

# 2020-2021 EOP Academic Handbook



Educational Opportunity Program  
California State University, San Bernardino

August 2020

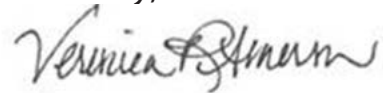
Dear EOP Student,

Someone once said that "time is money." Although many have found this to be a true statement, the understanding that time can be used to generate various beneficial commodities and conditions is more important than the statement itself; this understanding tends to accompany success. That is, effective time managers are aware that given the same time constraints, they are able to initiate and complete more tasks successfully.

The key to effective time management is commitment and organization. As an EOP student, the program asks you to commit yourself to the pursuit of excellence and our staff will help you to organize your academic life.

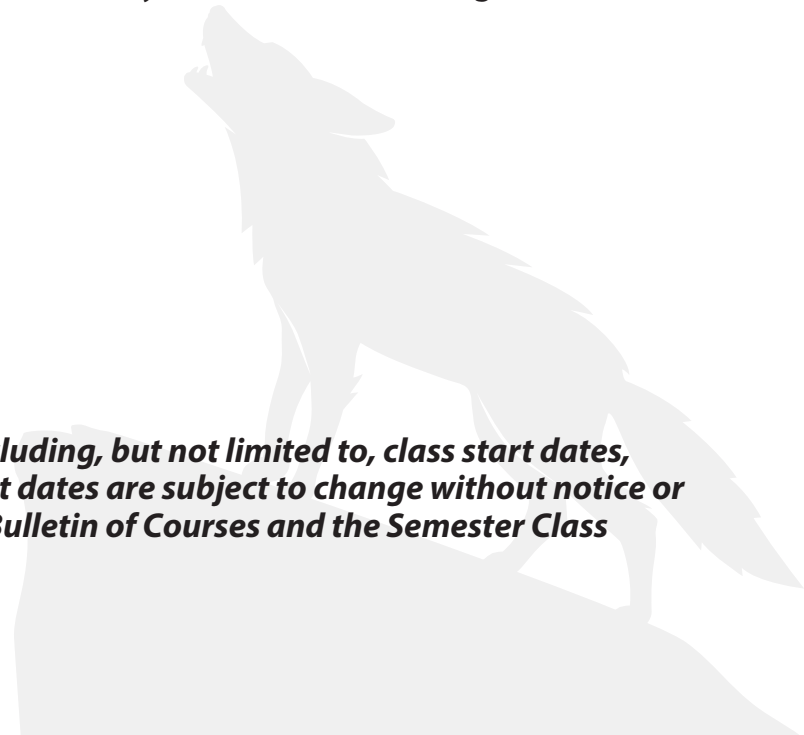
This handbook represents a major step toward your pursuit of academic excellence. It will assist you in keeping track of important deadlines and events and provide you with information on resources available to you. Using this handbook, in conjunction with EOP support services, will greatly enhance your chances of succeeding at California State University, San Bernardino. Welcome to the CSUSB EOP program, we wish you a successful college career!

Sincerely,



Director, Educational Opportunity Program

***This calendar/handbook is prepared by the EOP office. All information including, but not limited to, class start dates, registration and advisement dates, add/drop dates, refund dates, and test dates are subject to change without notice or obligation. Students are encouraged to also view the online University's Bulletin of Courses and the Semester Class Schedule for policies and important dates.***



# EDUCATIONAL OPPORTUNITY PROGRAM STAFF

The Educational Opportunity Program (EOP) provides access to higher education for historically disadvantaged students who have the potential to succeed at the university level. EOP recruits, retains and graduates students by providing comprehensive support services which include admission, academic advisement, career and personal counseling, tutoring, financial assistance and graduate school information.



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# CONTENTS

## *A*

Academic grievance procedures- 6  
Academic Policies- 9  
Adding Classes- 7  
Adult Re-Entry Center- 21  
Advising and Academic Services- 26

## *B*

Basic Skills- 7

## *C*

CAL Grant- 11  
Career Center- 25  
Center for Global Management- 24  
Census- 3  
Chafee Grant- 11  
Changing a major- 7  
Child care- 27  
Children's Center- 17  
Clubs - 22  
Computer Lab Locations:  
\*The Cave-PL-1109 \*  
\*Jack Brown-JB-123  
\*Pfau Library-PL-1003  
\*Social and Behavioral Sciences-SB-107  
\*Testing and Turing-UH-351  
\*Assistive Technology & Accessibility Center-PL -1109D  
\*Technology Support Center-Pfau Library Wedge -PL-1108  
\*Student Technology Support Center-PL-1109  
Concurrent enrollment- 6  
Coyote Bookstore- 13  
Cross Cultural Center- 21  
Counseling and Psychological Services (CAPS)- 18

