

# BC STUDENT TROUBLESHOOTING GUIDE

Your Future in 4



<p>How do I claim my BC WebCentral and CUNYfirst accounts?</p>	<ul style="list-style-type: none"> <li>Go to <a href="http://brooklyn.cuny.edu">http://brooklyn.cuny.edu</a>, click "BC WebCentral" button, click "New Users."</li> <li>Complete directions for claiming your CUNYfirst: <a href="http://www.brooklyn.cuny.edu/web/abo_initiatives_cunyfirst/claimyouraccount.pdf">www.brooklyn.cuny.edu/web/abo_initiatives_cunyfirst/claimyouraccount.pdf</a></li> </ul>
<p>How do I pay my tuition bill?</p>	<ul style="list-style-type: none"> <li>Log into <a href="http://home.cunyfirst.cuny.edu">http://home.cunyfirst.cuny.edu</a>, select "Self-Service," select "Student Center," under "Finances" section, click "Account Inquiry," Click "Make A Payment."</li> <li>Wondering about tuition deadlines, methods of payment, and optional payment plans? For all payment and account inquiries, contact: Student Payment Services Lobby, West Quad Center P: 718-951-5200 E: <a href="mailto:bcbursar@brooklyn.cuny.edu">bcbursar@brooklyn.cuny.edu</a></li> <li>For tuition policies and procedures, contact the Office of the Bursar, 220 West Quad Center, or call 718-951-5200.</li> </ul>
<p>No seriously, HOW do I pay for my tuition? I can't afford it!</p>	<ul style="list-style-type: none"> <li>Connect with the Financial Aid office at the Enrollment Services Center (ESC). West Quad Center Lobby, P: 718-951-5051.</li> <li>Student Financial Aid Advisement Services are located on the second and third floors of the West Quad Center P: 718-951-5051 E: <a href="mailto:finaid@brooklyn.cuny.edu">finaid@brooklyn.cuny.edu</a> * This office counsels and advises students on an appointment system basis ONLY. Appointments should be made with your dedicated Financial Aid Advisors if your questions cannot be easily handled by the ESC. Appointments can be made by logging into your BC WebCentral account. Under e-services you will see a link to FAST (Financial Aid Scheduling Tool).</li> <li>Submit your FAFSA! Get started at <a href="https://fafsa.ed.gov/">https://fafsa.ed.gov/</a></li> <li>If you are a NY state resident, consider applying for TAP: <a href="http://www.hesc.ny.gov/content.nsf/SFC/Apply_for_TAP_Now">http://www.hesc.ny.gov/content.nsf/SFC/Apply_for_TAP_Now</a></li> <li>Apply for scholarships! Visit the Office of Scholarships located in 213 West Quad, call 718-951-4796, or visit <a href="http://www.brooklyn.cuny.edu/web/about/offices/financial/scholarships.php?utm_source=Brochure&amp;utm_medium=Scholarships&amp;utm_campaign=PrincipalsBrochure">http://www.brooklyn.cuny.edu/web/about/offices/financial/scholarships.php?utm_source=Brochure&amp;utm_medium=Scholarships&amp;utm_campaign=PrincipalsBrochure</a> for more info.</li> <li>You may be eligible for federal work-study on or off campus! After you completing your FAFSA, visit the Office of Financial Aid Federal Work-Study Program 308 West Quad Center, P: 718-951-5178 E: <a href="mailto:fws@brooklyn.cuny.edu">fws@brooklyn.cuny.edu</a> <a href="http://www.brooklyn.cuny.edu/web/about/offices/financial/undergraduate/ugrad_workstudy.php">http://www.brooklyn.cuny.edu/web/about/offices/financial/undergraduate/ugrad_workstudy.php</a></li> <li>Having a financial emergency? You may be eligible for an emergency grant. Visit <a href="http://www.brooklyn.cuny.edu/web/about/administration/studentaffairs/grant.php">http://www.brooklyn.cuny.edu/web/about/administration/studentaffairs/grant.php</a> for details.</li> </ul>
<p>I have a BC email account? Do I really have to check it?</p>	<ul style="list-style-type: none"> <li>Yes, email is BC's primary method of communicating with you. You MUST keep your email address current and check it ever day!</li> <li>You automatically receive a BC email account, however you can switch it to your personal email that you check regularly, log into BC WebCentral, click "My Info," and edit personal email account. However, Financial Aid will <b>ONLY</b> email your BC email account that was assigned!</li> <li>Your personal email account should be professional and consist of your name (ex: <a href="mailto:firstname.lastname1@gmail.com">firstname.lastname1@gmail.com</a>).</li> </ul>

