

Frequently Asked Questions about Your Student's First Semester at SUNY Old Westbury!

What is FERPA and how can I have access to my student's records?

- o The Family Educational Rights and Privacy Act (FERPA) of 1974 prohibits the release of privileged information to anyone except authorized personnel. If a student wishes another individual such as guardian, parent, or other person to have access to privileged information, they must complete the release form obtained from the Office of the Registrar via OW campus e-mail, or in-person (by appointment with Campus ID). Once the student has completed the release form, the approved designee can schedule an appointment (with valid ID) by contacting 516-876-3092.
- o *Please note, the form can be revoked at any time when written notification is provided to the appropriate office by the student. SUNY Old Westbury does not release student information to non-campus e-mail accounts.*

When is my student's bill due? What are our payment options?

- o Old Westbury currently offers 3 options for bill payments. The first option is to pay in full, second option is to pay in 2 installments, and the third option is to pay in 3 installments. If you select a payment plan, there is a \$25 fee per semester for those options. The payment plan breakdowns for Fall 2021 tuition can be seen below:

TWO-PAYMENT OPTION:

- First payment (50% of net balance after aid) due upon payment plan enrollment.
- Second (final) payment due around October 15th (date to be determined each Fall semester).

THREE-PAYMENT OPTION:

- First payment (33% of net balance after aid) due upon payment plan enrollment.
- Second payment (33% of balance) due around September 15th (date to be determined each Fall semester).
- Third (final) payment due around October 15th (date to be determined each Fall semester).

How much will it cost my student to attend Old Westbury this fall?

- o A full-time (12 or more credits), in-state, undergraduate student pays a base tuition fee of roughly \$3,535.00.* Additional fees get charged to all students as well. In addition to

tuition and fees, students need to plan for the costs of textbooks, transportation/housing. All of these itemized charges can be found here: [Tuition & Fees | SUNY Old Westbury](#)

*This tuition rate was for Spring 2021 and may have changed since publication.

My student hasn't received a bill yet. When can we expect it?

- o Students will not have a bill until they are registered for classes AND the bills are generated. Bills are usually generated in July, and students are notified via their Old Westbury email when they post.

I want to be able to help my student pay their tuition bills. How do I do that?

- o Federal regulations require that accounts belong to students, and that we must bill the student as the primary account holder. However, students who have parents or guardians assisting them with bill payments should create authorized user accounts for them. In this way, your authorized user(s) will also receive e mail notification each time a billing statement is posted and will be able to view and pay on their accounts.
- o Once a student makes such authorization using his or her [Connect OW Portal](#) account, parent or guardian will be provided an email address and password to access the online bill payment system. The online bill payment system can be found via the [E-Bill Parent/Authorized User Login](#).

What is the Excelsior Scholarship Program?

- o The Excelsior Scholarship, in combination with other student financial aid programs, allows students to attend a SUNY or CUNY college tuition-free.
- o Information regarding the NYS Excelsior and NYS Dream Act Excelsior process, can be found here:

[NYS Higher Education Services Corporation - The Excelsior Scholarship](#)

What do I need to know about Health Forms and submitting them?

- o Your student can now save time by uploading forms and information to their ["student health portal."](#) Failure to submit health forms puts a block on registration for classes.
- o *Please note, all students who do not meet health form compliance will be de-registered from their classes at the start of the fall semester.*

Why is Orientation so important?

- o Orientation provides students with critical information and interpersonal connections to help them transition from high school (or their previous institution) to the SUNY Old

Westbury campus community. During orientation, your student will have opportunities to interact with campus staff and seasoned Old Westbury students who can help answer their questions and put them at ease.

My student is interested in getting involved in a club or fraternity/sorority life. How can I help them to do that?

- o Our clubs and organizations are all located on [Panther Connect](#). Panther Connect can also be found on your student's Portal. Events and activities are also posted on Panther Connect. It's a great resource to encourage your student to start looking through now!

Did You Know?

- o Despite being virtual, our campus shifted all of our academic support services to accommodate our students in a virtual environment. All of these resources can be found here:

[Support & Services | SUNY Old Westbury](#)

My student received accommodations in high school. What is the process to continue accommodations while attending Old Westbury?

- o First, your student must self-identify. In doing so, a member of the Office of Services for Students with Disabilities (OSSD) will then meet with your student to discuss their disability and accommodations that may reduce the impact of the environment on the disability.
- o To begin the process, contact the Director, Ms. Stacey DeFelice: defelices@oldwestbury.edu

What policies and procedures are in place at Old Westbury regarding COVID-19, and where can I learn more about them?

[Spring 2021 COVID-19 Updates and Resources | SUNY Old Westbury](#)

IMPORTANT DATES, FALL 2021:

September 1: First Day of Classes

September 7: Last day to add/drop a class

October 1: Advising begins

October 16-21: Midterms

November 1: Spring 2022 registration begins for Seniors

November 5: Spring 2022 registration begins for Juniors

November 11: Spring 2022 registration begins for Sophomores

November 15: Spring 2022 registration begins for First Years

December 16-22: Final Exams

IMPORTANT OFFICE EMAILS (PLEASE NOTE THAT MOST OFFICES WILL ONLY RESPOND TO YOUR STUDENT'S OLD WESTBURY EMAIL ACCOUNT.)

Athletics:

Lenore Walsh, Director

E-mail: walshl@oldwestbury.edu

Registrar:

E-mail: owregistrar@oldwestbury.edu

Bursar:

E-mail: bursar@oldwestbury.edu

Financial Aid:

Email: financialaid@oldwestbury.edu

For your specific Financial Aid Counselor, visit this site: [See Your Counselor | SUNY Old Westbury](#)

Residential Life:

Email: reslife@oldwestbury.edu

Help Desk (Information Technology Services):

Phone: 516-876-3098

Email: servicedesk@oldwestbury.edu

University Police:

University Police Headquarters:

516-876-3333 (extension 3333 from campus phones)

Transfer Student Services:

Email: transfer_credit@oldwestbury.edu

Reminders for Your Student for This Summer:

- o Register for an orientation session. All Orientation information gets emailed to your student's personal email on their admissions application AND their SUNY Old Westbury Email.
- o Encourage your student to regularly check their campus email to stay up to date on all that is going on...even in the summer!
- o Encourage your student to attend our Virtual Panther Pop-Up Sessions, where they can continue to connect with our community all summer and learn some new things!
- o Encourage your student to order their books online at the campus bookstore.
- o Make sure your student uploads their photo so they can get their ID cards this fall!