

WELCOME TO YOUR STUDENT'S NEW HOME!

A Parent's Guide



Welcome To Oswego!

Dear Family of Incoming Students,

As a proud alumna of SUNY Oswego, I look forward to your son or daughter joining the Oswego family. I am sure they will find the experience to be as rewarding as watching the beautiful sunsets.

I know that going away from home to attend college with unfamiliar surroundings, students, teachers, and living arrangements can be a disconcerting experience. I have lived in the area and have been employed on campus for several years and welcome you and/or your son or daughter to contact me with any questions you may have. If I don't know the answer, I will find the person who would be best able to help and get back to you. I, and the faculty and staff here, will do whatever we can to help make the transition to life at SUNY Oswego as seamless as possible.

My office is in 507 Culkin Hall (stop in), telephone (315) 312-2107, or you may email me at stephen.mcafee@oswego.edu.

I'm glad you're here!

Stephen McAfee, MBA, '16
Auxiliary Services

Any Questions? (315) 312 -

Executive Director 2107

Resident Dining Services

2331

Director, Residential Dining

2331

Registered Dietitian

3284

ID & Meal Plan Office

2588

College Stores

Oswego Clothing and Books

Book Dept.

2260

Supplies in Lanigan

2261

Campus Center Store

5900

Retail Dining & Catering

2992

www.oswego.edu/auxserv

email:

auxserv@oswego.edu



Like us on Facebook!
SUNY Oswego Dining

OSWEGO CAMPUS DINING HALLS AND CAFES



auxiliary Services

believes a business should be a part
of the community it serves

These are the businesses that serve and support
your SUNY Oswego community



Resident Dining

All You Care to Eat Meals
Late Night
Registered Dietitian
Campus ID Cards
Homemade Baked Goods -
Made in our On-Campus
Bakeshop



The College Stores

Textbook Prepack
Emblematic "Oswego"
Clothing and Gifts



Retail Dining & Catering

Campus Center Food
Court
Campus Catering
Retail Stores Located in
Academic Buildings
Sweet Occasions



Food, Books & So Much More!

Fallbrook Recreation Center
Student Accident & Sickness Insurance,
Vending, Washers and Dryers,
Laker Shuttles

Resident Dining at Oswego

Traditional

All-You-Care-to-Eat Meals

(Lakeside, Cooper, Pathfinder)

Variety of fresh foods, many items cooked to order, and vegetarian/vegan options.

Our customers enjoy a meal, conversation with friends, and spectacular views of campus.

Look for dining center specialties.....



Create your own bowls: Greek Gyro, Bibimbap, Latin Fiesta, Famous, Ramen Broth and more!



Quesadillas, flatbread pizza, salad and sandwich specials, and more!

Featuring WNY's famous Perry's ice cream using local dairy to produce classic flavors and so much more including our own Laker Break.



Late Night

On Campus - 7 nights a week
(Included in Green Meal Plan or counts as a meal for the Gold or White Plans)

Cooper

8:30 pm - 11 pm

Students enjoy great food and Chillin' with friends



On Campus Bakery

Our staff begins work at 4 am to provide fresh, homemade baked goods daily.



Eat Fresh, Stay Healthy on Campus

Resident Dining Services is dedicated to helping our customers maintain a **healthy lifestyle**, by providing the information and support needed to make **healthy choices**.

Highlighted Menu Items

-  **Heart Healthy** menu entrees
-  Vegetarian,
-  Vegan
-  **Gluten Free** Friendly
-  Halal

Additional Gluten Free foods available in all dining centers at designated gluten free pantry areas and through 'call ahead' hot meals.

Do you have a food allergy/intolerance or other special dietary need?

Contact our Director of Resident Dining:

Dan Siddons

Phone: 315-312-2331

E-mail: daniel.siddons@oswego.edu

Visit our online menu
www.oswego.edu/diningmenu

Or

From your phone's app store download the

SUNY Oswego Mobile App
to view

**NUTRITION FACTS, INGREDIENTS
and ALLERGENS**



**Resident Dining Menu
Allergens and Ingredients**

To see allergens and ingredients, click the down arrow next to each menu item.

