



CALIFORNIA STATE UNIVERSITY  
**SAN BERNARDINO**

Orientation and  
First Year Experience

**PARENT AND FAMILY  
HANDBOOK**



WE DEFINE THE  
*Future*

**2021-2022**  
ACADEMIC YEAR



## PRESIDENT'S WELCOME



Tomás D. Morales  
President

It is my privilege to welcome you – the parents, family members and loved ones of an incoming student – to California State University, San Bernardino. We are an institution where students expand their educational and personal horizons as they seek to define their future. Our university promotes active learning, individual growth and civic engagement, and is fully committed to each student's success. We have an established reputation for educating exceptional teachers and entrepreneurs, scientists and business leaders, nurses and software engineers, and any number of other professionals.

CSUSB affords an environment where students are challenged to push their limits and build self-confidence. Here they learn from and interact with outstanding faculty who are the best in their fields. Our expert staff are dedicated to assisting with any questions or needs. As members of the most diverse student population of any university in San Bernardino and Riverside counties, they interact with individuals from different cultures and

encounter alternative viewpoints, expanding their own perspective.

We urge students to be active participants in their education and take advantage of the numerous resources available. They should join in co-curricular activities, build professional relationships through internships, enhance their global understanding by studying abroad, and participate in community service and discover the satisfaction of helping others. As new members of our extended community, I invite you to become acquainted with our campus and take part in the numerous entertainment and cultural events we offer. I hope you will also support and encourage our new students as they pursue their dreams

CSUSB is proud to provide a world-class educational experience. Our graduates are destined to be tomorrow's business and community leaders.

**Welcome to the CSUSB family!**

**Tomás D. Morales**  
President



## ABOUT CSUSB

California State University, San Bernardino is a preeminent center of intellectual and cultural activity in Inland Southern California. Opened in 1965 and set at the foothills of the beautiful San Bernardino Mountains, the university serves more than 20,000 students each year and graduates about 4,000 students annually.

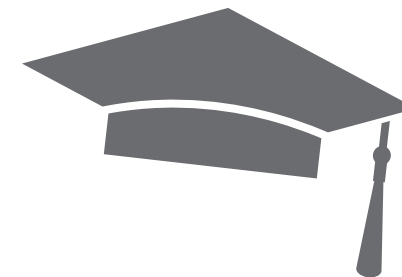
The university opened the satellite campus Coachella Valley Center in 1986 on the grounds of the College of the Desert in Palm Desert. The first building of a permanent campus opened in Palm Desert in 2002, and expansion continues at what is now known as the Cal State San Bernardino Palm Desert Campus. Today, the campus features four buildings, all built entirely without state funds, with more than \$40 million raised from foundations, municipalities and private gifts.

### FACTS ABOUT CSUSB

#### CSUSB Academic Colleges

- College of Arts and Letters
- College of Education
- College of Extended & Global Education
- College of Natural Sciences
- College of Social and Behavioral Sciences
- Jack H. Brown College of Business & Public Administration

WE DEFINE THE  
*Future*



**74%** first-generation college-students

**79%** students receive grants and scholarships

**OVER 100** unique clubs and organizations

**61%** female students

**39%** male students

#### CSUSB students come from

- **86%** San Bernardino and Riverside counties
- **7%** other California counties
- **7%** other countries
- **<1%** out-of-state

#### Top Undergraduate Degrees Awarded (2019-2020)

- Psychology
- Liberal Studies
- Criminal Justice
- Kinesiology
- Sociology
- Health Science





## WELCOME PARENTS AND FAMILIES

Welcome to California State University, San Bernardino! We are excited to have you and your student join the Coyote family. You serve as an integral part of your student's resource and support network. Our goal is to educate our parents and families on the resources available to students so that you feel empowered to make a positive impact on their academic, personal and professional success. Not only do we aim to engage and support your student, we hope to ensure you also feel included in this process. We believe that if we work together, we will guide our students to be successful students, community leaders and prosperous Coyote alumni.

Parent and Family Programs is proud to offer feature articles, resourceful tips and support to help you understand the student experience and how you play a critical role in their journey towards academic excellence, personal growth and professional development. Navigating a new environment, understanding policies and procedures and finding opportunities for engagement can be overwhelming. We are here to help!

### TOPICS AND RESOURCES WILL INCLUDE:

- Important deadlines/checklists
- Transitioning to college life/first semester challenges
- Academic support services
- Benefits of student involvement and engagement
- Study Abroad
- Student mental health and support services
- Forms

We realize this year will bring changes to your student and your family, but you are not alone. This Parent and Family Handbook will provide you department information and contact information that you will find helpful.

Again, welcome to the Coyote Family!

**Ashley Watterson**

First Year Experience Coordinator



## TIPS FOR PARENTS AND FAMILIES

### 1. TALK ABOUT COMMUNICATION AND EXPECTATIONS.

It is better to discuss how and when you will communicate early on. This will help to ensure you are on the same page and have understanding from each other about those expectations.

### 2. HELP MAKE A FINANCIAL PLAN AND DISCUSS EXPECTATIONS WITH YOUR STUDENT.

Develop a tentative budget and be clear about who will pay for what. Teach your student about responsible use of credit and debit cards.