## *D*

Declaring a major- 7  
Dropping classes- 4

## *E*

Early Assessment Program-16  
Early Start Program-16  
English Language Support Center-16  
EOP Grant-11

## *F*

Federal Work Study- 11  
Financial Aid- 10-11  
Fraternity and Sorority Life- 22

## *G*

Grade Grievance Procedures- 6  
Graduation Check- 6  
Grants- 11

## *H*

Health Center- 18  
Honors Program- 16  
Housing and Residential Education- 19

## *I*

Indian Affairs Grant- 11  
Infant/Toddler Lab School- 27  
International Center (CISP)- 23

## *L*

Loans- 10

## *M*

Map, Campus - Back Cover  
Mentoring Program- 16

## *N*

National Student Exchange- 22

## *O*

Ombuds- 25  
Orientation & 1st Year Experience- 12

## *P*

PELL Grant- 11  
PLUS Loan- 12  
Pointers for Students- 1-2  
Program Board- 21

## *Q*

Queer and Transgender Resource Center- 21

## *R*

Repeating Courses- 8  
Retroactive Withdrawal - 5

## *S*

SAIL (Student Assistance in Learning)- 14  
Santos Manuel Student Union- 21  
SEOG- 11  
Services to Students with Disabilities (SSD)- 20  
State University Grant- 11  
Student Engagement- 22  
Student Mentoring Program- 16  
Study Abroad- 23  
Subsidized Federal Direct Loan- 10  
Supplemental Instruction- 16

## *T*

Time Management Tips- 2  
Title IX & Gender Equity- 8  
Tutoring Services- 16

## *U*

Undergraduate Studies- 16  
Unsubsidized Federal Direct Loan- 10

## *V*

Veterans Success Center- 13

## *W*

Women's Resource Center- 21  
Writing Center - 15

# EDUCATIONAL OPPORTUNITY PROGRAM (EOP)

**The Educational Opportunity Program** is an admissions and support services program designed to assist students who meet specific income guidelines and demonstrate the potential to obtain a baccalaureate degree at the university level. EOP offers a wide range of services which are individually tailored to meet the needs of each student. As a participant in the EOP program, the following services are available to help students achieve their academic, career and personal goals.

## **Academic Advising**

All EOP students are assigned counselors who provide academic support throughout their undergraduate experience at CSUSB. EOP counselors provide academic, personal, and career guidance. EOP counselors establish working relationships with students to guide them toward individual development and to assist them in achieving their educational goals. As students meet with their counselors, they will receive assistance with developing an academic plan, course selection, registration, petitions, choosing a major and understanding general education and graduation requirements. Counselors will refer students to appropriate departments and will provide guidance through graduation.

## **Academic Probation Advising**

If a student's grade point average falls below a 2.0, they are placed on academic probation. Students on academic probation are required to meet with their EOP counselor on a regular basis.

The EOP counselors will assist students in developing new strategies to overcome their academic challenges and refer them to additional on-campus resources if needed.

## **Tutoring**

FREE tutoring is available through the Coyote PLUS program which provides academic support in a variety of subject areas, such as Math and English along with additional subject matters.

## **Financial Assistance**

All EOP students who qualify for financial aid may be eligible to receive the EOP grant of \$750. EOP grants are awarded based on availability of funding and on a first-come, first-served basis. To be considered for the EOP grant, students must file the Free Application for Federal Student Aid (FAFSA) which is available at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

The California Dream Act of 2011 allows students who meet AB540 criteria to apply for and receive certain state and institutional financial assistance programs. AB540 students should complete the Dream Application every year to determine eligibility for state and institutional aid. [http://www.csac.ca.gov/dream\\_act.asp](http://www.csac.ca.gov/dream_act.asp). AB540 eligible students are also eligible to apply for non-state funded scholarships.

## **Mid-Semester Evaluations**

Mid-Semester evaluations/progress reports are requested from faculty for all new EOP students and for continuing EOP students on academic probation. Completed evaluations/progress reports are reviewed with each individual student. This enables EOP counselors to monitor a student's progress each term and provide them with guidance if they are experiencing academic or personal challenges.



# EDUCATIONAL OPPORTUNITY PROGRAM (CONTINUED)

## Graduate School Workshops

In coordination with selected faculty and staff, EOP offers graduate school workshops and individual advising on the application and admissions processes for graduate and professional schools. Workshops include information on entrance exams, personal statements, and financing Graduate Degrees.