**Coming soon!
Updates to our interactive menu!**

Oswego Dining

<p>GREEN Unlimited</p> <p><i>Includes Dining Laker Dollars \$90</i></p> <p>Offers superior value, variety and access to all meals.</p> <p>\$3,225 per semester</p>
<p>GOLD 240 Meals per Semester</p> <p><i>Includes Dining Laker Dollars \$425</i></p> <p>\$3,225 per semester</p>
<p>WHITE 150 Meals per Semester</p> <p><i>Includes Dining Laker Dollars \$950</i></p> <p>\$3,225 per semester</p>

Residential Dining Options



The price of all Meal Plans includes a 'Laker Dining Dollars' account that can be used in any Residential Dining Center or Retail Dining Operation as well as delivery from The Pies Guys, Oswego Sub Shop, and Wonzones or dine in at or take out from Fajita Grill.

'Laker Dining Dollars' balances can be increased at any time via secure portal on our website <http://www.oswego.edu/auxserv> or stop in the ID & Meal Plan Office.



The 'Laker Dining Dollars' portion of on campus student meal plans roll over from the fall semester, provided a meal plan is purchased for the spring semester. Balances must be used by spring Commencement.

Any Time Meals

All Meal Plan includes 7 'Any Time' meals each semester. Students may use these meals to treat a guest to an all-you-care-to-eat meal in a residential dining center!

Meal-to-Go

Available Monday - Friday in any Resident Dining Center. During breakfast hours, pick up a lunch or dinner meal; during lunch hours, pick up a dinner meal. Choose from a variety of items including sandwiches, soups, fresh fruit, snack foods, and beverages.

More Plans for Off Campus and Commuter Students available on our website

The Oswego Guarantee

Meal Plan prices remain the same for four consecutive years a student attends SUNY Oswego



A service available to all students that allows them to view current balances and usage history for Residential Meal Plans, Laker Dining Dollars, Anytime Meals, Guest Meals and College Store Flex Plan accounts, from any computer, tablet or smart phone that has internet access. Students may visit our web site and click on the 'Laker LookUp' logo to be directed to the login page where students can enter their Lakernet ID and password.

Retail Dining on Campus

A variety of convenient stores located in academic buildings across campus

Lake Effect Cafe
(Penfield Library)



Baked Goods, Sandwiches, Starbucks Coffee, Lattes, Cappuccinos, Frappuccinos, Teavana Teas

Fusion Cafe
(Shineman Center)



Featuring Hot Pressed Sandwiches, Bagel Smear Bar

Rich n' Pour
(Rich Hall)



A Student-Run Cafe that features Finger Lakes Coffee Roasters infused beverages and baked goods

Marano Campus Center Food Venues



The Crossroads
Made to Order
Cafe and Grill
Featuring Caribou
Coffee

Cutting Board

Fresh Made
Sandwiches,
and Paninis



Palates
From Traditional
Home Cooking to
International
Flavors

Sips

Coming Soon with smoothies and other
fun drink choices

Refresh 2.0

Coming Soon with a 24/7
vending location for students
to purchase food/beverages
w/h credit card or Laker dollars



GET Food
(get.cbord.com/oswego)

Even with the extensive hours at our Resident Dining Centers & Retail Dining Operations students still get the late evening munchies.

GET Food offers options from local businesses
7 pm - Close.

Delivery



Dine in or Carry Out



5 pm - Close

Students' Laker Dining Dollars can be used for the purchase amount of any regular priced item delivered, on campus or off campus, from The Pies Guys,

Oswego Sub Shop and Wonzones or dine in at or carry out from Fajita Grill.

Coupons and specials are not accepted for Laker Dining Dollar purchases.

Student Employment



Auxiliary Services generally employs over 500 students on the Oswego State University campus!

Paying in excess of \$1,700,000 to its student employees in 2022-23 to assist them with educational expenses.

What skills do students say are learned through employment with Auxiliary Services that benefit their academic experience ?

- Convenient locations
- Flexible schedules
- School comes first!