### 3. VALIDATE THEIR EXPERIENCES.

Your moral and emotional support is crucial. Always remind your student that they are not alone and deserve to be at CSUSB.

### 4. BE A GUIDE RATHER THAN TRYING TO SOLVE YOUR STUDENT'S PROBLEMS.

Encourage your student to seek out campus resources. Your student will make mistakes and will experience challenges throughout college. CSUSB offers many resources and services to students. If they are having trouble with something or want to be more involved, we have an office on campus that can support them.

### 5. DISCUSS ACADEMIC GOALS AND EXPECTATIONS AHEAD OF TIME.

Encourage them to take advantage of academic support services early on! Don't wait until things get bad; be proactive.

### 6. ENCOURAGE THEM TO GET INVOLVED.

Getting involved on campus is a great way to make connections, find mentors and become a more balanced student. Statistics show that engaged students are more likely to have higher GPAs and graduate on time.

### 7. ENCOURAGE YOUR STUDENT TO GO SEE THEIR PROFESSORS.

Professors are great resources, setting aside time to meet with students for students to ask questions and seek feedback. They will also be a great reference for when your student is applying to internships, jobs or possibly graduate school.

### 8. DON'T PRESSURE THEM TO BE AT HOME ALL THE TIME.

Attempt to eliminate unnecessary distractions that can hinder your student's transition into college life and culture.

### 9. HELP YOUR STUDENT DEVELOP HIS OR HER PASSION.

Recognize the value of academic exploration. Encourage exploring majors or new areas of academic interest.

### 10. PROTECT THE LAST MONTH OF THE SEMESTER.

A large percentage of your student's grades are awarded in the final assignments of the semester. Don't distract them with other activities but allow them to spend more time focusing on their academics.





The first year in college is the foundation of a student's success in college, and for their lives after college. CSUSB recognizes the importance and value of this positive first-year experience for students, and the need for the university to facilitate students' effective transition to the University by providing a variety of experiences, opportunities, and foundational skills to help them become successful students.

If your student is attending CSUSB for the first time, whether as a transfer or a first-time first-year student, these programs and services are designed for them. FYE seeks to help students understand expectations associated with being a member of CSUSB community and educate students about various support services on campus. Our office hosts a number of events each year that contribute to the success of our new students.

## PREVIEW OF FALL SEMESTER EVENTS

### Move-In Day

*Thursday, August 19 - Sunday, August 22*

Move into your new home for the year and meet new Coyotes, staff and faculty. Get ready for a week filled with fun activities! *Please note move-in days/times subject to change.*

### New Student Convocation

*Friday, August 20*

The official welcome for all new students to CSUSB! Convocation commemorates the beginning of your student's college experience. Students will be reintroduced to the academic opportunities available to them, begin to create a sense of belonging and will leave feeling inspired to excel in their first year.

### irst-Generation New Student Welcome Reception

*Thursday, September 2*

Join the CSUSB community as we welcome and celebrate you as a first-generation college student! You will hear from other first-generation staff, faculty and peers and learn that you are not alone and have many people to support you along your journey.

### First-Generation Student Celebration Week

*Monday, November 8 through Sunday, November 12*

With over 74% of our students being first-generation (neither parents received a four-year degree), we are excited to celebrate the presence and success of our first-generation students, faculty and staff.

We will offer a variety of social, academic, personal and professional workshops throughout the week.



CSUSB is dedicated to assist students in the development and implementation of meaningful education plans that are compatible with their life goals. Regular academic advising is essential to the successful and timely completion of your students' degree. Academic Advisors are available to help you navigate CSUSB; explain GE, major and degree requirements; lead students to available resources; help plan a class schedule; write letters of recommendation, and more. We recommend that each student should meet with an advisor at least once per semester.

## WHERE DOES MY STUDENT GO FOR ADVISING?

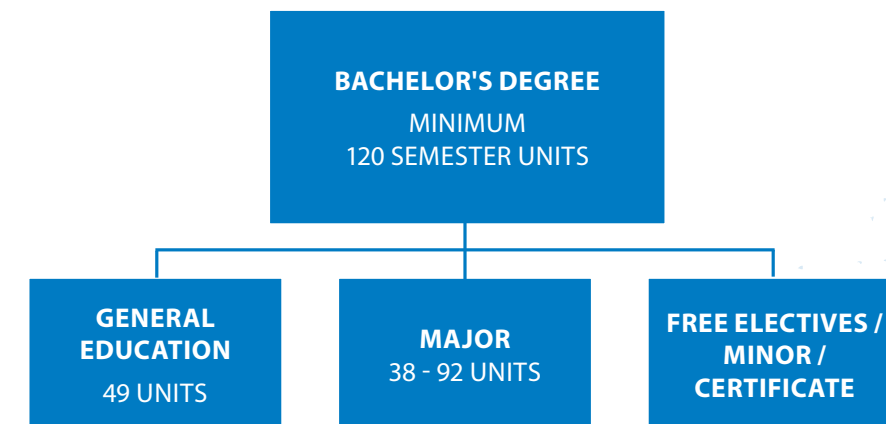
Advising is based on your student's declared major and is unique to each major.