## Personal Counseling

EOP counselors also help students adjust to the university environment and work through personal difficulties that may affect their academic performance. They are prepared to assist in personal matters, decision-making and goal setting.

## Career Counseling

Information on selecting a major and/or career is provided by the EOP counselors, as well as referrals to other appropriate career guidance resources on campus. EOP counselors focus on career and life planning that is consistent with each student's academic strengths.

## EOP Renaissance Scholars Program

Established in 2003, the EOP Renaissance Scholars Program provides support services to EOP-eligible, current or former foster youth as they transition into the university and through to graduation. The success of the EOP Renaissance Scholars Program is a result of services provided through the collaborative efforts of various campus departments at CSUSB and generous donors from the campus and community. Program goals include:

- Assist with admissions to the university
- Provide comprehensive support to promote academic and personal success
- Encourage active participation in university life
- Prepare students for graduation and beyond
- Provide experiences to enrich students educationally, culturally and socially

## Scholarships/Awards

EOP offers two scholarships: the Taft T. Newman Memorial Scholarship and the JoAnn Vance Memorial Scholarship. In addition to these scholarships, EOP offers annual EOP awards and the EOP Alumni Chapter offers EOP Alumni Chapter Book Awards.

**The Taft T. Newman Memorial Scholarship** provides a scholarship to an EOP student who is enrolled full-time, has a minimum 2.0 GPA, has financial need, and is a graduating senior. It was endowed to commemorate Taft T. Newman, a former EOP Director, who was dedicated to assisting EOP students in their quest to achieve their educational and career goals.

**The JoAnn Vance Memorial Scholarship** was established in 1996 to financially assist a graduating EOP student (preference given to social or behavioral sciences major) pursuing a masters degree or teaching credential program at California State University, San Bernardino. The Vance family founded the scholarship to honor the memory of JoAnn Vance, a CSUSB alumna. The scholarship reflects Ms. Vance's commitment during her lifetime to education, self-development, and concern for others.

**The EOP Awards** were established in 1992 to assist graduating EOP students. Ten awards are given annually at the EOP Graduate Recognition Reception to graduating EOP seniors pursuing graduate school.

**The EOP Alumni Chapter Book Awards.** In 2004, a group of EOP Alumni created the EOP Alumni Chapter at California State University, San Bernardino. The purpose of the chapter is to advocate for the EOP program in the legislative process, to create networking opportunities for EOP alumni, to serve as mentors to EOP students, and to raise money for book awards. The EOP Alumni Chapter gives book awards annually to assist current EOP students.



# EOP STUDENT ASSOCIATION

## WHY JOIN THE EOP STUDENT ASSOCIATION?

**-Develop leadership, organization and time management skills**

**-Network with alumni and other CSUSB EOP students**

**-Participate in community service projects**

**-Plan fundraising activities**

**If you would like to learn more about or join EOPSA please email:**

Fernando.Villalpando@csusb.edu

Instagram: csusb\_eopsa



# CSUSB EOP ALUMNI CHAPTER

The Educational Opportunity Program (EOP) Alumni Chapter was established to provide the opportunity for academic and lifelong success to historically low-income, educationally disadvantaged and/or first-generation college students who seek a future of educational prosperity.

EOP Alumni Chapter strives to provide support to the EOP student, both financially and academically, and showcases the program's success. The EOP Alumni Chapter strives to enhance alumni membership and to inform the community at large about the EOP program, its goals and benefits.

The EOP Alumni Chapter works continuously to establish a network that EOP students and alumni can turn to for personal, educational, and professional support.

If you are interested in getting involved with the EOP Alumni Chapter please contact:

Debbie Gallardo, EOP Alumni Chapter Liaison  
909.537.5042

Debbie.Gallardo@csusb.edu

 [csusb\\_alumni](#)  
 [@EopCsusbAlumni](#)

