

WHAT'S THE 411? AN INFO-GUIDE FOR STUDENTS, WHO MAY NEED INFORMATION ABOUT:



FINANCIAL AID OR THE BURSAR?

Be sure to complete your Free Application for Federal Student Aid (FAFSA) via www.fafsa.ed.gov. The best time to do so is as soon as you and/or your legal guardian(s) obtain tax returns. Respond to all requests from the Medgar Evers College (MEC) Office of Financial Aid (FinAid@mec.cuny.edu) to submit supporting documentation. Failure to do so can delay disbursement of your aid.

***Quick tip:** *The FAFSA includes a direct link to the New York State (NYS) Tuition Assistance Program (TAP) application. If you exited the FAFSA before completing a TAP application, there's no need to worry. Once you filled in your NYS address and listed Medgar Evers College on the FAFSA, the NYS Higher Education Services Corporation (HESC) will contact you.*

Preserving financial aid is dependent upon Satisfactory Academic Progress (SAP). You must maintain a Grade Point Average (GPA) of at least 2.0, and consistently move toward timely degree completion, which includes enrolling in appropriate courses.

***Quick tip:** *Remember that 12 credits is full-time, but acquiring 15 credits per semester will allow you to graduate on time!*

If you have questions about your bill, or reason to believe you have been billed in error, contact the Office of the Bursar (Bursar@mec.cuny.edu) as soon as possible.

***Quick tip:** *Delayed or inconsistent contact with the Bursar may result in your balance being forwarded to a collection agency. Remember, timely communication is key.*

We know that monetary assistance is not entirely provided by financial aid. Therefore, MEC's Office of the Registrar provides enrollment verification documents that can be used to obtain tuition reimbursement and/or social services. If you need an official verification of enrollment form, email MECRegistrar@mec.cuny.edu.

***Quick tip:** *The Office of the Registrar also assists students with recording name or address changes, and acquiring official transcripts.*

If an extenuating circumstance caused you to stop attending classes and/or resulted in a tuition bill balance you cannot pay, contact the Office of Student Success (StudentSuccess@mec.cuny.edu) for assistance.



ACADEMIC ADVISEMENT, COURSEWORK & GRADING?

At MEC, advisement is student-centered. You can reach out to your Academic Advisor at any time regarding course selection and registration. Remember that it's best to enroll in classes as soon as registration opens. This increases the likelihood of securing a seat in a preferred course section. It also provides you with enough time to make changes to your schedule.

***Quick tip:** *Advisors understand that academic success is more than course selection and registration. They provide advocacy, and can connect you to resources as well.*

If you have difficulty contacting your professor about course activities and/or assignments, the next step is the Chair of the respective department, and then the Dean of that School. They will reach out to the faculty person on your behalf.

***Quick tip:** *A full list of the Departmental Chairs can be found in our Cougar Compass, which is right [here](#).*

If you have reason to believe you were issued an incorrect letter grade, contact your professor as soon as possible. If you are unable to reach an agreement with your professor, you should contact the Chair of the Department, who will attempt to remedy the dispute. The Chair may also refer the matter to the Departmental Academic Standards and Regulations Committee (ASRC), and it will render a judgment regarding the validity of the grade. Students who are not satisfied with the decision of the Departmental ASRC should contact the Office of Academic Affairs (OAA@mec.cuny.edu).

***Quick tip:** *WN grades, given to students who do not attend class or participate in a course activity at least once during the first three weeks of the semester, are issued by faculty closer to the beginning of the term. Check CUNYfirst at about the three-week mark to ensure that you have not received a WN grade in error.*

If you cannot reach your Academic Advisor, or have difficulty contacting your professor, the Chair of the Department, Dean of the School and/or Office of Academic Affairs, contact the Office of Student Success (StudentSuccess@mec.cuny.edu) for assistance.



TECHNICAL ASSISTANCE?

Our Service Desk, which can be reached at HelpIT@mec.cuny.edu, is a one-stop shop for a wide range of technical issues. If you are experiencing difficulty creating or resetting your email account, accessing CUNYfirst, or utilizing Office 365 tools, the Service Desk can provide assistance.

***Quick tip:** *Service Desk hours of operation are on our [student resources page](#), and solutions to common technological issues can be found [here](#).*

Our Blackboard Administrator Steve Wymore addresses technical issues regarding Brightspace, and addresses access issues, including browser compatibility, and account verification. Students can send an email to SWymore@mec.cuny.edu or call 718-270-4866 for assistance.

If you cannot reach the Service Desk or Brightspace Administrator, after providing at least three (3) business days to respond to your inquiry, contact the Office of Student Success (StudentSuccess@mec.cuny.edu) for assistance.

***Quick tip:** *Did you know that consistently checking your MEC student email was the gateway to a plethora of information? News about student services, scholarships, classes, and even job opportunities (yes, job opportunities!) goes to this email account. So check it regularly, and contact the Help Desk if you are having difficulty obtaining access.*



SUPPORT SERVICES?

Life as a college student is tough, but being one in the midst of a pandemic can be tougher. If you've found that balancing your academic, personal and professional lives has become quite challenging, Counseling and Psychological Services and Interfaith Services are here to help. Email CAP@mec.cuny.edu, and you will be contacted by a Counselor. You can also contact the Campus Chaplain, Father Ralph Rivera, at RRiveraSJ@mec.cuny.edu.

***Quick tip:** *Peer support groups are also available via our Center for Women's Development and Male Development and Empowerment Center. Contact information for these offices can be accessed [here](#).*

Your success at MEC depends on your ability to have access to basic necessities such as housing and food. If you are having difficulty in either of these areas, the Transition Academy and Cougar Country Pantry can assist you. To obtain assistance or additional details, send an email to TransitionAcademy@mec.cuny.edu or WBoone@mec.cuny.edu. You can also visit the pantry, located in the Student Services Building (1637 Bedford Avenue) on Mondays and Wednesdays between 10am and 2pm, and Tuesdays between 3pm and 7pm.

If you are a new or returning MEC student who had an IEP or Section 504 Plan while attending high school, and/or you have a disability or temporary medical condition, you may be eligible for reasonable accommodations and services to assist you while enrolled at the College. For more information, contact the Office of Accessibility and Accommodations Services at: Aphifer@mec.cuny.edu or Meak@mec.cuny.edu.

Peer to peer support and networking are an invaluable (and underrated!) part of the college experience. Medgar Evers College has approximately 30 student clubs and organizations that target varying interests, and the great news is that you can join as many of them as you want. For more information, contact the Office of Student Life and Development at StudentLife@mec.cuny.edu.

If you are in need of support or resources that are not covered above, contact the Office of Student Success (StudentSuccess@mec.cuny.edu) for assistance.

***Quick tip:** *The Division of Student Success is comprised of a wide range of offices, and offers a variety of events each semester. Check your (MEC) email for this semester's events calendar.*