- **Faculty Advisors** – Professors! This provides students the opportunity to build a relationship with someone who can serve as a mentor and guide them in their career path.
- **Professional Advisors** – Staff who provide assistance with general advising, majors and academic policy related questions.
- **Peer Advisors** – Students who are usually upperclassmen who have already mastered the art of navigating college life.

Faculty, staff and peer advisors at the university are available to assist your student by providing academic advisement during their office hours or by appointment.

Encourage your student to visit the myCoyote Advising Tab and click on the "Who is My Advisor?" link for more information.

## What are the Bachelor's Degree Requirements?





At CSUSB, we are committed to assisting students in earning a degree in the shortest time possible. Students can graduate in four years with clear goals, careful planning, academic support and a commitment to work diligently. To support students in this endeavor, the university pledges to provide a quality educational experience with an academic schedule and degree requirements that will suit a full-time enrollment and study.

## WHO IS ELIGIBLE?

### Entering first-year students who:

- Have a declared major (and concentration if applicable)
- Are willing to earn 30 semester units or more per academic year (degree applicable)  
Maintain a 3.0 overall grade point average



### How to Join:

- Complete application by set deadline\*
- Attend a Four-Year California Promise Orientation

View complete list of requirements on the Four-Year Graduation Pledge website. For more information and other details, please encourage your student to visit [bit.ly/csusb4year](http://bit.ly/csusb4year).



CSUSB is dedicated to provide a wide variety of academic resources to aid in your student's success.

## JOHN M. PFAU LIBRARY

The library gives your student access to the collection of library books at CSUSB and other libraries at CSU colleges (hard copy and electronic). In addition, we offer a variety of services, such as the ability to borrow equipment (laptop, iPad, camera, lighting equipment, etc.); access to a computer lab to print, scan and copy; and to obtain free advice from experts on their assignments. Encourage your student to go through the library and use our website at [library.csusb.edu](http://library.csusb.edu).

## OFFICE OF STUDENT RESEARCH

The Office of Student Research (OSR) offers students the opportunity to gain hands-on experience in a broad range of research and creative activities. The OSR offers a paid summer research program, a student-run journal, and a number of avenues for financial assistance designed to support student researchers. Students interested in getting involved in research or creative activities are encouraged to contact us at [osr.csusb.edu](http://osr.csusb.edu).

## PAN-AFRICAN COLLEGIATE SCHOLARS

The mission of the Pan-African Collegiate Scholars Program is to retain and support Pan-African/Black students through advocacy, community building, academic success programs, personal growth and awareness opportunities. Visit us at [csusb.edu/mentoring-programs/pacs](http://csusb.edu/mentoring-programs/pacs) for more information.

## STUDENT MENTORING PROGRAM

Students can find a mentor to help them navigate their transition at CSUSB! The Student Mentoring Program (SMP) is here to help with your student's next step by pairing them with an experienced Student Mentor who can connect them with resources, faculty and staff. For more information, visit [csusb.edu/mentoring](http://csusb.edu/mentoring).

## SUPPLEMENTAL INSTRUCTION

Supplemental Instruction (SI) sessions provide additional, peer-led, subject-matter instruction, support, and guidance to help students succeed in traditionally challenging courses. SI sessions do not require special enrollment and are offered at no additional cost to students. For more information, your student should call (909) 537-7355 or email [si@csusb.edu](mailto:si@csusb.edu).

## TUTORING CENTER

Located in University Hall 350, the Tutoring Center offers general study aids, a computer lab, study skills assistance and math coaching. For additional information, your student should call (909) 537-5038 or visit [csusb.edu/tutoring](http://csusb.edu/tutoring).

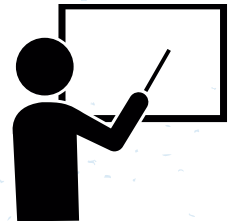
## WRITING CENTER

A great resource that conducts more than 10,000 one-to-one student writing conferences for students from across the university. Writing Center staff write WITH writers, never FOR them. Encourage your student to visit College of Education (CE) 310 email us at [WritingCenter@csusb.edu](mailto:WritingCenter@csusb.edu) or go online for an appointment at [csusb.edu/writing-center](http://csusb.edu/writing-center).



## SAMPLE STUDENT WEEK

To be a successful college student, your student will need to reevaluate how they spend their time. College not only offers a different environment, it requires that students reflect on and adapt their time management skills. There are **168 hours per week** for students to manage academics, personal life and a work schedule. Here is an example of how those hours are spent each week if a student is enrolled in 10 units:



For your student to be on track to graduate in four years, they will need to take **15 units (equivalent to 15 hours)** per semester.



The rule of thumb is that for each hour spent in class during the week, **at least 2 hours** should be spent outside of the class to keep up with readings, group projects, papers and other homework. This can include going to Supplemental Instruction sessions, the Tutoring Center or the Writing Center to get assistance on assignments, preparing for a test or receiving feedback on their papers. The first year is a great time to adapt or consider new methods of one's study habits.



It is critical that sleep is incorporated into our daily life. It is recommended that a person should get **7-8 hours of sleep per day**. This will help your body and brain feel rested, will support a healthy immune system and will help one be more alert throughout the day.



Working on or off campus is not only a great way to earn some additional income, but a chance to gain professional skills, develop relationships and be more connected to the campus. Research also shows that students who work **20 hours or less** have higher GPAs!