Here's what some of our current student employees have to say.....

Students who work for Auxiliary Services have higher GPAs and the retention rate of first-year student employees exceeds the institutional average. Student retention measures how many first-year students return for their sophomore year. Our student employees work an average of six to ten hours a week, learn time-management skills and teamwork, as well as meet new friends while working in a positive and supportive work environment.

Craig D. Traub Student Employee Scholarship

Established with the intention of rewarding those students who make a significant contribution to our customer service and to the general campus community.
16 - \$500 Scholarships Offered Each Spring

"Dedication to service is the principal objective Auxiliary Services strives for in its operations. It is the defining characteristic that has benefitted my academic experience. Throughout my employment I have learned humility and modesty from serving fellow peers. The demands of my employment are a means by which to exercise respect, courtesy, and patience that are necessary to becoming professionally and academically successful. Serving others not only develops the moral fiber of my character but also expand my proficiency in interpersonal communication, financial management, and organization."



"Employment at Auxiliary Services has helped me build a strong work ethic and gain valuable experience of what it's like to be a part of a team."

"Through my employment with Auxiliary Services, I have learned the importance of organization and having a strong work ethic. These skills have both benefitted my academic experience by transferring into my school work and keeping myself on top of all my assignments. I have also learned better customer service and people skills, as well as how to juggle several tasks at once. All of these learned skills have made me a better student."

For more information on Student Employment visit our web site www.oswego.edu/auxiliary-services/student-employment



Customer Feedback

Customer Comments

are very valuable to Auxiliary Services.

In addition to the comment cards on hand in each location and online comment cards,

we also conduct surveys regularly allowing customers additional opportunities to express compliments and criticisms.

Here are a few comments received.....

“The dining staff go above my needs! They are always kind and respectful and efficient, and the food is always fresh and there’s tons of options!”

“I went vegan over the summer break and I’ve been so happy with all the amazing vegan options available here. The staff is also really patient, understanding, and accommodating when I have questions in relation to vegan food. Thank you!”

“While nothing beats home cooking, dining services has definitely served me food which I end up craving for when I’m at home, and satisfied all my nutritional needs when on campus.”

“I am very impressed and satisfied with the quality of food and the many choices we have at SUNY Oswego. I have visited many other campuses and Oswego far outshines their food services. Auxiliary Services also supports many campus events and provides many jobs and valuable experience for students ”



Customer Feedback Accepted Online

“Awesome staff! They make an effort to remember everyones names. The coffee is always fresh. The servers and staff are very helpful and friendly!”

“I love that all of the dining halls serve something different. I can choose where I want to go.”

“There is always plenty to eat, the food is typically very good and your staff is very helpful and friendly. The lemon bars are great and LOVE the Half Moon Cookies - so moist and the vanilla frosting is PERFECT! Thanks for being consistently a good place to eat.”

“I appreciate the dining halls dietary accommodation considerations, my meals were always prepared on time, were very delicious and it really helped nourish me.”

“Fast, friendly service. People know if you’re a regular, and are always pleasant to be around.”

“I love the food at SUNY Oswego, it is honestly amazing and I am that I get to enjoy it!”

“I like that you have almost anything I need (drug store supplies) even though you don’t have a big selection, it was nice not to have to drive off campus to get things I need.”

“I like the textbook pre-pack and the extended hours during the first few weeks of class.”



To Our Customers THANK YOU

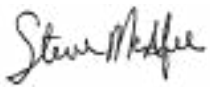
Our customers tell us we are significantly (statistically) better than the national average. With over 640 NACUFS surveys completed at Oswego, 74% stated they were satisfied or very satisfied with the dining services provided at Oswego. Overall general satisfaction rating was 3.44 on a scale of 1 to 5 (5 = very satisfied).

Nationwide 51 colleges and universities participated with over 56,000 surveys completed in 2021. The National Association of College and University Food Services (NACUFS) Customer Satisfaction Benchmarking Survey is the most authoritative and widely-followed survey of customer satisfaction in our market segment.