<p><b>What about these required immunizations forms?</b></p>	<ul style="list-style-type: none"> <li>• New students who do not complete their immunization documents will automatically be dropped from their fall classes! Don't let this happen to you!</li> <li>• You must submit your completed "Student Immunization Form" (<a href="http://www.brooklyn.cuny.edu/web/off_dosa/131902_HPO_Immunizationform.pdf">http://www.brooklyn.cuny.edu/web/off_dosa/131902_HPO_Immunizationform.pdf</a>) and "Meningococcal Meningitis Response Form" (<a href="http://www.brooklyn.cuny.edu/bc/meningit/info.pdf">http://www.brooklyn.cuny.edu/bc/meningit/info.pdf</a>) to the Health Programs/Immunization Office in 0710 James Hall. You can send it via email (<a href="mailto:hpo@brooklyn.cuny.edu">hpo@brooklyn.cuny.edu</a>) or fax (718-951-4278). For full details on these requirements, visit: <a href="http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/healthprograms.php">http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/healthprograms.php</a></li> </ul>
<p><b>I'm struggling academically and need support ASAP! Who should I talk to?</b></p>	<ul style="list-style-type: none"> <li>• The Learning Center in 1300 Boylan offers FREE tutoring for all students and provides specialized support in writing and across the curriculum. They also provide midterm and final exam reviews. For full overview of all their services, visit <a href="http://lc.brooklyn.cuny.edu">http://lc.brooklyn.cuny.edu</a>, call 718-951-5821, or email <a href="mailto:lc@brooklyn.cuny.edu">lc@brooklyn.cuny.edu</a>.</li> <li>• 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 <a href="http://www.brooklyn.cuny.edu/web/about/offices/caass.php">http://www.brooklyn.cuny.edu/web/about/offices/caass.php</a> for more info.</li> <li>• The Library also provides writing and research support. Not to mention they have a VAST collection of material, CUNY-wide, at your disposal. Visit <a href="http://library.brooklyn.cuny.edu">http://library.brooklyn.cuny.edu</a>.</li> </ul>
<p><b>I have AP credit! How do I know if it was accepted?</b></p>	<ul style="list-style-type: none"> <li>• If you have AP credit, you MUST submit it to the Transfer Student Services Center during your first year at BC! Visit 1600 James or call 718-951-5441 to inquire about your AP exam scores.</li> <li>• Meet with a CAASS advisor to discuss how your AP credits affect your pathway requirements. Make an appointment via WebCentral or visit 3207 Boylan during walk-in hours.</li> </ul>
<p><b>I'm a transfer student with transfer credit. Where do I begin?</b></p>	<ul style="list-style-type: none"> <li>• The Transfer Student Services Center is there to ease your transition to BC. Visit 1600 James or call 718-951-5263. Visit their website for important forms and further details: <a href="http://www.brooklyn.cuny.edu/web/about/administration/enrollment/transferservices.php">http://www.brooklyn.cuny.edu/web/about/administration/enrollment/transferservices.php</a></li> <li>• If you are transferring in from another CUNY, consult <a href="http://www.tipps.cuny.edu">http://www.tipps.cuny.edu</a> for transfer course equivalencies. If you are transferring from outside of CUNY, use the BC Transfer Credit Tool at <a href="http://websql.brooklyn.cuny.edu/transferbc/">http://websql.brooklyn.cuny.edu/transferbc/</a>.</li> </ul>
<p><b>I have NO idea what I want to major in! Can anyone help?</b></p>	<ul style="list-style-type: none"> <li>• YES! The Magner Career Center can help! They offer "finding your major" workshops and assessment tests to help you make the right decision.</li> <li>• They can also help with resume building, finding internships, connecting with alumni, and so much more! Visit 1303 James, call 718-951-5696.</li> <li>• If you know the department you THINK you want to major in, carefully review the program's requirements at <a href="http://www.brooklyn.cuny.edu/web/off_registrar/2017-2018_Undergraduate_Bulletin.pdf">www.brooklyn.cuny.edu/web/off_registrar/2017-2018_Undergraduate_Bulletin.pdf</a>. Then visit the department and/or make an</li> </ul>