We all need time for personal hours, this includes setting time aside for meals, structured activities (gym, church, etc.), commuting to and from school, family obligations, socializing with friends, and campus involvement. However, this will often be the most flexible and where one should prioritize their activities to fit between **47-54 hours**.



## INFORMATION TECHNOLOGY SERVICES

The Information Technology Services Division is dedicated to provide world class customer services and enhance the academic experience of each student as CSUSB. The Technology Support Center (TSC) is the One-Stop-Shop for all technology needs for students, faculty and staff, including the Coyote OneCard. We provide the following resources:

- Email, Blackboard and myCoyote support
- Laptop and desktop repair/virus removal
- Wireless assistance
- Wireless printing
- Remote desktop support
- Computer Labs
  - Windows and Mac computer workstations
  - Laser printing (black & white and color)
  - Scanning and editing stations
  - Lab technicians to assist with questions
  - Assistive workstations for student with disabilities



The Technology Support Center is also home of **The Cave**, CSUSB's only 24/7 study area.

- Located in the Wedge (Pfau Library Addition, First Floor)
- 24/7 access to a secure study area with snack and drink machines and access to a 100-workstation lab
- Coyote OneCards are required to access during evening hours

The TSC also provides students with **FREE** software. Some of the software available includes ESET Antivirus, HETS Virtual Plaza, Portfolium, Zoom Video Conferencing and Microsoft Office 365. Tell your student to visit [csusb.edu/its/software](https://csusb.edu/its/software) for more information and download links.

### COYOTE ONECARD

The TSC is the issuer of Coyote OneCard, the official CSUSB identification card. The Coyote OneCard provides many benefits:

- Meal plan card
- Debit/print card
- Medical card at the Student Health Center
- Library access card
- Bus pass

Students can add funds to their OneCards at various locations on campus: Library, Jack Brown Hall, Social and Behavioral Sciences, Student Union and online using FlexCash.

The TSC is located in the Pfau Library Addition first floor (PL-1108) and can be reached by phone at (909) 537-7677 or email at [support@csusb.edu](mailto:support@csusb.edu).



## FINANCIAL AID AND SCHOLARSHIPS

Financial aid programs provide support for students to help meet the costs of obtaining a college education. Funding for such programs is provided by the federal and state governments, the individual colleges and universities, and a variety of other public and private sources. Financial aid is available to students and families of all income levels and comes in several different forms:

- **Grants** – Federal or state gift assistance with no obligation for work or repayment
- **Loans** – Providing funds now, but with a future repayment obligation
- **Scholarships** – Gift assistance with no obligation for work or repayment
- **Work-Study** – Part-time work while attending CSUSB

Everyone must use the Free Application for Federal Student Aid (FAFSA) to apply for aid. When your student is ready to apply, fill out the online [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

FAFSA APPLICATIONS OPEN ON OCTOBER 1, 2021

FAFSA APPLICATIONS CLOSE ON MARCH 2, 2022

We encourage you and your student to make an appointment with a Financial Aid Advisor. Please call us at (909) 537-5227 or email [financialaid@csusb.edu](mailto:financialaid@csusb.edu).

## STUDENT FINANCIAL SERVICES

The Student Financial Services Office provides a variety of financial services to effectively and efficiently assist students with managing their student account. Services the Student Financial Services office provides include:

- Collection of student fees
- Tuition payment plans
- Emergency loans
- Book vouchers
- Direct deposit
- Refunds

Students may grant the Student Financial Services Office permission to release information about their student financial account to a third party (including parents, step-parents, spouse, etc.) by submitting a Family Educational Rights and Privacy Act (FERPA) Authorization form.

Completed and signed FERPA Authorization Forms must be scanned and emailed to [sfs@csusb.edu](mailto:sfs@csusb.edu) using the student's CSUSB issued email account. The email must also include a scanned copy of the student's and third party individual's government-issued ID.

For questions regarding their account, students should contact our office at (909) 537-5162 or [sfs.csusb.edu](http://sfs.csusb.edu).



Under FERPA, parents have certain rights with respect to their student's educational records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Parents are no longer guaranteed access to academic, financial or medical records of their student.

## GENERAL INFORMATION

FERPA provides that eligible students will inspect and review their educational records and also provides and protects the rights of a student to privacy by limiting access to the educational record without expressed written consent.

Students may control access to their records by completing forms through the Office of the Registrar. It is important to remember that inspection of student records by University officials for educational purposes is permitted. The following guidelines are provided for release of information under the provisions of this law:

**Releasable Information**, also known as Directory Information, is general information that may be released to anyone without the consent of the student, unless the student indicates otherwise.

### This information includes:

- Student Name
- Local and Permanent Address
- Local Telephone Number
- Email address
- Degrees and Awards Received
- Major



Non-releasable Information, or Personally Identifiable Information, is any information not defined as directory information and may not be released without the consent of the student. This also includes any directory information that the student has indicated will not be released.

Cal State San Bernardino encourages you to discuss academic grades and performance with your student. For more information on FERPA, visit [studentprivacy.ed.gov](http://studentprivacy.ed.gov). For information regarding CSUSB FERPA policies visit [www.csusb.edu/policies](http://www.csusb.edu/policies) or contact the Office of the Registrar at (909) 537-5200.

