

BC STUDENT TROUBLESHOOTING GUIDE



<p>How do I claim my BC WebCentral and CUNYfirst accounts?</p>	<ul style="list-style-type: none"> • Go to http://brooklyn.cuny.edu, click “BC WebCentral” button, click “New Users.” • Complete directions for claiming your CUNYfirst account can be found here: http://www.brooklyn.cuny.edu/web/abo_initiatives_cunyfirst/claimyouraccount.pdf
<p>How do I pay my tuition bill?</p>	<ul style="list-style-type: none"> • Log into http://home.cunyfirst.cuny.edu, select “Self-Service,” select “Student Center,” under “Finances” section, click “Account Inquiry,” Click “Make A Payment.” • Wondering about tuition deadlines, methods of payment, and optional payment plans? Visit the Bursar’s web page: http://www.brooklyn.cuny.edu/web/about/offices/bursar.php • Still have questions? Stop by the Bursar office, 220 West Quad Center, or call 718-951-5200.
<p>No seriously, HOW do I pay for my tuition? I can’t afford it!</p>	<ul style="list-style-type: none"> • Connect with the Financial Aid office in 306 West Quad right away! Visit www.brooklyn.cuny.edu/financialaid for a full overview of services or call 718-951-5051 to speak with a Financial Aid advisor. • Submit your FAFSA! Get started at https://fafsa.ed.gov/ • If you are a NY state resident, consider applying for TAP: http://www.hesc.ny.gov/content.nsf/SFC/Apply_for_TAP_Now • Apply for scholarships! Visit the Scholarships Office in 213 West Quad, call 718-951-4796, or visit http://www.brooklyn.cuny.edu/web/about/offices/financial/scholarships.php?utm_source=Brochure&utm_medium=Scholarships&utm_campaign=PrincipalsBrochure for more info. • Qualified students can get work-study jobs on campus! After you completing your FAFSA, visit http://www.brooklyn.cuny.edu/web/about/offices/financial/undergraduate/ugrad_workstudy.php • Having a financial emergency? BC provides Student Emergency Grants to those who qualify. Visit http://www.brooklyn.cuny.edu/web/about/administration/studentaffairs/grant.php for details.
<p>I have a BC email account? Do I really have to check it?</p>	<ul style="list-style-type: none"> • YES! Email is BC’s primary method of communicating with you. You MUST keep your email address current and check it EVERY DAY! THIS IS CRUCIAL! • You automatically receive a BC email account, but if you want to switch it to your personal email, log into BC WebCentral, click “My Info,” and edit personal email account. However, Financial Aid will still ONLY email your BC email account! Stay in the loop! Do this BEFORE the semester begins! • Make sure your personal email account consists of your real name (ex: yourname1@gmail.com). BC faculty, administrators, and other professionals will contact you through this account, so save the hilarious user names and alter egos for your friends!

<p>What about these required immunizations forms?</p>	<ul style="list-style-type: none"> • New students who don't complete their immunization documents WILL BE AUTOMATICALLY DROPPED from their fall classes! Don't let this happen to you! • You must submit your completed "Student Immunization Form" (http://www.brooklyn.cuny.edu/web/off_dosa/131902_HPO_Immunizationform.pdf) and "Meningococcal Meningitis Response Form" (http://www.brooklyn.cuny.edu/bc/meningit/info.pdf) to the Health Programs/Immunization Office in 0710 James Hall. You can send it via email (hpo@brooklyn.cuny.edu) or fax (718-951-4278). For full details on these requirements, visit: http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/healthprograms.php
<p>I'm struggling academically and need support ASAP! Who should I talk to?</p>	<ul style="list-style-type: none"> • The Learning Center in 1300 Boylan offers FREE tutoring for all students and provides specialized support in writing and all core classes. They also provide midterm and final exam reviews. For full overview of all their services, visit http://lc.brooklyn.cuny.edu, call 718-951-5821, or email lc@brooklyn.cuny.edu. • Center for Academic Advisement and Student Success (CAASS) is there for all your registration and advisement needs! Talk to a first-year advisor in 3207 Boylan if you have questions about your schedule, academic requirements, and how to add/drop or withdrawal from a class. Make a SMART appointment through WebCentral, call 718-951-5471, or visit http://www.brooklyn.cuny.edu/web/about/offices/caass.php for more info. • The Library also provides writing and research support. Not to mention they have a VAST collection of material, CUNY-wide, at your disposal. Visit http://library.brooklyn.cuny.edu.
<p>I have AP credit! How do I know if it was accepted?</p>	<ul style="list-style-type: none"> • If you have AP credit, you MUST submit it to the Transfer Student Services Center during your first year at BC! Stop by 1600 James or call 718-951-5441 to inquire about your AP exam scores. • Meet with a CAASS advisor to discuss how your new AP credits affect your core requirements. Make an appointment via WebCentral or visit 3207 Boylan during walk-in hours.
<p>I'm a transfer student with transfer credit. Where do I begin?</p>	<ul style="list-style-type: none"> • The Transfer Student Services Center is there to ease your transition to BC. Stop by 1600 James or call 718-951-5263. Visit their website for important forms and further details: http://www.brooklyn.cuny.edu/web/about/administration/enrollment/transferservices.php • If you are transferring in from another CUNY, consult http://www.tipps.cuny.edu for transfer course equivalencies. If you are transferring from outside of CUNY, use the BC Transfer Credit Tool at http://websql.brooklyn.cuny.edu/transferbc/.
<p>I have NO idea what I want to major in! Can anyone help?</p>	<ul style="list-style-type: none"> • YES! The Magner Career Center can help! They offer "finding your major" workshops and assessment tests to help you make the right decision. • They can also help with resume building, finding internships, connecting with alumni, and so much more! Stop by 1303 James, call 718-951-5696. • If you know the department you THINK you want to major in, carefully review the program's requirements at http://www.brooklyn.cuny.edu/web/off_registrar/2017-

