



Advisement Center - FAQs

Are all classes offered online in the Spring 2021 Semester?

Yes, for the Spring 2021 semester all classes will be offered online in Schoology. Medical Assisting clinical labs may have in-person hours later in the semester.

Who do I contact if I am having trouble accessing Schoology or conferences?

If you are having trouble accessing Schoology or conferences, please contact schoology@beoc.cuny.edu.

How do I access my class in Schoology?

- **Course Dashboard:** Once you log in, you will see your “Course Dashboard. On your course dashboard, you will find two types of courses: your Spring 2021 courses and Departmental courses.
- **Course Code:** The Spring 2021 courses are listed by their course code. If, for example, you are taking Medical Terminology, it will show up as MADM1050. You can check the course code for your classes by looking at your schedule sheet.
- **Departmental Courses:** Departmental courses (Advisement, ATTAIN, Library, and Testing Office) are virtual spaces that you can go to interact and get help from staff members from those departments. These ARE NOT classes.

Important Note: To go to a course page, click on the course you wish to access.

Are online classes recorded or live?

All classes will be offered live on Schoology. To be marked as present for attendance, you must log in to class at the time it is offered.

How do I know who is my advisor?

Your advisor will email you the first week of school introducing him or herself and invite you to a meet and greet. If after the meet and greet you still have questions, you may email advisors@beoc.cuny.edu and an advisor can answer your questions?

What should I do if I am absent from class?

If you are going to be absent, you must email/message your advisor and instructors. However, you are still responsible for any missed assignments.

What should I do if I can no longer attend school?

If you can no longer attend school, you should contact your advisor. Together you will decide what is the best plan for you.

How do I get books?

To access your books, you may speak with your instructor or a staff member from academic affairs. To contact academic affairs, email academicaffairs@beoc.cuny.edu



Who do I contact to return my old textbooks and get a refund?

Since we are not currently in the building, you may direct any questions regarding the return of textbooks to: academicaffairs@beoc.cuny.edu

What should I do if I need a proof that I am enrolled at the BEOC?

If you need a letter verifying that you are a student at the BEOC, you may contact the records department at BEOCRecords@beoc.cuny.edu

What is Banner?

Banner is the SUNY BEOC academic tool. You can log into Banner by going to: <http://stars.sunyucawd.org/>

- Your username can be found on the top left corner of your schedule.
- Your password is your date of birth: MM/DD/YY (Last 2 digits of the year)

How soon will I receive grades after the semester?

Grades are usually submitted to Banner within one week after the semester ends.

Can my courses be transferred to another program outside of the BEOC?

You will have to ask the transferring school if they accept our certificate courses. BEOC does not offer college credits.

Do you communicate to case managers or parole officers that I am attending classes at the BEOC?

Due to FERPA which protects students' educational records, BEOC does not share student records unless you have signed a consent form.

Where can I find the schedule for upcoming workshops?

You can find the schedule for upcoming workshops in the calendar section of Schoology. To access, click the calendar icon located in the top right corner of the Schoology page.

Is there an option to message a classmate or BEOC staff member?

Yes, click on the mail/envelope icon at the top right corner of Schoology to send messages. Students/staff can be located by searching their first or last name.

How do I request accommodation for class?

Please speak with your assigned student advisor to discuss your accommodation needs.