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## WE'RE OPEN FOR 2021-2022!

Housing and Residential Education at CSUSB welcomes new and transfer students to on-campus housing! To promote student health and safety, housing options are modified to allow for lower density and physical distancing practices. On-campus residents will have opportunities to engage with peers and faculty, build community, and access resources to support personal and academic success!

### Coyote Village (traditional-style)



#### Any CSUSB student

1 student per room. Single rooms at double room rates, community bathrooms; meal plan required

### Arrowhead Village (apartment-style) University Village (apartment-style)

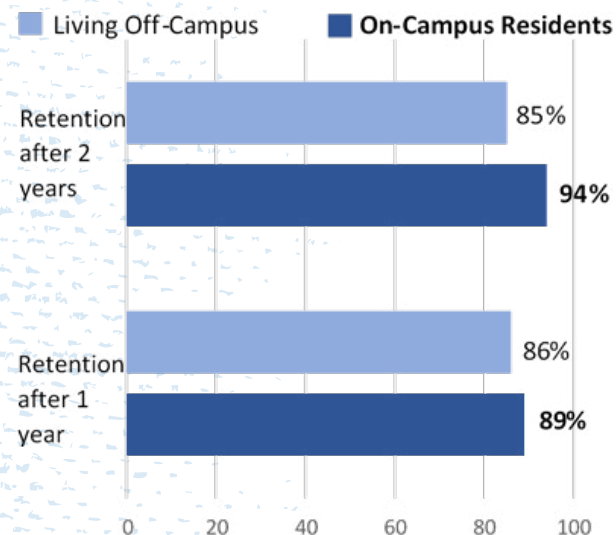


#### Returning (Continuing) and Transfer CSUSB students

1-2 students per apartment. Individual bedrooms and bathrooms per resident, living room and kitchen; voluntary meal plans available

## 2021-2022 APPLICATION AND RATES AVAILABLE NOW AT [WWW.CSUSB.EDU/HOUSING](http://WWW.CSUSB.EDU/HOUSING)

CSUSB students who lived **on-campus** for one and two years were more likely to continue their academic progression at CSUSB than students who lived **off-campus**.



### STAY HEALTHY AND SAFE IN ON-CAMPUS HOUSING

- Lower density and physical distancing practices
- Face coverings required
- Online COVID-19 Daily Health Screen
- Regular cleaning of high touch points and surfaces in common areas
- Residents are encouraged to get the COVID-19 vaccination as well as the flu shot
- Quarantine and Isolation spaces will be available
- Staggered move-in with specific appointment times
- Dining precautions at the Coyote Commons and Howl & Growl
- Additional measures will be outlined in the 2021-2022 Student Housing License Addendum - Coming this Summer

**YOTES UNITED AGAINST COVID-19**

*"I have decided to live on-campus because it greatly improves the quality of time I invest in my education, self-growth, and social connections."* – First-year student living on-campus

**HOME IS WHERE THE PACK LIVES!**



## YOTIE EATS DINING AT CAL STATE SAN BERNARDINO

Yotie Eats is excited to begin its partnership with Cal State San Bernardino as the new campus food provider. Your dining team's passion is to offer your students with memorable experiences through innovation both on and beyond the plate. With a profound focus on your students' preferences, safety and wellness, your students will enjoy the freshest ingredients and most authentic recipes throughout each dining concept.

The *Coyote Commons*, one of the social heartbeats of Cal State San Bernardino, will become a personal kitchen for your students with over seven different stations. From a full and fresh salad and deli station to our authentic Mexican and home-style stations, the *Coyote Commons* is the perfect destination to enjoy a balanced meal with friends every day.

Beginning this fall, your students will also experience new and exciting eateries across campus that will present bold flavor matched by exceptional quality and value. These will include *Student Choice*, *Paper Lantern*, and multiple *Market* venues. Don't forget about your early morning or afternoon coffee runs at *Starbucks* and *Einstein Bros. Bagels*.

As Yotie Eats adjusts to the campus populations needs for this fall, operations and stations may fluctuate. For the most current offerings and hours, students can visit the Yotie Eats website at [dineoncampus.com/CSUSB](http://dineoncampus.com/CSUSB).

### MEAL PLANS

Each meal plan offering will grant your student with complete accessibility to all of Cal State San Bernardino's dining locations. With each plan, your meal swipes will provide all-you-care-to-enjoy meals to the Coyote Commons. Additionally, Dining Dollars are accepted at all retail eateries throughout campus adding consistent variety and value for your student.

Learn more about the value and benefits of these meal plans by visiting our website. Whether your student is planning to live on-campus or commute from home, there is a meal plan fit any lifestyle!

To learn more about Meal Plans and Yotie Eats, please call (909) 537-7159 or text (909) 403-7500. You can also email the dining team via [YotieEats@csusb.edu](mailto:YotieEats@csusb.edu). Please visit Yotie Eats online for additional information: [dineoncampus.com/CSUSB](http://dineoncampus.com/CSUSB)







## ATHLETICS

CSUSB Athletics continues to grow to support the academic and athletic endeavors of students on campus. CSUSB athletic teams participate in the California Collegiate Athletic Association (CCAA) and NCAA Division II. All CSUSB students receive free general admission to all home games with their Coyote OneCard. #10TeamsONEPACK

## CAREER CENTER

The Career Center supports the career readiness of all students by providing advising, self-assessment, workshops, career events, employer networking opportunities, internships and job opportunities that result in the establishment or advancement of personalized career goals.

