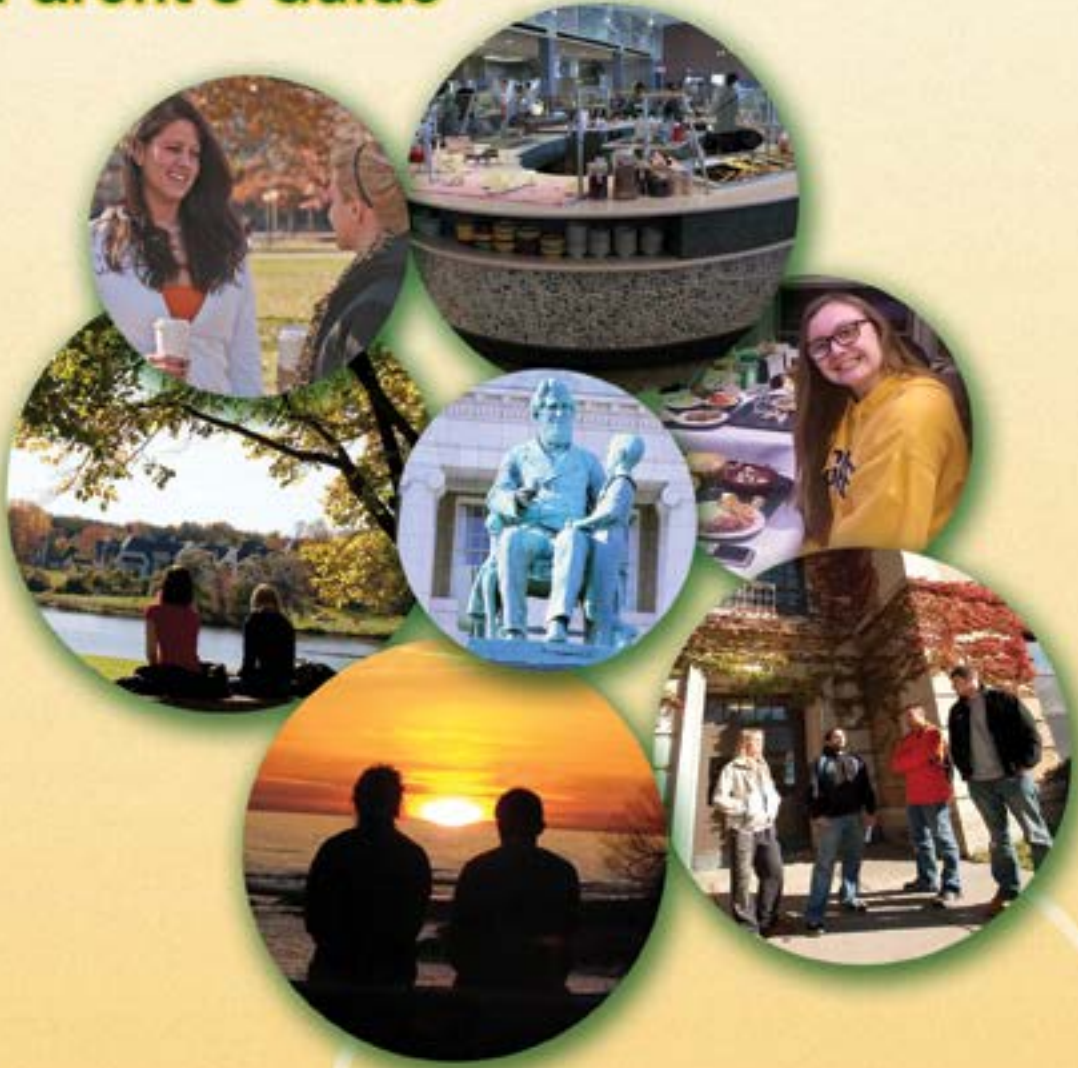


# Welcome to Your Student's New Home!

## A Parent's Guide



auxiliary **S**ervices

2021-2022

# Welcome To Oswego!

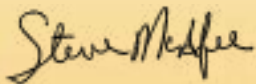
Dear Family of Incoming Students,

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 e-mail me at [stephen.mcafee@oswego.edu](mailto:stephen.mcafee@oswego.edu).

I'm glad you're here!



Steven McAfee, MBA, '16  
Auxiliary Services

## Any Questions?

(315) 312 - ....

General Manager	2107
<b>Resident Dining Services</b>	<b>2331</b>
Director, Residential Dining	2331
Registered Dietitian	3284
ID & Meal Plan Office	2588
<b>College Stores</b>	
<b>Oswego Clothing and Books</b>	<b>2260</b>
Book Dept.	2897
Arville	2261
Campus Center Store	5900
College Cut	5547
<b>Retail Dining &amp; Catering</b>	<b>2992</b>
Director, Retail Dining & Catering	2992

[www.oswego.edu/auxserv](http://www.oswego.edu/auxserv)

**e-mail:**  
**[auxserv@oswego.edu](mailto:auxserv@oswego.edu)**



**Like us on Facebook!**

SUNY Oswego Dining



**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



**Retail Dining & Catering**

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



**The College Stores**

Textbook Prepack  
Emblematic "Oswego" Clothing and Gifts



**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, Littlepage, 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.