Thank you very much for being our customer. We are working hard to enhance your dining experience for 2023-24.

On behalf of everyone at Auxiliary Services, thank you!

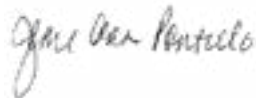
Sincerely,



Steve McAfee
Executive
Director



Dan Siddons
Resident
Dining



Jerrie Ann Pontello
Retail Dining
and Catering

Our Customers Spoke We Listened!

Each year our customers make a number of suggestions regarding our services. In an effort to continually improve, we have taken these suggestions and established initiatives that will begin during the 2023-2024 academic year.

Credit Cards Accepted in Dining Halls

Updates to our Interactive Menu

Taste of Oswego

Late Night Returns to Cooper
with Cooper Creamery

Refresh Transforms to a
24-hour Vending Area

Upgrade POS to Symphony

Food Court Remix and Rerand
with Expanded MCC Hours

Crossroads Starts Cracking Eggs
Earlier!

Bookstore Upgrade

Online Applicant Tracking/Onboarding
and Electronic Time/Attendance

Break Meal Scholarships

**Thank you to our customers
for their comments.
We continue to listen!**

The College Book Stores

<https://bookstore.oswego.edu>

Bookstore

All textbook services are available on our web site

<https://bookstore.oswego.edu/>



Residence Hall Linens



Beds at SUNY Oswego do not have standard twin size mattresses. The mattresses measure 36" x 80" (XL Twin) and require extra long sheets and mattress pads.

The College Stores has partnered with *Our Campus Market* to provide SUNY Oswego students and families with a convenient, affordable way to ensure you have sheets that will fit the extra-long mattresses in our dorms. From sheets and comforters to towels and bathroom essentials, you can turn a dorm room into your own personal sanctuary - choose from over 26 colors and patterns to fit your style!

This is the only school endorsed linen program. Shipping is free for all Value Pak orders, and linens are delivered to your home during the summer for extra convenience.

To place an order:
<https://www.dormrooms.com>

Semester Textbooks

Save money on textbooks!

Many people assume because we are the on-campus bookstore, we will be higher priced than our competitors. That's why we ask you to compare!

We believe if you compare our prices with other booksellers, you will choose us. We have great prices and convenience. Plus, there is **NEVER** sales tax on required course materials!

- Order online any time.
- Delivery on campus to residence halls or pickup from secure lockers in various locations across campus including Penfield Library.
- Orders will be available beginning August 16th.
- **New and used textbooks are ALWAYS discounted at the College Stores.**

Largest Selection of Used Textbooks
We strive to buy back as many textbooks from our students to fulfill textbook quotas for the upcoming semester. We also have the resources to get books from all over the country to ensure we are fully stocked with used textbooks.

To order your textbooks online:
<https://bookstore.oswego.edu>



College Store

Centrally located on-campus in Lanigan Hall.

Offering a full inventory of school supplies for students.

Laker Dining Dollars Accepted Here
 Student's are welcome to stop and grab a snack or a beverage between classes and use thier Laker Dining Dollars as payment and avoid paying sales tax.

Art Supplies

A full inventory of art supplies for students including Golden Artist Paints, fine art paper, mat board, poster board, canvas, pencils, sketch books, and more!

Summer Storage

Who loves packing and moving?
 Let us take away the stress and worry.
 Spend less time cramming stuff into your car and searching for storage.

Our summer storage program offers 3 different packages as well as a la carte options to meet your needs no matter how much you wish to store away for the summer.

- Packing supplies included
- Convenient carbides pickup
- Scheduled redelivery
- Less hassle and stress



The College Stores Flex Plan

It's the one card that can do it all!
 With one swipe of your student's SUNY Oswego ID card, the Flex Plan may be used to purchase anything from the College Stores including textbooks; SUNY Oswego clothing and logo items; health and beauty products; art and school supplies; UPS/FedEx shipping; and faxes/copies at our Copy Center location.