# IMPORTANT PHONE NUMBERS

Office	Location	Number	Office	Location	Number
Admissions & Student Recruitment	UH-107	537.5188	Services to Students with Disabilities	UH-183	537.5238
Advising & Academic Services	UH-380	537.5034	Student Financial Services	UH-034	537.5162
Bookstore	BK-106	537.5966	Student Assistance in Learning (SAIL)	UH-386	537.5921
Bursars Office	UH-035	537.5162	Student Health Center	HC-101	537.5241
Career Center	UH-329	537.5250	Office of Student Engagement Santos Manuel	SMSU-203	537.5234
Children's Center	CC-101	537.5928	Student Union Osher Adult Re-Entry Center	(SMSU)	
Counseling and Psychological Services	HC-162	537.5040	Associated Students, Inc. (ASI)	SMSU-113	537.5253
Dining Services	CO-209	537.7159	ASI Box Office	SMSU-108	537.5932
Financial Aid & Scholarships	UH-150	537.5227	ASI College Legal Clinic	SMSU-108B	537.5933
Help Desk/Technology Support Center	PL-1108	537.7677	Cross-Cultural Center	SMSU-108P	537.5936
Housing and Residential Education	CJ-127	537.4155			
Infant/Toddler Lab	SB-145	537.5661	*Asian-Pacific Islander Center		
Information Services			*LatinX Center	SMSU-102	537.7204
-University Parkway	IC-2	537.5915	*Pan-African Student Success Center		
-Coyote Drive	IC-2	537.5915	*The First People's Center		
Library			*Interfaith Center		
-Circulation Desk	PL- U5	537.5090	Queer and Transgender Resource Center	SMSU-112	537.5963
-Reference	PL-1st Fl	537.5091	Student Union Scheduling	SMSU-223	537.5962
National Student Exchange	SMSU-203	537.5234	Women's Resource Center	SMSU-220	537.7203
Ombuds Services	PL-268	537.5635	Student Recreation and Wellness Center	RF-112	537.3880
Palm Desert Campus Parking	PDC-IW	537.8100	Tutoring Center	UH-351	537.5038
Services	UH-039	537.5912	Title IX & Gender Equity	SMSU-103A	537-5669
Public Safety	UP-101	537.3165	Undergraduate Studies	UH-352	537.5032
Office of the Registrar	UH-178	537.3200	Veterans Success Center	BK-006	537.5195
			Writing Center	CE-310	537.5232
			Orientation and First Year Experience	SMSU-204	537.5233
			Undocumented Student Success Center	SU-102B	537.5937





# **Pointers for Students**

## **TIPS ON HELPING YOU BECOME A SUCCESSFUL CSUSB STUDENT**

### **SAVE EVERYTHING EVEN VAGUELY OFFICIAL**

Save academic plans, GE checklist, petition copies, appeal letters, handwritten notes from advisors, etc. Get a file or a folder of reasonable size, and just file everything in it. Store important information in a safe place, so if you ever need to reference it the information will be available and easy to find.

### **UNDERSTAND WHAT IS EXPECTED OF YOU**

Read each course syllabus and pay attention to dates for exams, assignments and projects. Review the grading policy, point value system and attendance requirements. Many instructors deduct points for absences and tardiness, and often have specific requirements for assignments and papers.

### **READ!**

Read everything instructors hand out, especially what they have written themselves. Read policies and procedures in the schedule of classes and the bulletin/catalog. Don't depend on word-of-mouth. Familiarize yourself with university policies. Get

### **ASK QUESTIONS**

Successful students ask questions. You should meet with your department advisor and/or EOP counselor three times per semester. They can assist you with selection of classes and direct you to any needed resources on campus. Remember that staff and faculty are here to help you succeed.

### **GET ORGANIZED**

Being organized is one of the most important skills you can possess. Find a way to stay on top of your assignment and project due dates. Good organization will allow you to get your work done and on time, as well as provide less stress when completing assigned tasks. Proper organization of your time will also allow you to enjoy activities and events that are of interest to you. College should not only be about studying, but about managing your time wisely, so you can accomplish more.

### **YOU MUST TAKE THE PROPER STEPS TO DROP CLASSES**

At some schools you are dropped automatically if you don't show up. Not at CSUSB. YOU must drop YOURSELF by a required deadline. The penalty is a "WU" (unauthorized withdrawal, equivalent to an "F"). An unauthorized withdrawal is one of the most common ways students get themselves on academic probation. Often, students do not take their academic probation status seriously. It is important to follow through on your academic probation contract terms. Failure to fulfill these terms may result in dismissal from the university and may affect your eligibility for financial aid and EOP.

### **CONNECT WITH FACULTY**

Professors want exactly what you want; they would like for you to learn the material in their respective classes and earn a good grade. Make a point to build a positive relationship with your professor and visit with them during their office hours.

### **GET INVOLVED**

Education does not only occur in the classroom. Make a point to seek out campus organizations that interest you and join them. You will get the opportunity to develop leadership, communication and interpersonal skills.

### **TAKE ADVANTAGE OF THE RESOURCES AVAILABLE TO YOU BEFORE CHOOSING CLASSES**

Talk with your EOP counselor and meet with your department major faculty advisor. Check the schedule of classes for days, times, and prerequisites for courses in which you are interested. Read the university catalog for information regarding course descriptions and course sequence in your desired program.