Specialty burgers,  
sandwiches,  
comfort classics,  
and more!



Enjoy specialty pizzas  
by the slice and a wing bar  
offering boneless chicken  
wings, vegan chik wings with  
a choice of sauce toppings.



## Late Night

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

Lakeside and Littlepage  
8:30 pm - 11 pm

Students enjoy great food and  
Chilin 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**.

♥ **Heart Healthy** menu entrees, **V** **Vegetarian**, **V** **Vegan**, **GFF** **Gluten Free Friendly**, and **H** **Halal** menu items highlighted on menus.

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 on-staff **Registered Dietitian:**

**Kathryn Szklany, MA, RD, CDN**

504 Culkin Hall

Phone: 315-312-3284

E-mail: [kathryn.szklany@oswego.edu](mailto:kathryn.szklany@oswego.edu)

**Happy, Healthy Lakers! Blog:**  
[Oswego Nutrition Blog](#)

*"I had a great time working with you and the staff. Anything I wanted was available and I am very appreciative of everyone who has helped me."*  
Max Cameron



Visit our online menu

[www.oswego.edu/diningmenu](http://www.oswego.edu/diningmenu)

Or

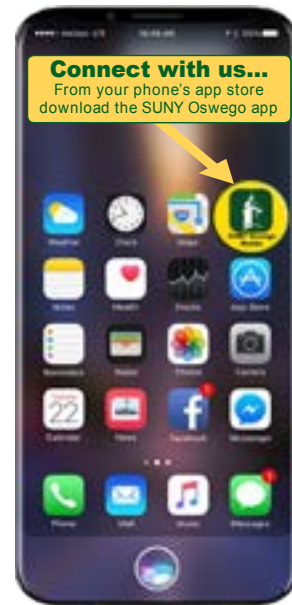
From your phone's app store download the **SUNY Oswego Mobile App**

to view

**NUTRITION FACTS, INGREDIENTS and ALLERGENS**



Links to our Online Menu



Like us!

SUNY Oswego Dining

## Resident Dining Menu - "MyPlate"

- 1:** Click (+) next to each menu item to be included on your "Plate".
- 2:** Click "MyPlate" tab above the Nutrition Facts label.
- 3:** Verify all the items to be included on your "Plate" are listed on the Nutrition Facts Label. Or to remove an individual item from your "Plate" click (-) after the item.
- 4:** To start over and build a New "Plate", click "Clear Plate"



## Residential Dining Options

### Full Meal Plan

Includes \$80 Laker Dining Dollars

Superior value, variety and unlimited access to all meals.

First semester students may choose the Full Meal Plan or Any 19 Plan (Includes \$80 Laker Dining Dollars).

Second semester there is a choice of Full Meal Plan or Any 19 or

Any 15 (Includes \$90 Laker Dining Dollars).

The Any plans offer excellent value. Each week starts out with 19 or 15 meals depending on the plan. Every time your student goes to the dining center a meal is deducted. When the week starts over on Monday, so do the meals!



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 Domino's Pizza, 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.securedgateway.net/formhosting/oswego/plusplan.htm> 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.

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

<https://www.oswego.edu/auxserv>

## The Oswego Guarantee

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



### Included with all of our Residential Meal Plans...

#### 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.

#### Any Time Meals

Full 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!

Any Plans include 5 'Any Time' meals for students to use if they find themselves short of their Any Plan meals or treat a guest to a meal.



A new 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

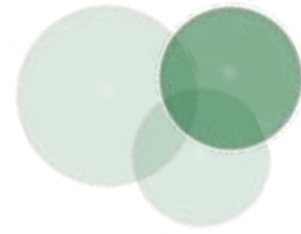
A variety of convenient stores located in academic buildings across campus

### Lake Effect Cafe

(Penfield Library)



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

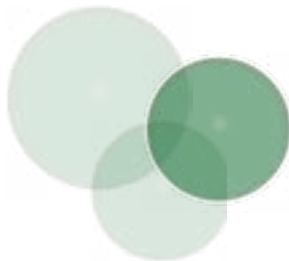


### Fusion Cafe

(Shineman Center)



Featuring  
Hot Pressed Sandwiches, Bagel Smear Bar  
Fresh Baked Goods, Sustainable Beverages



### Wall St. Market

(Rich Hall)

Starbucks Kiosk offering fresh baked cookies, our signature ganache or caramel filled brownies and snacks

**NEWLY  
RENOVATED**



# Marano Campus Center Food Venues



## The Crossroads

Made to Order  
Cafe and Grill  
Featuring Caribou Coffee



## Palates

From Traditional  
Home Cooking to  
International Flavors

## Refresh

Fresh All Natural  
Smoothies



## Cutting Board

Fresh Made  
Sandwiches,  
and Paninis

## Laker Express Market

Garden Fresh Salad Bar & Soups



Dining  
Laker  
Dollars

**GET Food**  
([get.cbord.com/oswego](http://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



Oswego  
Sub Shop



## 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 Domino's, 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 700 students** on the Oswego State University campus!

