Comprehensive Service Fee

The Comprehensive Service Fee provides registered students access to Health, Technology and Transportation services that promote the highest quality learning environment and academic life.

Health Component

Background

The Health component of the Comprehensive Service Fee was instituted in the fall of 1991 by the SUNY Board of Trustees in an effort to provide student health services to SUNY campuses. Supported services now include student health care, counseling services and health promotion programs and initiatives. At the University at Albany, services covered by the health component of the Comprehensive Service Fee are provided by two campus departments- the University Health Center (UHC) and the University Counseling Center (UCC).
The University Health Center (UHC)

UHC serves all registered undergraduate and graduate students by providing a wide array of consistent, high quality primary care medical services throughout the calendar year. The UHC promotes good physical health and well-being that supports the success of our students and life-long healthy habits. Visits to the University Health Center are free to registered students. Some services require a small charge, such as in-house laboratory testing, medical equipment and immunizations.

Student Benefits/ Impact

- Provides a range of services from prevention-focused education and on-going primary care to acute (urgent) medical care
- Offers referrals to specialists as appropriate
- Facilitates medical withdrawals from the University
- Maintains a campus where the risk of threatening communicable disease is minimized consistent with the goals and objectives of the New York State Department of Health
- Provides a skill set enabling conscientious use of medical services (primarily self-limited viral illnesses URI/gastroenteritis) fostering the mindset of a mature healthcare consumer
- Assists with identifying appropriate individual health insurance plans for students
- Guides campus departments regarding medical or health related issues as they pertain to the student environment
- Educates students with regard to health related issues
- Plays an integral role in campus-wide emergency planning as it relates to physical health
- Provides travel advice
- Administers immunizations

Student Access

Detailed information regarding University Health Center services is available at:  
[http://www.albany.edu/health_center/](http://www.albany.edu/health_center/)

The University Counseling Center (UCC)

UCC assists registered undergraduate and graduate students in resolving personal issues and developing the emotional, intellectual and interpersonal skills to enhance academic success and personal well-being. The UCC offers a broad range of psychological services including counseling, prevention, and health promotion services that are culturally inclusive, accessible, and tailored to the evolving needs of our diverse student body. It also provides health promotion and prevention services to our campus and consultative and referral services to staff, faculty, and parents. All visits to the University Counseling Center are free to registered students.

Student Benefits/ Impact

- Assists in developing coping skills regarding academics, career decisions, and personal concerns
- Provides sexual health consultations, programs and services
- Presents at Summer Planning Conference and in first year experience classes, residence halls and apartments, and to fraternities and sororities, student-athletes, cultural groups, and other audiences by request
- Offers on-demand access to Web based self-assessment, self-care and wellness information
- Integrates health related topics into academic curricula
- Distributes campus-wide surveys to ensure that our services are responsive to student needs
- Delivers “Theme” weeks and special programs such as Alcohol Awareness Week, Sex Sense Week, World Suicide prevention Week, World Aids Week, Sexuality Week, Sexual Assault Awareness Month, among others
- Provides triage and emergency assistance to students in acute distress
Student Access

Detailed information regarding University Counseling Center services is available at:
http://www.albany.edu/counseling_center/

Technology Component

Information Technology Services

Background

University operations rely on the quality of Information Technology to ease communication between student and faculty, facilitate online course registration, deliver faster financial services, and increase student access to Information Technology resources. The Technology component of the Comprehensive Service Fee supports the technological needs of UAlbany students, faculty and staff by ensuring that the infrastructure, student systems and enterprise information system applications are in place to enhance the technology-facilitated learning experience.

Student Benefits/ Impact

- University wide secure wireless Internet access and printing
- Latest version of Blackboard Learning System and Blackboard Mobile App to increase access to learning and teaching tools
- Growth of My UAlbany as a platform for students, faculty and staff to conduct University business
- ITS Service Desk is available by phone, walk-in locations or through the online submission form to ensure quick response to diagnose and solve technology related issues
- All UAlbany registrar-scheduled classrooms come equipped with state-of-the-art instructor consoles that support a variety of media and projection capability
- Reliable data network with upgrades to bandwidth and wireless services
- Construction of the UAlbany Cloud offers expanded data storage using virtualization technology as a means to replace and overhaul several campus servers
- Transition to UAlbany Mail adds value to feature-rich email interface and the ability to schedule calendar appointments quickly and easily
- Extension of virtual servers to desktops allows members of the campus community access to University-licensed software using a variety of networked devices
Student Access

