



Undergraduate Dean's Office

Frequently Asked Questions

We're here to help! Come to our office for assistance with these areas.

- Faculty Concern
- Study Abroad
- Add/Drop Approval
- Campus Shuttle
- Academic Success
- Dean's List
- Final Exam Schedule

• **Do I contact the Undergraduate Dean if I have a problem with my professor?**

While the Undergraduate Dean is always happy to meet with you, the proper protocol for an issue regarding a faculty member is to first set up a meeting with the faculty member to address the problem/concern. If an acceptable resolution is not reached, the department chair should be contacted next. In the event you still feel that your concerns have not been addressed, you should then set up a meeting with the Undergraduate Dean.

• **I have a problem...should I meet with the Undergraduate Dean or the Dean of Students?**

If your problem is an academic concern, you should meet with the Undergraduate Dean. However, if your problem relates to Student Life (residential or commuter issues, health issues, etc.), you should meet with the Dean of Students. In addition, if a student needs to take a leave of absence (discontinue their studies, either in the middle of a semester or between terms), they will need to meet with the Dean of Students to process the necessary paperwork.

• **I am struggling with my academics. Where can I go for help?**

There are many support systems in place for you to take advantage of if you feel overwhelmed with your coursework. The Undergraduate Dean is happy to meet with any student requiring assistance with ensuring academic success. In addition, the Academic Support offices on both campuses provide tutoring, study skills and workshops to enable you to be successful in your studies. Your advisor also plays an important role in assisting you with developing a plan for success.

• **I am interested in studying abroad but don't know my options.**

The first thing to do is to determine if you are eligible to study abroad. Visit www.sage.edu/academics/study-abroad to see if you qualify. If you meet the eligibility criteria, you should then set up a meeting with the Undergraduate Dean to determine your program of interest. You will also need to meet with your advisor to discuss courses and graduation timelines, in addition to meeting with Financial Aid staff to identify implications on your financial aid package. The Sage Study Abroad application deadline is February 15.

• **I made the Dean's list, but I don't see my name listed on the website.**

If you don't see your name listed on the website, it means that you have indicated on the FERPA form that you want your directory information withheld from the general public (this includes your name on the Dean's list). If you wish to change this authorization, you will need to complete a new FERPA form (found on <https://www.sage.edu/academics/registrar/academic-record/>). When you complete the new form, select "do not withhold directory information".

• **How can I add or drop a class after the deadline has passed?**

Courses added or dropped after the add/drop period require the Undergraduate Dean's approval. You will need to complete a Registration Change Form (pick up from Registrar's office), and obtain your professor's and the Dean's signatures before returning the form to the Registrar's office for processing.

• **What should I do if I have more than two final exams scheduled on the same day?**

During the final exam period, students are not required to take more than two final exams per day and may request an alternate time for the additional examination(s) if desired. Students requesting an exam time must work together with all faculty involved, and the Undergraduate Dean, if necessary, to determine which exam will be rescheduled.

• **Who do I contact regarding the campus shuttle?**

The shuttle schedule is posted at the shuttle stops and online. Questions or concerns about the shuttle can be directed to the Undergraduate Dean's office in Albany at 518-292-1704 (scadean@sage.edu) or in Troy at 518-244-2466 (rscodean@sage.edu).

• **What if I am not sure which office can best answer my question.**

Stop by, call, or email the Undergraduate Dean's Office. We're happy to point you in the right direction!

Albany

201 Kahl Campus Center
518-292-1704

Undergraduate Dean's Office

rscodean@sage.edu
scadean@sage.edu

Troy

1st Floor, Hart Hall
518-244-2466