## **SEVEN SUGGESTIONS FOR EFFECTIVELY MANAGING YOUR TIME**

### **BE ORGANIZED**

It is important to record all time commitments. This includes class time, work obligations and study time. You may want to use an appointment calendar, post-its, "to-do" lists or an online tracking system.

### **PLAN AHEAD**

Before taking on a task, determine how long your tasks will take and consider whether any activities can be combined. Take a few minutes every day to examine your calendar, note your upcoming assignments and update your lists.

### **PRIORITIZE YOUR TASKS**

Use an A-B-C rating system for items on your "to do" lists with A items being highest priority. Do the most important task first to avoid procrastinating. Don't forget to periodically review your list to make sure you're on track.

### **AVOID OVERLOAD**

Include time for rest, relaxation, sleep, eating, exercise, and socializing in your schedule. Take short breaks during study and work periods. Learn to say "no" when appropriate. Whether it's extra courses, job responsibilities, or extracurricular activities, consider how important each is before agreeing to participate or commit.

### **PRACTICE EFFECTIVE STUDY TECHNIQUES**

Don't wait until the last minute to complete projects. Read the syllabus as soon as you get it and note all due dates on your calendar. Be a model student (be attentive, punctual, prepared, eager to learn and participative in class)!

### **BE FLEXIBLE**

Know how to rearrange your schedule when necessary (so it doesn't manage you - you manage it). Know who to ask for help when needed.

### **MAKE USE OF WASTED TIME**

Have you ever noticed how much time you spend waiting (for doctors, friends, advisors, etc.)? Carry work to make use of that time that would otherwise be wasted. Carry a short reading assignment or flash cards for studying. Or use the time to write in your planner and organize yourself. Ten minutes here, fifteen minutes there, it all adds up and you'll find that you can get more done.

**"BY FAILING TO PREPARE, YOU ARE PREPARING TO FAIL." -BENJAMIN FRANKLIN**

## **HOW TO GET THE MOST OUT OF YOUR CLASS TIME**

### **BE ON TIME**

Tardies add up. If you are 10 minutes late five days in a row, you've missed the equivalent of one whole class session. Further, the beginning of the class is the time that the instructor goes over assignments or discusses upcoming exams.

### **ALWAYS ATTEND**

Attending your classes is important for your success. It doesn't pay to cut classes to study for others because you will only be putting yourself behind in both classes. If you do have to miss a class for a good reason, make sure that you get notes and assignments from someone who was there and takes good notes and always follow-up with your professor.

### **DO THE READING BEFORE CLASS**

Many instructors do not teach the main portion of the course through class sessions; they are relying on you to do the reading. Their lectures supplement the reading. So, if you haven't done the reading, you won't understand what the instructor is talking about in class, and you won't know what to take notes on.

### **BE PREPARED**

Go to class with the correct notebook, plenty of paper, a pen or pencil, and any books, materials, or assignments that the instructor expects you to bring.

### **PAY ATTENTION**

Don't let minor distractions or irritations make you miss a major point that the instructor is trying to get across. Also, don't read, talk, text or do homework in class.

### **TAKE GOOD NOTES**

If you don't take good notes, you will be spending twice as much time doing something you could have done in class. Take notes on the readings or films shown in class. Concentrate on the main points of the lecture, not just the explanations. Number points whenever possible. Review notes after class and think of which things might be asked on a test, or what topics discussed might lead to essay questions.

### **ASK QUESTIONS**

Don't be shy. If you have a question, ask it. There are very few "dumb" questions. Chances are, if you have thought of it, other people have the same question. Many instructors grade on participation, so your grade could be affected if you don't ask questions.

**"PROCRASTINATION IS THE FOUNDATION OF ALL DISASTERS." - PANDORA POIKILOS**



# ACADEMIC POLICIES - DROPS & WITHDRAWALS

Undergraduate students may not exceed 18 semester units (28 quarter units) of withdrawals (grade of "W"). Withdrawals completed prior to Fall 2009 are not included in this total. This limit applies only to courses taken at CSUSB, including courses taken through Open University, the College of Extended Learning and special sessions. The policy for all undergraduate students will be available at the CSUSB Undergraduate Advising website. For credential, post baccalaureate, and graduate students, the policy can be found in the Graduate Programs section of the current Bulletin under "Retroactive Withdrawals."

## Census Date

Census Date (also known as Census Day) refers to two very important deadlines:

- 1) Last day a student can add a class
- 2) Last day a student can drop a class without a record on the student's transcript

Specific Census Dates for each term are listed in the Academic Calendar and in the academic term Class Schedule. Census Date falls on the last day of the fourth week of the Fall, Spring, and Summer (Regular) Session. Census Date for Summer Session 6W1 and Summer Session 6W2 falls on the sixth day in either session. Census Date for the Winter Intersession falls on the third day of the session and complete. While an instructor may drop students for non-attendance during the first three weeks of classes (see "Administrative Drop Policy"), students should not assume this will be done.