## OFFICE OF COMMUNITY ENGAGEMENT

The Office of Community Engagement facilitates service learning and volunteer service opportunities by engaging students to help serve the public. We host a variety of campus events and volunteer opportunities for students, including Coyotes Cares Day.

## OFFICE OF STUDENT ENGAGEMENT

### Fraternities and Sororities

Fraternities and sororities at CSUSB are values-based student organizations founded on the values of academic achievement, personal development, leadership, campus involvement, community service and civic responsibility.

### National Student Exchange (NSE)

NSE offers study opportunities at over 200 diverse university setting across the U.S., U.S. territories and Canada and provides access to a wide array of courses and programs. NSE features a tuition exchange system that allows students to attend another university (in-state or out-of-state) while paying CSUSB fees.

### Student Club and Organizations

There are more than 100 unique clubs and organizations on campus that meet the diverse interests of your student. Clubs and organizations range from academic, cultural, social, faith based, sports, honors societies and special interest.

## SANTOS MANUEL STUDENT UNION (SMSU)

The SMSU is a safe space for all Coyotes to gather, relax, grab a bite to eat, study and get active in the student community. As the heart of student life on campus, it houses the campus Cross Cultural Center, Interfaith Center, Program Board, Osher Adult Re-Entry Student Success Center, Queer and Transgender Resource Center and Women's Resource Center. All our centers have welcoming environments and provide resources free to our students, including snacks, beverages, school supplies and personal care items. They also host events that tailor to your students' specific student needs and interests.

## SERVICES FOR STUDENTS WITH DISABILITIES (SSD)

Services to Students with Disabilities (SSD) provides academic support services to students with disabilities so that they can achieve academic success and self-efficacy. SSD provides a wide range of accommodations (i.e., notetaking, cart service, and more) that are available to students on a case-by-case basis. Students must apply for services to our office located in University Hall, Suite 183 or online at <https://www.csusb.edu/ssd/services/applying-services>.

## STUDENT ASSISTANCE IN LEARNING (SAIL)

SAIL's mission is to increase the college retention and graduation rates of undergraduate first-generation, low-income and college students with disabilities. The program supports its students using a variety of academic support, advising and counseling services.

## STUDENT EMPLOYMENT

CSUSB provides a limited number of part-time on campus positions for eligible CSUSB students providing students the ability to earn money as well as develop new skills to ensure professional success.

## STUDY ABROAD

CSUSB offers over 20 countries to its students to participate in the Study Abroad program. Study Abroad focuses on providing students with the necessary information to advise them in selecting the best study abroad program that will complement their educational and career goals. Through Study Abroad, students learn about other cultures, history, and language; build their resume and expand career opportunities; build their professional network and appreciate diversity of the different cultures worldwide all while earning academic credit.

## VETERAN SUCCESS CENTER (VSC)

The VSC provides support and resources for student veterans, service members, and their families, including tutoring, computer work stations and advocacy services.

For questions regarding benefits, contact the Veterans Success Center at (909) 537-5195 or [vsc@csusb.edu](mailto:vsc@csusb.edu).





## STUDENT HEALTH CENTER (SHC)

To help ensure the health and well-being of the campus community, the SHC offers services to students with the goal of promoting good health on the road to academic and professional success. Our medical services include limited primary and psychiatric care, immunizations, nursing care and health education. Our health center is conveniently equipped with a pharmacy and laboratory.

All enrolled students at CSUSB pay a Student Health Fee and are eligible for health services at the Student Health Center. We have a full-time staff Monday through Friday to care for your student's needs. First aid is always available during clinic hours to anyone on campus. Care beyond our scope may be referred out.

*Please note: the CSU Immunization Requirements and Screenings have been updated. All students must submit proof of the required immunizations before registering for their second semester.*

Your student's myCoyote account will be updated and a hold will be placed if their proof of immunizations has not been received by the Student Health Center. For more information, and to find out about additional recommended immunizations and screenings, please visit our website: [csusb.edu/student-health-center](https://csusb.edu/student-health-center)

Encourage your student to stop by the Student Health Center for their well-being needs.

## COUNSELING & PSYCHOLOGICAL SERVICES (CAPS)

Counseling services are available at CSUSB to ensure the well-being of our students. The center's professional staff are highly trained and experienced in helping students successfully cope with a variety of concerns common during the college experience. Services help enhance students' skills and attitudes in adapting to college life, handling challenges, relating to new and different people, and making their Coyote experience satisfying and productive.

Our services provided include, individual, couples and group therapy; crisis counseling; Health and Wellness workshops and community referrals.

All enrolled student who pay a Student Health Fee are eligible for health and counseling services through CAPS. The counseling staff is available Monday through Friday with extended hours Monday through Thursday. An after-hours counselor can be reached during campus closures (i.e. evenings and weekends) at (909) 537-5040, and choose the option to speak to a counselor.

For more information, visit [csusb.edu/caps](https://csusb.edu/caps) and encourage your student to stop by our office.