Paying in excess of \$1,172,000 to its student employees in 2019-20 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.....



"Dedication to service is the principal objective Auxiliary Services strives for in its operations. It is the defining characteristic that has benefited my academic experience. Throughout my employment I have learned humility and modestly 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."



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.



For more information on Student Employment visit our web site

[www.oswego.edu/auxiliary-services/student-employment](http://www.oswego.edu/auxiliary-services/student-employment)

### **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!**

## 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 everyone's 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!*

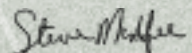
Our customers tell us we are significantly (statistically) better than the national average. With over 1,050 NACUFS surveys completed at Oswego, 75% stated they were satisfied or very satisfied with the dining services provided at Oswego. Overall general satisfaction rating was 4.03 on a scale of 1 to 5 (5 = very satisfied).

Nationwide 83 colleges and universities participated with over 102,300 surveys completed in 2019. 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.

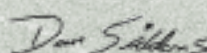
Thank you very much for being our customer. We are working hard to enhance your dining experience for 2021-22.

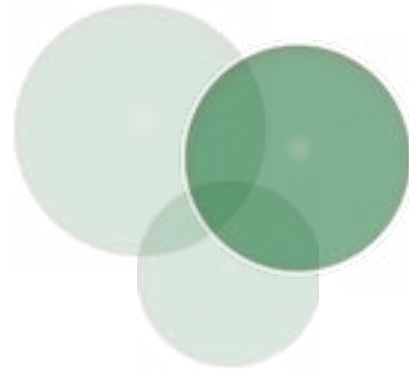
On behalf of everyone at Auxiliary Services, thank you!

Sincerely,

  
Steve McAfee  
Interim General  
Manager

  
Sue Hill  
Retail Dining  
& Catering

  
Dan Siddons  
Resident  
Dining



**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 2021-2022 academic year.

Take a look at what we will be doing.....

**Commuter/Off-Campus/Village Meal Plan Options**

**Going Back to Our Roots**

**Wall Street Market Gets Espresso**

**FANS Becomes Refresh**

**MCC Food Court Extends Hours**

**Bookstore Moves to Cooper**

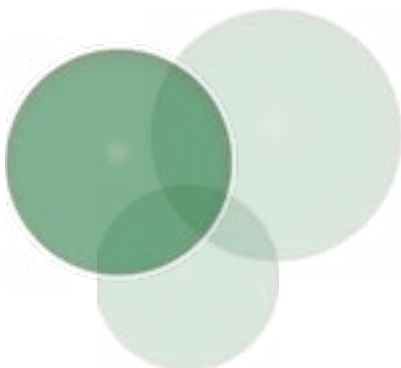
**Artville Moves to Lanigan**

**Vending Accepts Laker Dining Dollars**

**Student Accident & Sickness Insurance Improvements**

**Remove Project 2000 from Program Fund Restrictions**

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



# The College Book Stores

<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.ocm.com/syw/dorm-life/bedding>



## Bookstore

All textbook services are available on our web site

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

## 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 19th.
- **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

Choose from a variety of assorted food items and beverages.

### 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 curbside 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](http://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/](http://www.oswego.edu/store-store/)

## The College Cut

Located in The Chu Atrium across from the Compass and near Refresh Smoothies.

We will have barbers and stylists available.

<https://www.oswego.edu/college-store/>



# Lakers Game Day Headquarters

Best Selection. Best Quality. Best Prices.



The  
College  
Book Stores  
[www.oswego.edu/store](http://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

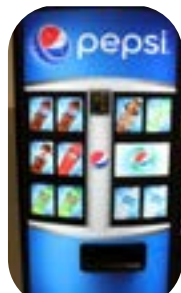
## #1 The SUNY Oswego Student Health Insurance plan is simple, affordable, and easy to obtain

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

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

## Vending Machines

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

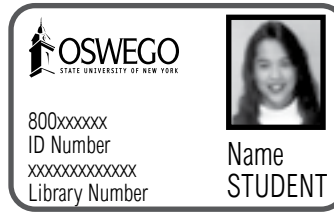


## Washers & Dryers

Available in every residence 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](mailto: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.

## Bus Share

Student created, web-based tool simplifies transportation. Helps riders easily find the most efficient and timely way to use Centro to reach their destination. Easy-to-follow steps with visual and plain-language cues.

[oswegobusshare.com](http://oswegobusshare.com)





# Fallbrook



## 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.

In recent years, a network of trails has been constructed 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 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.

Inquiries about reservations may be made by calling Auxiliary Services in 506 Culkin Hall at (315) 312- 2262.

# Sweet Occasions



Balloon Bouquet



Cookie Mug



Healthy Snack



Snack Break

auxiliary Services

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



[www.oswego.edu/auxserv](http://www.oswego.edu/auxserv)  
Or  
Call (315) 312-2992



Say it with a Cake



Giant Brownie or  
Chocolate Chip cookie



Cupcakes



Baker's Dozen

*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.



**OSWEGO**  
STATE UNIVERSITY OF NEW YORK

**a**uxiliary **S**ervices

**[www.oswego.edu/auxserv](http://www.oswego.edu/auxserv)**