No hassle: There are different ways to create a Flex Plan:

- If you have excess financial aid, you may transfer any amount up to the amount of your excess funding or up to \$600 to create a Flex Plan.
- You may also enroll in the Flex Plan and have your deposit automatically added to your semester's tuition bill! This option is available only through the first week of classes using MyOswego.edu. You may choose between adding \$400 or \$600.
- Online Flex Plan Deposit Available: Want to replenish or add more funds to your Flex Plan? You can add \$50-\$500 via our online Flex Plan deposit page. www.oswego.edu/store-store/



The Campus Cut

Located in The Chu Atrium across from the Compass and near Refresh Smoothies. We will have barbers and stylists available.



Lakers Game Day Headquarters

Best Selection. Best Quality. Best Prices.



The
College
Book Stores
www.oswego.edu/store

Marano Campus Center Store

Featuring the best selection, best quality, and best prices on SUNY Oswego clothing and emblematic items. We also carry Hallmark greeting cards and seasonal gifts.

Conveniently located on the main concourse
(Across from the arena)

(315) 312-5900

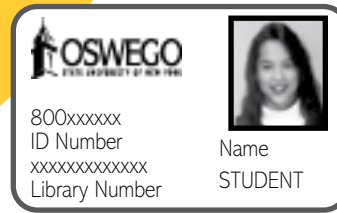
Top 5 Reasons to Think About Insurance for Your Student

- #5 Your family coverage may not go to college with your student
- #4 The Mary Walker Health Center at SUNY Oswego is there for your student....most of the time
- #3 Your student is covered at school, at home or when they visit friends
- #2 It doesn't end with your student's graduation
- #1 The SUNY Oswego Student Health Insurance plan is simple, affordable, and easy to obtain

Designed specifically for SUNY Oswego Students
For information call: (315) 312-2106

For claim information or service,
visit Auxiliary Services in 506 Culkin Hall

ID Card Information



SUNY Oswego photo ID card has many uses including:
Personal Identification,
Residence Hall Door Access,
Dining Services Meal Plan/Laker Dining Dollars*, College Stores Flex Plan*, Health Center, Centro Bus, and more!
(*Purchase must be made before ID card can be used for these services)

Campus ID & Meal Plan Office, 503 Culkin
8 am - 6:30 pm (Mon-Thurs),
8 am - 4:30 pm (Fri)
Phone: 315-312-2588
E-mail: dining@oswego.edu

Getting Around Campus

Laker Shuttle

Provided by Centro, the Regional Transportation Authority and funded by the transportation fee, a safe, convenient way to get around campus.
[Centro Schedule for Oswego](#)

The Blue Route services the residence halls and academic buildings on the North side of campus
and runs continuously from
7 am - 11 pm, Monday - Friday
and 12 pm - 7 pm on Saturdays
The Green Route departs from the main entrance to the Marano Campus Center and services
Laker Hall and Rice Creek Field Station.
It runs continuously from 7:30 am - 6 pm,
Monday - Friday.
This is the [Blue/Green Shuttle](#) downloadable PDF.

Vending Machines

Conveniently located in academic buildings and residence halls.
Laker Dining Dollars accepted!



Washers & Dryers

Available in every residence hall



FALL BROOK



A BRIEF HISTORY

If you go down Thompson Road about two miles away from the college, you'll come to a beautiful clearing in the woods with a big house, a lovely old barn and a babbling brook off to the side near the bottom of a big hill. Depending on what time of year you go, you might catch some bird-watchers, hikers, kids sledding, an outside barbecue or even a grand wedding. This beautiful retreat is a recreational facility serving the State University of New York at Oswego and has fondly come to be known as Fallbrook.

throughout Fallbrook's 188 acres for hiking, mountain biking and cross-country skiing. Two of these trails connect with the trail system at neighboring Rice Creek Biological Field Station (trail maps are available in the lobby of the ski lodge). Photography and nature study are also not only allowed, but encouraged.