## Dropping classes through Census Date

A drop is defined as a withdrawal through Census Date. Drops do not produce a record on the student's transcript. Students should read this section carefully to understand fully when and for what reasons they may drop a course themselves. It is the students' responsibility to verify their schedules prior to Census Date. Grades will be assigned for every course in which they are officially registered. It is also the students' responsibility to drop by Census Date any class which they do not plan to attend and complete. While an instructor may drop students for non-attendance during the first four weeks of classes (see "Administrative Drop Policy"), students should not assume this will be done. Students who are unable to show completion of required courses or who do not have the background needed to succeed in the course may be dropped.

## Administrative Drop

Faculty members may initiate an administrative drop of a student in their courses based on any one of the following criteria:

### Lack of attendance

Students who fail to attend two consecutive class meetings during the first four weeks of the term without contacting the faculty member or making special arrangements may be dropped. Students in on-line or hybrid classes who fail to make contact with the instructor either in person or electronically (via e-mail or Blackboard) within the first four days of the start of the term may also be dropped during the first four weeks of the term.

Prerequisites not met

Students who are unable to show completion of required courses or who do not have the background needed to succeed in the course may be dropped.



# ACADEMIC POLICIES - DROPS & WITHDRAWALS

## DECLARED MAJORS

Students who have not been formally admitted to certain major programs may be dropped from courses that are open only to declared majors in that program. To remain in such classes, permission of the instructor may be required.

Students should not assume they are automatically disenrolled. Instead, they are strongly encouraged to check their myCoyote to confirm course enrollment and drops every term.

If the administrative drop reduces the student's unit load below 6.1 units, the student may be eligible for a refund of certain fees. However, it is the student's responsibility to file a request for a refund of fees by the deadline printed in the academic term Class Schedule. Questions regarding refunds should be addressed to the Office of Student Financial Services by calling 909-537-5162 or emailing [sfs@csusb.edu](mailto:sfs@csusb.edu).

## WITHDRAWAL FROM CLASSES AFTER CENSUS DATE

A course dropped after Census Date is defined as a withdrawal and a grade of "W" will be posted to the student's record if the withdrawal is approved. Beginning Fall 2009, undergraduate students may withdraw from no more than 18 semester units (28 quarter units) during their entire undergraduate academic career at CSUSB.

Withdrawals after Census Date and through the end of the twelfth week of the term are permitted only for serious and compelling reasons. See the Summer academic term Class Schedule for withdrawal dates during the summer terms. The student will be required to submit a petition with documentation to support the request to withdraw from the course(s). Poor performance or poor attendance in the course is not an acceptable reason to withdraw from a course during this period.

Petitions to withdraw after Census Date are available in the offices of the five Colleges for declared majors and in Advising and Academic Services (UH-380) for undeclared students. Withdrawals during this period will require written documentation along with the signature of the instructor, the department chair or school director of the class, and the Dean of the College of the student's major. Courses officially withdrawn during this time period will show a grade notation of "W" (withdrawn) on the student's transcript for the dropped course(s). Students receiving a "W" are still subject to fees for the courses. In certain circumstances, withdrawals after Census Date may qualify for an exemption to the 28 unit maximum. Such requests must meet the same standard and be processed in the same manner as described in the next section of this policy.

Withdrawal from classes in weeks nine through the last day of instruction shall not be permitted except in cases, such as accident or serious illness, where the cause of withdrawal is due to circumstances clearly beyond the student's control, and the assignment of an Incomplete is not practicable. Withdrawals of this sort may involve total withdrawal from the campus or may involve one or more courses. Before submitting a petition to withdraw from class, students are strongly advised to discuss with their instructor(s) the possibility of receiving an Incomplete. In cases in which sufficient work has been completed to permit an evaluation to be made, a grade and credit or an Incomplete may be assigned to allow the student to retain credit for work which would otherwise be lost due to complete withdrawal.

# ACADEMIC POLICIES - DROPS & WITHDRAWALS

## Term Withdrawal from All Classes

Students who find it necessary to withdraw from all classes after enrolling for any academic term are required to follow the University's official Term Withdrawal procedures outlined in the Class Schedule. Withdrawals can be processed by the student over myCoyote through the designated census date for each term. Failure to follow formal University procedures may result in an obligation to pay fees, as well as the assignment of failing grades in all courses, and the need to petition for readmission before being permitted to enroll in another academic term. For further information, contact the Registration Help Desk at 909-537-7671.

