

## **COVID-19 / Coronavirus Information**

The Veterans Success Center is dedicated to your health and wellbeing, and the safety of all campus community members and its visitors. In light of the current public health emergency caused by the rapid spread worldwide of Coronavirus disease 2019 (COVID-19), the Veterans Success Center has created this FAQ page for your convenience.

On Friday March 20, 2020, at 12:00 a.m., Governor Gavin Newsome mandated all non-essential business and travel to cease statewide, in order to mitigate the spread of COVID-19. As a result, all CSUSB personnel deemed non-essential are working remotely for home. #SaferAtHome

Similarly, CSUSB has created a regularly updated webpage with information on the COVID-19, travel restrictions, campus operations, and class attendance. Visit the website [here](#).

Please note that these FAQs will be updated regularly as the COVID-19 response evolves.

### **Is campus open? Is the VSC open? UPDATED 3/20/20**

As of Friday March 20, 2020, the Palm Desert Campus, including the PDC VSC, is closed to all students and staff, and the San Bernardino Campus is closed to all students and staff, [though some essential services are open](#).

### **Will the VSC be open if campus closes? UPDATED 3/20/20**

CSUSB has elected a campus closure for the entire spring quarter. A notice was sent through official CSUSB channels to all students, faculty and staff. The VSC will maintain staff from time to time for basic operational needs, but entry into facilities will be prohibited. No in-person services will be available at either SBC or PDC. That said, non-essential visits to campus are discouraged [though some essential services are open](#) for those in need.

### **Will spring quarter be online? UPDATED 3/18/20**

CSUSB has elected a campus closure for the entire spring quarter. Instruction for spring quarter begins on April 4, 2020. CSUSB has moved all classwork, including labs and studios, to online/remote modalities. Directions for class attendance and instruction will be provided through official channels by instructors.

### **Will the VSC still provide academic support programs online? UPDATED 3/18/20**

Yes. The VSC will still provide peer mentors and tutors to assist with academic work, and we will continue to offer our skills-building seminars through an online platform. Please check your email for updates, or check our website and social media accounts for information on these services. Instagram @ [veterans\\_success\\_center](#) Facebook <https://www.facebook.com/VSC.CSUSB/>

### **Will the VSC still host events? UPDATED 3/18/20**

No. All public events through the end of spring are cancelled, to include: Coyote Cares Day, Armed Forces Day/Yellow Ribbon (SBC and PDC), Memorial Day (SBC and PDC), and the Los Angeles Times Festival of Books. For our loyal readers, according to festival organizers, the Los Angeles Times Festival of Books has been rescheduled to October 3 and 4, 2020.

### **What about the Veterans Graduation Celebration? UPDATED 3/18/20**

With an abundance of caution, unless directed otherwise, we are postponing the Spring Veterans Graduation Celebration. We will look to reschedule for a future, as of yet, undisclosed date.

**Will I still receive my VA/DoD/CalVet benefits? What about my Voc Rehab? UPDATED 3/18/20**

Yes. Despite any closure to campus, the VSC will continue to complete certifications for benefits. Unless otherwise prohibited, the VSC will continue to work collaboratively with Student Financial Services and the Coyote Bookstore to ensure timely delivery of payments and supplies.

**If classes are moved online, will that be reported to the VA? UPDATED 3/18/20**

The VSC will continue to certify courses designated as seminar/lecture courses in the catalog as “residential units”. Online courses that are designated as online/remote in the catalog will continue to be certified as “distance units”.

**If classes are switched online, will that affect my Basic Allowance for Housing (BAH)? UPDATED 3/18/20**

No. If you are enrolled in seminar/lecture classes, the switch to online modality will not change your BAH to “online” BAH. If you received an email from the VA stating the contrary, please disregard it. An updated [email](#) from the VA authorized us to continue certifying seminar/lecture classes moved to online as “residential” units. The VA will provide an update on March 18, 2020.

**How can I turn in my Veteran Statement of Responsibility (VSR) form? 3/18/2020**

There are multiple way of submitting this form. But, the best way is via email. Please download the form from our website or [click here](#). Fill out the form and email it to [jespinoza@csusb.edu](mailto:jespinoza@csusb.edu). Electronic signatures are accepted.

**Will the Coyote Bookstore stay open? 3/18/2020**

The Coyote Bookstore will be closed starting on Saturday, March 21, 2020.

Their online store will still be open:

FREE SHIPPING on All Course Materials, Supplies and  
Retail!

The Bookstore is currently offering FREE SHIPPING on all orders to aid students in receiving their books and supplies. Please see their website for more information or to place your order at: <https://csusbshop.com>

Before going to the Coyote Bookstore please contact them at 909-537-3966 or check your MyCoyote email for updated hours of operation.

**How to make an appointment with the School Certifying Official? 3/18/2020**

At this time there is no in-person appointments available. If you wish to make an appointment it can be done through Zoom video conferencing, Skype, telephone, or any other telecommunication method available. Just send an email to [jespinoza@csusb.edu](mailto:jespinoza@csusb.edu) requesting a session.

**What is the best method of communication for the School Certifying official? 3/18/2020**

Email.

If you have questions about your VA educational Benefits please email Jaime Espinoza at [jespinoza@csusb.edu](mailto:jespinoza@csusb.edu). Please ensure that you provide a school ID and state your question.

For additional questions or concerns, please feel free to email Agustin Ramirez, Director of the Veterans Success Center, at [aramirez@csusb.edu](mailto:aramirez@csusb.edu).