The City of Oswego originally

Inquiries about reservations may be made by calling Auxiliary Services in 506 Culkin Hall

(315) 312- 2262

In recent years, a network of trails has been constructed

purchased the land and the Charity Commission of the

city erected the large brick City Almshouse (an almshouse is a house endowed for poor persons to live in). The meadows to the north and south were farmed for crops and the red "out buildings" served as support structures for the residents who worked daily on the farm. A dam was built on Rice Creek and a four-acre pond was created to power a mill. At the time, Thompson Road had not been constructed and was just a "buggy path" for the 1.5 miles from what would be later known as Route 104. In 1895, the Almshouse was destroyed by fire. It was rebuilt and rededicated in 1898 and would remain a poorhouse until 1957.

President of SUNY Oswego from 1952—63, Dr. Foster

Brown, purchased the farm and renamed it "Fallbrook". The buildings were then remodeled and from 1961—68 Fallbrook Hall was a men's dormitory. The residents were cooked two meals a day by a woman employed by the college and a shuttle bus transported them the two mile route to the main campus. In 1968, the west campus dorms were built and Fallbrook Hall was closed. In



2001 the men's dorms were demolished.

No longer functioning as a dorm or a barn,

Fallbrook became host to the SUNYCO Equestrian Program. The large metal pole barn was an enclosed riding arena with a dozen stalls. The aged remains of several horse jumps are still visible in the north meadow.

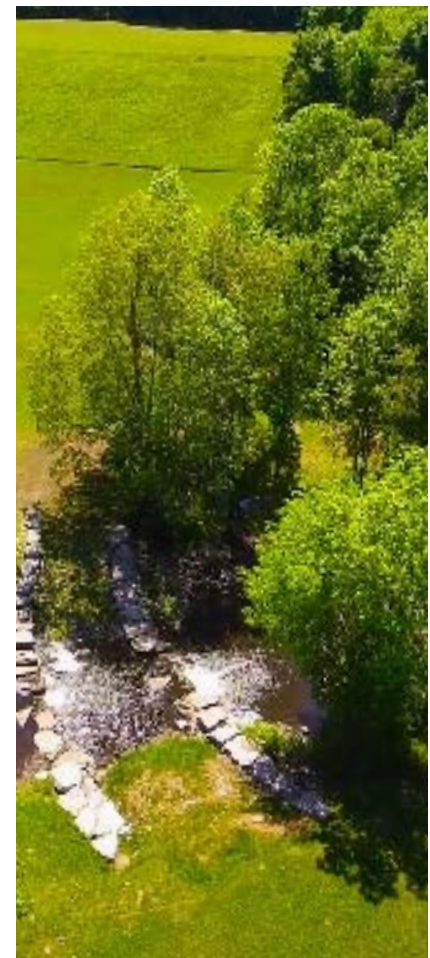
For several years there was a motorized tow rope on the

hillside providing students with a convenient lift for skiing and sledding in the snowy Oswego winters. However, use of the tow rope was suspended in 1979 and the horses departed in 1980 due to complex liability concerns. The SUNYCO Equestrian Program now functions out of Mexico, NY, but Fallbrook hill is still descended by thousands of sledding enthusiasts who are hearty

enough to make the climb on foot. The radio tower at the top of the hill broadcasts WRVO throughout Central New York. It is a

campus-based PBS station.

The Ski Lodge was renovated in the late 1960's to serve as a comfortable meeting space for campus and community groups and can accommodate up to 50 persons. In 1983, the large red barn was converted to serve as a rustic reception facility that can host up to 250. With the addition of the covered deck on the barn's south side in 1993, Fallbrook has become a popular site for summer weddings,



alumni reunions, and other large gatherings.

Sweet Occasions

www.oswego.edu/auxserv

Call (315) 312-2992

Bakery items all made daily in our on campus bakery!

Actual packages are pictured here. Individual items are subject to product availability at the time of delivery.



Balloon Bouquet



Giant Brownie or Chocolate Chip cookie



Baker's Dozen

auxiliary Services

Can deliver a surprise to your favorite student. A great way to say "Happy Birthday" "Thinking of You" or just because!



Snack Break



Healthy Snack



Say it with a Cake



Cookie Mug



Cupcakes



Oswego Dining

auxiliary Services

www.oswego.edu/auxsev