Students who receive financial aid funds are strongly encouraged to consult with the Financial Aid & Scholarships Office prior to withdrawing from the University regarding any required return or repayment of grant or loan assistance received for that academic term or payment period. Students who have received financial aid and withdraw from the institution during the academic term or payment period may need to return or repay some or all of the funds received, which may result in a debt owed to the institution.

## Term Withdrawal through Census Date

During the Open Enrollment and Schedule Adjustment period (see academic term Class Schedule for specific dates) students may withdraw from the university by following the registration instructions detailed in the academic term Class Schedule during the first four weeks of the Fall or Spring terms (i.e. from the first day of instruction through Census Date) and will have no record of enrollment listed on their permanent record. A refund will not be granted if the withdrawal is beyond the refund deadline date. See the academic term Class Schedule for specific dates for each term, including Summer and the Winter Intersession.

## Term Withdrawal after Census Date

Term Withdrawals after Census Date and through the end of the twelfth week of the term are permitted only for serious and compelling reasons. See the Summer academic term Class Schedule for withdrawal dates during the summer and winter intersession terms. The student will be required to submit a petition with documentation to support the request to withdraw from all course(s). Poor performance or poor attendance in the course(s) is not an acceptable reason to withdraw during this period.

Petitions to withdraw after Census Date are available in the offices of the five Colleges for declared majors and in Advising and Academic Services, UH-380, for undeclared students. Withdrawals during this period will require written documentation along with the signature of the instructor, the department chair or school director of the class, and the Dean of the College of the student's major. All courses officially withdrawn during this time period will show a grade notation of "W" (withdrawn) on the student's transcript for the dropped course(s). Students receiving a "W" are still subject to fees for the courses.

In certain circumstances, withdrawals after Census Date may qualify for an exemption to the 18 semester unit (28 quarter unit) maximum. Such requests must meet the same standard and be processed in the same manner as described in the next section of this policy.

Withdrawal from all classes in weeks thirteen through the last day of instruction shall not be permitted except in cases, such as accident or serious illness, where the cause of withdrawal is due to circumstances clearly beyond the student's control and the assignment of an Incomplete is not practicable.

Requests for permission to withdraw in weeks thirteen through the last day of instruction must be made by petition with documentation to support the request to withdraw. These requests will be processed by the Director of Advising and Academic Services. If approved, such withdrawals will not count against the 18 semester units (28 quarter units) students are allowed to withdraw.

## Retroactive Term Withdrawal

Requests for retroactive term withdrawals shall be permitted for serious and compelling reasons, such as accident or serious illness, where the cause of withdrawal was due to circumstances clearly beyond the student's control and an Incomplete was not assigned. Extenuating circumstances must be shown to have prevented withdrawal in a more timely fashion. Documentation is required. Poor performance or poor attendance in the course(s) is not an acceptable reason to withdraw after the term. Employment-related reasons are also unacceptable. Lack of awareness of the withdrawal procedure is not an extenuating circumstance. All courses must be withdrawn and will be noted with a "W" on the permanent record. If approved, such withdrawals will not count against the 18 semester units (28 quarter units) from which students are allowed to withdraw.

Forms for Retroactive Term Withdrawal by undergraduates are available only in the office of the Director of Advising and Academic Services in UH-380. Partial withdrawal of classes during a term is not permissible unless special circumstances exist and the Dean of the student's major grants approval. Requests for Retroactive Term Withdrawal by unclassified post baccalaureate students, credential candidates and graduate students must be made in writing to the Dean of Graduate Studies, CH-123.



# ACADEMIC POLICIES

## CONCURRENT ENROLLMENT

A student in good academic standing at California State University who has completed at least 12 semester units of work at the university, and who is eligible to register as a continuing student for the subsequent term, may enroll concurrently at another college.

Undergraduate students wishing to complete courses at another institution must submit a Concurrent Enrollment contract with the Office of the Registrar 2-3 weeks prior to the start of the term. Credit may not be awarded for course work completed without this prior approval. Approval will only be granted for California Community Colleges, or other local institutions with which articulation agreements are in place. Upon completion of the course(s), the student must request that an official transcript be sent to CSUSB.

Courses that use non-traditional off-campus delivery systems, such as self-paced instruction, correspondence courses, or on-line computer instruction and testing may be required to be proctored through the Testing Office.

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## GRADE/ACADEMIC GRIEVANCE PROCEDURES

Advising and Academic Services, UH-380. Questions regarding the Student Academic Grievance Procedures are available from Advising and Academic Services, University Hall, Room 380, 909-537-5034. A student may appeal a final course grade or a grade on a Comprehensive Examination or a project (e.g. art exhibition) or thesis required for graduation. An appeal may be initiated on the basis of:

1. Clerical error
  2. Capricious or prejudicial evaluation
  3. Inconsistent or inequitably applied standards for evaluation
- Students may also appeal other types of academic decisions.