Additional information regarding Information Technology Service initiatives and support can be accessed at: [http://www.albany.edu/its/index.html](http://www.albany.edu/its/index.html)

University Libraries

Background

The University Libraries strengthen and enhance the teaching, research and service of the University at Albany by developing collections, facilitating access to information resources, teaching the effective use of information resources and critical evaluation skills and offering research assistance. The Technology component of the Comprehensive Service Fee supports the library technological needs of UAlbany students, faculty and staff by allowing implementation of innovative technologies and services to deliver information and scholarly resources conveniently to users anytime/anyplace. The Comprehensive Service Fee also supports well-equipped and functional physical spaces where students can pursue independent learning and discovery outside the classroom.

Student Benefits/Impact

- Circulation and interlibrary loan services supports the research and teaching needs of the University’s academic community by expanding a range of materials beyond the collections of the University Libraries.
- The Libraries provide a total of 19 group study rooms for campus community use. Each room is well-equipped with a PC, speakers, tables and chairs, and a whiteboard.
- The Interactive Media Center assists the campus in web design, digital recording and editing, sophisticated image editing, and the creation of PDF files, among other activities.
- Library photocopying and printing services are available to the campus community via the SUNYCard system.
- The Library laptop lending service offers a total of twenty-right laptops available for students, faculty, and staff use.
- Libraries’ staff continuously seek to adopt emerging technologies and incorporate these to create more efficient and meaningful library services, and develop the staff skills with these technologies.
- Recent upgrades to study and classroom space and new quiet space in all three libraries.

Student Access

Additional information regarding the University Libraries services and initiatives can be accessed at: [http://library.albany.edu/ulib](http://library.albany.edu/ulib)
**Transportation Component**

**Background**

University Parking & Mass Transit Services, facilitated by a partnership with CDTA, provides transportation for 1.4 million riders per year with unlimited student access to bus services that operate 7 days a week across 204 different routes throughout the Capital Region. The UAlbany transit service system is designed to arrange parking that gives the University community access to campus facilities, provides students the ability to commute and offers visitors the opportunity to participate in University activities.

The transportation component of the Comprehensive Service Fee supports UAlbany transit service operations comprised of Parking and Transportation services. Specifically, these services include the CDTA contract, vehicle maintenance/repair, transit vehicle procurement, regulatory compliance requirements, vehicle fuel, streamlined parking services, maintenance of safe and reliable parking and roadways, in addition to a variety of commuter choices.

**FY 13-14 Transportation Fee Expenditures by Function**

- **Salaries & Wages - Drivers**: 30%
- **Salaries & Wages - Administration**: 7%
- **Salaries & Wages - Mechanics**: 6%
- **Salaries & Wages - Security**: 15%
- **CDTA Contract**: 24%
- **Fuel**: 3%
- **Maintenance & Operations**: 11%
- **S&W - Grounds**: 4%

**Transportation Services**
Student Benefits/ Impact

- Unlimited access to CDTA bus services at no charge (with exception of Northway Express and Star Buses) seven days a week on all routes
- Inter campus transportation to facilitate student travel to and from classes, libraries, meetings and is available 7 days a week
- Transit vehicles equipped with a bike racks and are wheelchair accessible
- Access to a free bicycle and helmet located in each quad for a healthy transportation alternative, students have (www.albany.edu/gogreen)
- Shuttle service equipped with Wi-Fi to off campus locations
- In support of UN Commitment to Sustainable Practices in Higher Education, UAlbany fleet includes 5 safer and sustainable electric-hybrid buses

Parking Services

Student Benefits/ Impact

- Online vehicle registration, citation payments and appeals to streamline operations and accommodate student needs
- Routine patrols of lots conducted by University Police Officers to promote safety of UAlbany students
- Parking lot maintenance, installation of blue light safety phones and lighting of campus parking lots increase safety and ease of campus travel
- Enforcement of parking rules and regulations ensures the safety and orderly parking of vehicles
- Feedback mechanism in the form of a Parking survey conducted every three years that rates the quality of transportation services
- Short-term parking meters for quick access to key buildings on the main campus
- Updates to online campus maps and schedules provide students with the most current transportation information
- In response to student request a commuter lot is available near State Quad conveniently located near the Academic Podium

Student Access

Detailed information regarding campus-wide services, parking regulations, bus and shuttle schedules, directions and visitor parking is available at www.albany.edu/pmts/