## RECREATION & WELLNESS

All CSUSB students are eligible to be members of the Student Recreation & Wellness Center (SRWC). New students must enroll at the SRWC to be able to gain access to the center.

The SRWC provides a wide range of activities and programs to enhance physical fitness, engage in friendly sports competition, relieve stress, and to simply have fun! We invite your student to participate in one or all of our programs, Aquatics, Intramural Sports, Sport Clubs, Fitness & Wellness and/or Adventure.

Encourage your students to take advantage of all the programs and facilities we have to offer at the SRWC. Visit our website [recwell.csusb.edu](https://recwell.csusb.edu) for hours and program schedules.

## THE OBERSHAW DEN

We understand that there is no need for our students to go hungry. The Obershaw DEN campus food pantry provides emergency food and hygiene items at no cost to currently enrolled CSUSB students. We also aid with applying for CalFresh benefits or referrals to other resources to help meet your students' needs. Our goal is to provide the essentials so your student can stay in school and be successful! Please encourage your student to visit us at Faculty Office (FO) 237 or [csusb.edu/housing/obershaw-den](https://csusb.edu/housing/obershaw-den).



## CAMPUS ASSESSMENT, RESPONSE AND EDUCATION TEAM (CARE TEAM)

The Campus Assessment, Response and Education (CARE) Team's mission is to support the safety and well-being of the university community and to maintain a productive learning and working environment through incident assessment, campus education, and intervention. The CARE Team is a multidisciplinary group of professional staff members that come together to provide support and resources to students. The Team receives, assesses, responds to, and monitors behavior on campus that may be disruptive, concerning, or threatening.

The CARE Team should be contacted about individuals who may be exhibiting behaviors of concern in relation to their personal, physical or emotional wellbeing, or who are behaving in a manner that is intimidating, disruptive, aggressive or violent. Once a referral is made, the CARE Team will review all available information and make a determination regarding appropriate outcomes, and will follow up with the reporting and responding parties.

The CARE Team should NOT be contacted as a first-response to emergencies. If there is an immediate threat or concern for someone's health or safety, please call University Police at (909) 537-5165, or dial 911.

To contact the CARE Team, email [care@csusb.edu](mailto:care@csusb.edu).

## INSTITUTIONAL EQUITY & COMPLIANCE

CSUSB and the Office of Institutional Equity & Compliance would like you to know that we take sexual misconduct very seriously. Sexual misconduct identifies a number of unwelcome sexual behaviors, including, but not limited to, sex/gender discrimination, sexual harassment, sexual assault, dating or domestic violence and stalking. Our office is here to answer questions regarding these forms of unwelcome sexual behaviors by offering resources, reporting options, awareness events and *Training to End Sexual Violence* to all students. For more information, please visit [csusb.edu/title-ix](https://csusb.edu/title-ix) for more information.



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The CSUSB University Police Department (UPD) is a state law enforcement agency which employs 18 sworn police officers and an active support staff for 24-hour protection of the campus community. The department is responsible for the 471-acres of campus and also for the surrounding area, including the campus and outlying residential, canyon and foothills. The peace officers of this department have statewide police authority, and are vested with law enforcement powers and responsibilities, identical to the municipal police or sheriff's departments in our community.

### Among the services UPD provides to the public are:

- Escort Service that may be utilized by students, staff, faculty and visitors
- Lost and Found
- Police Reports
- Community Service Officer (CSO) Student Employee Program
- Live Scans (open to campus employees, students and the public)
- Citizen Volunteer Program
- Bicycle/Electronic Registration Program
- Training (i.e. Pepper Spray, Weaponless Defense, How to Survive an Act of Violence)

## “IF YOU SEE SOMETHING, SAY SOMETHING.”

### IN THE EVENT OF AN EMERGENCY, PLEASE CALL 9-1-1 OR TEXT-TO-911

Police Dispatch (TDD available)	(909) 537-5165
Campus Emergency Hotline	(909) 537-5999
University Police (Non-emergency)	(909) 537-7777
Campus Escort Service	(909) 537-5165
Lost and Found	(909) 537-3782
Crime Prevention/Crime Hotline	(909) 537-7786

### CAMPUS EMERGENCY PREPARATION

CSUSB devotes considerable resources to emergency planning and preparedness and continually works to refine, rehearse and improve its emergency response measures.

Please visit [riskmanagement.csusb.edu/emergencymanagement](http://riskmanagement.csusb.edu/emergencymanagement) for more information.

### EMERGENCY NOTIFICATION SYSTEMS

In the event of a natural disaster or other campus emergency, CSUSB will post information about the emergency — and any steps students should take — through the university’s home page at [www.csusb.edu](http://www.csusb.edu) and the Emergency Hotline, available by calling (909) 537-5999. Students are automatically enrolled to receive emergency messages, we ask that your student logs into myCoyote to confirm their data. Emergency notification alerts will primarily be used for emergency communication purposes.