	<p>2018_Undergraduate_Bulletin.pdf. Then consider visiting that individual department and make an appointment to speak to the chair or deputy chair. Come prepared with questions!</p>
<p>I'm not feeling well physically. My personal life is negatively impacting my academic life. What should I do?</p>	<ul style="list-style-type: none"> • Feeling sick? The BC Health Clinic (114 Roosevelt Hall) can help with nearly all of your physical health needs, from the common cold, to STD screenings, to vaccinations, to nutrition workshops. Best of all, many of their services are completely FREE! Call 718-951-5580 or visit http://www.brooklyn.cuny.edu/healthclinic. • In addition to physical health services, BC Health Clinic also has a social worker on staff! • Stressed out? Anxiety? Depression? Having trouble coping? The Personal Counseling office is there for you! Stop by 0203 James, call 718-951-5363, or visit http://pc.brooklyn.cuny.edu for full details. Again, all their services are FREE. • Having a SERIOUS medical emergency? Do not hesitate, just call 911!
<p>I may need special accommodations or services. Who should I speak with first?</p>	<ul style="list-style-type: none"> • First step is to register with the Center for Student Disability Services. Stop by 138 Roosevelt Hall or call 718-951-5538. They are here to insure you have the accommodations you need. For more info, visit: http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/disability.php
<p>What if I feel unsafe while on campus? Who can help me?</p>	<ul style="list-style-type: none"> • Call Campus Security! 718-951-5511, 718-951-5512, or 718-951-5513. Security is located in 0202 Ingersoll (http://www.brooklyn.cuny.edu/bc/offices/security/). • If it is a serious emergency, call 911!
<p>I'm doing well academically, but isn't there more to college life than just studying?</p>	<ul style="list-style-type: none"> • To truly make the most of your college experience, you have to connect with campus both academically AND socially! The Division of Student Affairs provides countless opportunities to connect with our diverse campus community. For a full overview, including a student club directory, visit http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs.php or stop by the Student Center (first floor) or Dean of Student Affairs office in 2338 Boylan. • First College Year (FCY) runs a number of socially engaging events, including "First Year Thursdays," which spotlight selected campus resources and student clubs. Connect with FCY for updates at https://www.facebook.com/brooklynfirstcollegeyear/ and http://twitter.com/brooklynFCY. • Brooklyn College Athletics has a robust array of programs with plenty of teams to join or cheer on. Visit http://brooklyncollegeathletics.com for more on our Division III teams as well as our fantastic athletic facility in the West Quad Building.
<p>Wait! I have SO many more questions you haven't addressed! Where can I get answers?</p>	<ul style="list-style-type: none"> • When are my final exams? When is my tuition payment deadline? Is there an academic calendar? What's the withdrawal deadline? What holidays does CUNY observe? What classes are being offered? Answers to all questions about your upcoming academic year can be found here: http://www.brooklyn.cuny.edu/web/about/administration/enrollment/registrar/bulletins.php • Contact FCY and CAASS! We can help you find the answers you need. Stop by 3207 Boylan, call 718-951-5471, or email firstcollegeyear@brooklyn.cuny.edu.

