternate formats
- Physical accommodations such as special classroom seating or architectural accessibility

Students with disabilities should contact the Office of Accessibility Resources on the campus they will be attending as soon as possible to make arrangements for accommodations and services.

Office of Accessibility Resources

Auburn Campus Center for Academic Success 197 Franklin Street Auburn, New York 13021-3099 (315) 255-1743 ext. 2422

Fulton Campus
Center for Academic Success
Learning Commons
11 River Glen Drive
Fulton, New York 13069
(315) 592-4143 ext. 3027

504/ADA Coordinator/Affirmative Action Office

Centers for Student Engagement and Academic Advisement Cayuga Community College 197 Franklin Street Auburn, NY 13021-3099 (315) 255-1743 ext. 2232

* For Area of Refuge (Fulton campus) and Area of Rescue Assistance (Auburn Campus) information, please refer to those sections under College Facilities.

HEALTH SERVICES

Health Services is located in the Main Building, M203 in Auburn. The office is staffed by Registered Nurses. Visit the health office for any health concern or call (315)294-8503. The Auburn office is open Monday-Friday.

New York State Public Health Law 2165 **requires** all college students born after 1956, and taking 6 credit hours or more during a semester, to provide proof of immunity to measles, mumps, and rubella.

New York State Public Health Law 2167 **requires** colleges to distribute information about meningococcal disease and vaccinations to all students taking 6 credit hours or more, whether they live on or off campus. A response to receipt of information on meningococcal disease and vaccine, signed by the student or the student's parent or guardian (for students under age 18) is required.

Please call or visit the health office website at www.cayuga-cc.edu/students/services/health-services/health for more information on requirements and where to obtain them. Any injuries or accidents on campus should be reported to the Health Office.

Services provided by the Health Office include:

- First aid and assistance with illness
- Medical referrals as needed and appropriate
- Detailed information regarding immunization requirements as required by New

York State Public Health Law

- Processing of insurance claim forms, medical bills, and medicine receipts for accident or illness
- Tuberculosis skin testing for Nursing and Early Childhood students
- Notes regarding health absences when requested by students for instructors
- Immunization transcripts
- Free health information brochures
- Smoking cessation information and referrals (visit the NYS Smokers' Quitsite at www.nysmokefree.com)
- Health education programs
- Blood pressure screening

ACCIDENT (INSURANCE) INDEMNITY PLAN

An Accident Indemnity Plan is required for all full-time students. Student claim forms are available in the Health Office for accident insurance on both campuses or visit www.cayuga-cc.edu/students/services/health-services. For accident insurance information and verification, call the Health Office at (315)294-8503.

HEALTH INSURANCE OPTION

Health insurance options are available under the federal Affordable Care Act. New York State Certified Navigators are available to help with enrollment through the New York State of Health. For more information, contact Health Services at (315)294-8503.

COMMUNITY SERVICES AVAILABLE TO STUDENTS

AUBURN

Auburn Housing Authority 20 Thornton Ave. 315-253-6249

Auburn Police Department 46 North St. 315-253-3231 Cayuga County Mental Health Center 146 North St. 315-253-0341 Cayuga Co Health and Human Services 160 Genesee St

Health Services 315-253-1560

Human Services 315-253-1011

Food Stamps 315-253-1210

CHAD (Confidential Help for Alcohol & Drugs) 75 Genesee St., Ste. #4 315-253-9786

Contact (telephone counseling service) 315-251-1400

East Hill Family Medical, Inc.

Family Planning Services 144 Genesee St. 315-253-8477 Fire Department in Auburn 315-253-4031

Motor Vehicle Department 160 Genesee St. 315-253-1241

Veterans Cayuga County Service 160 Genesee St. 315-253-1281

YMCA-WEIU 29 William St. 315-253-5304

FULTON

Catholic Charities of Oswego County 365 W. First St. S, Fulton 315-598-3980 Co. of Oswego Council Alcoholism (COCOAA) 53 E 3rd St. Oswego 315-342-2370 Department of Social Services 1 Spring St., Mexico 315-963-5000

Farnham, Inc. 113 Skyler St., Ste. #1, Fulton 315-593-0796

283 W. 2nd St., Ste. #200 Oswego

315-342-4489

Fulton Fire Department 911

Fulton Police Department 911

75 North St., Auburn

Harbor Lights Chemical

Dependency Service 111 Hamilton St., Mexico 315-963-0777 Oswego Hospital Behavior Services 315-343-8162

Oswego Counties Opportunities, Inc. 315-598-4717

Fulton Health Center 522 S. Fourth St. 315-598-4740

Motel and Hotel Accommodations for Auburn

(315) 253-4531

1	Inn of the Finger Lakes		
	12 Seminary Ave, Auburn	(315) 253-5000	
	(preferred rates for parents - mention	on when making a reservation)	
2	Holiday Inn		

3	Hilton Garden Inn	(315) 252-5511
	74 State St. Auburn	, ,

4	Super 8 Motel	(315)253-8886
	19 McMaster St., Auburn	

5	Scottish Inns & Suites	(315) 253-8447
	255 Grant Ave., Auburn	

6	Days Inn	(315) 252-7567
	37 William St., Auburn	

7	Budget Inn	(315) 253-3296
	61 State St., Auburn	

Motel and Hotel Accommodations for Fulton

1 Days Inn (315) 343-3136 Route 104 Oswego

2 Red Roof Inn (315) 593-2444 930 South 1St Street

Restaurants of Auburn

Lasca's – 252 Grant Avenue (315) 253-4885

Daut's -10 E Genessee Street (315) 252-7175

Parkers Grille and Tap House - 129 Genesee St. (315) 252-6884

Curley's - 96 State St. (315) 252-5224

Connie's Mexican Deli -141 State St. (315) 255-0149

Hollywood – 200 1/2 Clark Street (315) 252-9775.

Burger Theory (Holiday Inn) – 75 North Street (315) 253-4531

Michael's – 196 Clark Street (315) 252-6194. Open @ 4pm

Sunset – 87 N Division Street (315) 252-9765.

Located on Grant Avenue/Route 5: **Applesbees**, **McDonald's**, **Burger King**, **Wendy's**, **Taco Bell**, **Denny's**, **Pizza Hut**, **Kentucky Fried Chicken**, **Arby's**, **Kostas**, **Hong Kong Chinese**.

Restaurants of Fulton

Fajita Grill - 451 South 2nd Street (315) 598-5760

Dragon City - 121-123 East Broadway (315) 593-7007

Mama Gina's - 101 South 2nd Street (315) 598-8210

Sweet Inspirations - 801 West Broadway (315) 593-1522

Located on Route 481: McDonald's, Burger King, Wendy's, Kentucky Fried Chicken, Arby's,