**Office:** University Hall 039

**Phone:** (909) 537-5912

**Email:** [parking@csusb.edu](mailto:parking@csusb.edu)

**Website:** [csusb.edu/parking](http://csusb.edu/parking)

### WHAT DOES PARKING AND TRANSPORTATION DO?

- Responsible for managing parking and alternative transportation infrastructure, initiatives and programs on campus
- A parking permit is required at all times while parked on campus
- Daily permits can be purchased at any of our permit dispensers located on campus
- Semesters and Academic Year permits can be purchased online on our website (for rates, please visit [csusb.edu/parking/parking-permits](http://csusb.edu/parking/parking-permits))

### WHAT SERVICES ARE OFFERED BY PARKING AND TRANSPORTATION?

During normal campus operations.

- Battery jumps
- Vehicle unlocks
- Safety escorts
- Alternative Transportation Programs including:
  - Carpool/Vanpool parking programs
  - Free OmniTrans buses rides (including sbX)
  - Free Sunline Buses rides in the Coachella Valley
  - Sunline Transit rides linking the SB & PDC campuses with additional stops
  - EV Charging for up to 4 hours
  - Local Park-n-Ride locations and more!





# IMPORTANT LOCATIONS AND DATES



# NOTES

Admissions & Student Recruitment	University Hall (UH) 107	(909) 537-5188
Advising & Academic Services	University Hall (UH) 380	(909) 537-5034
CARE		(909) 537-2273
Career Center	University Hall (UH) 329	(909) 537-5250
Coyote Bookstore	Bookstore (BK) 106	(909) 537-5966
Coyote Dining	Coyote Commons (CCD) 151D	(909) 537-5935
Counseling and Psychological Services	Health Center (HC) 162	(909) 537-5040
Educational Opportunity Program (EOP)	University Hall (UH) 395	(909) 537-5042
Financial Aid	University Hall (UH) 150	(909) 537-5227
Housing and Residential Education	Coyote Village (CV) 127	(909) 537-4155
Honors Program	University Hall (UH) 135	(909) 537-7472
Institutional Equity and Compliance	Student Union (SU) 103	(909) 537-5699
Office of the Registrar	University Hall (UH) 178	(909) 537-5200
Office of Community Engagement	Faculty Offices (FO) 237	(909) 537-5793
Office of Student Engagement	Student Union (SU) 203	(909) 537-5234
Orientation and First Year Experience	Student Union (SU) 204	(909) 537-5233
Parking Services	University Hall (UH) 039	(909) 537-5912
Recreation and Wellness	Student Rec Center (RF)	(909) 537-2348
Services to Students with Disabilities	University Hall (UH) 183	(909) 537-5238
Student Assistance in Learning	University Hall (UH) 386	(909) 537-5921
Student Employment	Sierra Hall (SH) 119	(909) 537-5225
Student Financial Services	University Hall (UH) 034	(909) 537-5162
Student Health Center	Health Center (HC) 101	(909) 537-5241
Study Abroad	Center for Global Innovation (CGI)	(909) 537-4362
Technology Support Center	Pfau Library Wedge (PL) 1108	(909) 537-7677
University Police Department	University Police (UP) 101	(909) 537-5165
Veterans Success Center	Bookstore (BK) 006	(909) 537-5195
Writing Center	College of Education (CE) 310	(909) 537-5232

For more information or other departments, please visit [phonebook.csub.edu](https://phonebook.csub.edu) or call (909) 537-5000.

## IMPORTANT DATES

<b>August 12</b>	Fall 2021 tuition and fees due	<b>December 11</b>	Commencement Ceremonies	<b>March 2</b>	<b>FAFSA priority ends</b>
<b>August 23</b>	Fall 2021 classes begin	<b>December 22</b>	Fall 2021 grades available via myCoyote	<b>March 21</b>	Fall/Summer 2022 advising begins
<b>October 1</b>	<b>File your FAFSA Application</b>	<b>December 24-January 2</b>	Winter Break Campus Closed	<b>March 28 - April 1</b>	Spring Break
<b>October 25</b>	Spring 2022 Advising begins	<b>January 13</b>	Spring 2022 tuition and fees due	<b>March 31</b>	Cesar E. Chavez Holiday – Campus Closed
<b>November 11</b>	Veteran's Day Campus Closed	<b>January 24</b>	Spring classes begin	<b>May 14 – 20</b>	Spring Finals week
<b>November 25 - 27</b>	Thanksgiving Holiday Campus Closed	<b>January 26</b>	Winter 2021 grades available via myCoyote	<b>May 21</b>	Commencement Ceremonies
<b>December 6-11</b>	Fall Finals Week				

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# HOME IS WHERE THE PACK LIVES!

DEPARTMENT OF HOUSING AND RESIDENTIAL EDUCATION

**MAKE LIFELONG FRIENDS,  
ACCESS THE RESOURCES YOU NEED,  
AND ENGAGE IN LEADERSHIP OPPORTUNITIES**



**"It's convenient living on campus;  
I enjoy having everything I need at  
my fingertips."**



**"I like that living on campus has given me a bit of independence and responsibility, a quiet space to study, and the ability to meet people from different places."**



**Health and wellness are important to us! Housing options for the 2021-2022 academic year are modified to allow for lower density and physical distancing practices.**

Visit [csusb.edu/housing](https://csusb.edu/housing) for 360 degree virtual tours and to see room/apartment layouts

📞 909.537.4155

📘 Facebook: [@csusbdhre](#)

📷 Instagram: [@csusbdhre](#)

🐦 Twitter: [@csusbdhre](#)