	appointment to speak with the department advisor. Come prepared with questions!
I'm not feeling well physically. My personal life is negatively impacting my academic life. What should I do?	<ul style="list-style-type: none"> <li>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 <a href="http://www.brooklyn.cuny.edu/healthclinic">www.brooklyn.cuny.edu/healthclinic</a>.</li> <li>In addition to physical health services, BC Health Clinic also has a social worker on staff!</li> <li>Stressed out? Anxiety? Depression? Having trouble coping? The Office of Personal Counseling is here for you! Visit 0203 James, call 718-951-5363, or <a href="http://pc.brooklyn.cuny.edu">http://pc.brooklyn.cuny.edu</a> for full details. Again, all their services are FREE.</li> <li>Having a SERIOUS medical emergency? Do not hesitate, call 911!</li> </ul>
I may need special accommodations or services. Who should I speak with first?	<ul style="list-style-type: none"> <li>Register with the Center for Student Disability Services in 138 Roosevelt Hall or call 718-951-5538. For more info, visit: <a href="http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/disability.php">http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs/offices/disability.php</a></li> </ul>
What if I feel unsafe while on campus? Who can help me?	<ul style="list-style-type: none"> <li>Call the Department of Public Safety! 718-951-5511, 718-951-5512, or 718-951-5513. Security is located in 0202 Ingersoll (<a href="http://www.brooklyn.cuny.edu/bc/offices/security/">http://www.brooklyn.cuny.edu/bc/offices/security/</a>).</li> <li>If it is a serious emergency, call 911!</li> </ul>
I'm doing well academically, but isn't there more to college life than just studying?	<ul style="list-style-type: none"> <li>To truly make the most of your college experience, you have to connect to 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 student clubs, visit <a href="http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs.php">http://www.brooklyn.cuny.edu/web/about/offices/studentaffairs.php</a>, the Student Center or Division of Student Affairs office in 2113 Boylan for more information.</li> <li>First College Year (FCY) offers a number of socially engaging events, including "First Year Thursdays," which highlights various campus resources and student activities. Connect with FCY for updates at <a href="https://www.facebook.com/brooklynfirstcollegyear/">https://www.facebook.com/brooklynfirstcollegear/</a> and <a href="http://twitter.com/brooklynFCY">http://twitter.com/brooklynFCY</a>, or visit 3208 Boylan Hall</li> <li>The Office of Recreation, Intramurals, and Intercollegiate Athletics has a robust array of programs with plenty of teams to join or cheer on. Visit <a href="http://brooklyncollegeathletics.com">http://brooklyncollegeathletics.com</a> for more on our Division III teams as well as our fantastic recreational facility in the West Quad Building.</li> </ul>
Wait! I have SO many more questions you haven't addressed! Where can I get answers?	<ul style="list-style-type: none"> <li>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: <a href="http://www.brooklyn.cuny.edu/web/about/administration/enrollment/registrar/bulletins.php">www.brooklyn.cuny.edu/web/about/administration/enrollment/registrar/bulletins.php</a></li> <li>Contact FCY and CAASS! We can help you find the answers you need. Visit 3207 Boylan, call 718-951-5471, or email <a href="mailto:firstcollegyear@brooklyn.cuny.edu">firstcollegear@brooklyn.cuny.edu</a>.</li> </ul>