These include, but are not limited to:

1. Denial of Admission to or Dismissal from a course, major or program
2. Placement on Academic Probation
3. Suspension or Dismissal from the university

A simple allegation or unsubstantiated assertion is an insufficient basis for lodging a formal complaint. Students must support their allegations with evidence compelling enough to give the Academic Grievance Committee reason to hold a formal hearing.

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## GRADUATION REQUIREMENT CHECK

Undergraduate students must submit an online Graduation Requirement Check (Grad Check) via myCoyote when they have completed 90 semester units (135 quarter units) towards their degree. To avoid late fees, the Grad Check should be filed by the established deadlines listed below. Students pursuing a blended degree (such as the BA/MSA in Accountancy) must submit a paper Grad Check form to the Office of the Registrar in UH-171.

Graduate students must request a Grad Check at least one term prior to their expected graduation and have been advanced to candidacy in order to submit an online Grad Check via myCoyote.



# ACADEMIC POLICIES

## MANDATORY BASIC SKILLS

College-level skills in written communication (composition), mathematics (quantitative reasoning), oral communication, and critical thinking are fundamental for success at the university. To determine the appropriate first-year General Education Composition and Mathematics courses, all new students should consider their appropriate category (determined by admission, using multiple measures including high school English and mathematics/quantitative reasoning courses completed and grades earned; high school grade point averages (GPA); grades in collegiate courses; ACT, SAT and/or SAT subject test scores; Advanced Placement (AP) or International Baccalaureate (IB) scores; Smarter Balanced Assessment/Early Assessment Program (EAP) scores; and the English Department's Directed Self-Placement (DSP) assessment for written communication) to determine the appropriate course sequence or pathway.

## ADDING CLASSES

During the Open Enrollment and Schedule Adjustment period (see academic term Class Schedule for specific dates) students may add classes by following the Registration Instructions detailed in the academic term Class Schedule. It is important to note that students who add a class or classes after the first scheduled class session may find themselves at a distinct disadvantage in terms of doing well in the class(es). Students should also be aware that they are responsible for any material they may have missed as a result of adding after the first day.

### Adding an Open Class

Beginning with the first day of classes, students may add classes if space is available through the first week (five business days) of the term via myCoyote Self Service. During the second and third weeks of the term, classes may be added with the permission of the instructor. During the fourth week of the term, students will need the permission of the instructor and the department chair in order to add a class. Students may not add classes after the end of the fourth week of the term except for serious and compelling reasons and only with the approval of the instructor, the Department Chair, and Dean of the College in which the course resides. For questions concerning this policy, contact the Office of the Registrar at (909) 537-5200.

### Adding a Closed Class

During the first four weeks of the term, students may add a closed class with the permission of the instructor and the department chair. Students may not add closed classes after the end of the fourth week of the term except for serious and compelling reasons and only with the approval of the instructor, the Department Chair, and Dean of the College in which the course resides.

### Retroactive Add

Requests for adding a class following the close of the term (retroactive add) will only be considered in the event of an error on the part of the university. Petitions for retroactive adds will be considered by the Associate Vice President of Undergraduate Studies for undergraduates or the Dean of Graduate Studies for postbaccalaureate and graduate students and will require documentation from the instructor which will show that the student attended the class and earned a passing grade.

## DECLARING (OR CHANGING) A MAJOR

Work in a major field of study is designed to afford students the opportunity to engage in intensive study of a discipline. Because there is a strong correlation between having a declared major and persistence at the university, all students are strongly encouraged to declare a major as quickly as possible. Students may declare a major at the time of admission. For some students, there may be a period of time early in their academic careers when they are unsure of the course of study they wish to pursue, and those students may take longer to declare a major. All CSUSB students with fewer than 45 semester units must declare a major by the time they achieve junior class status (60 semester units). Students transferring to CSUSB with 45 or more semester units are strongly encouraged to declare a major when they matriculate. Students are permitted to declare one major and one minor prior to reaching junior status. In order to declare or change a major, students should submit an online Change of Major via myCoyote. Before submitting the Change of Major, students should contact an advisor in the new major for advising. Students who declare a major or change from one major to another following admission will be held to either:

- The current catalog for requirements of the major and to the catalog under which they entered for other college requirements (for example, general education), or
- The catalog in effect at the time of graduation for all requirements. Note that dual concentrations within the same major will require approval from the Department Chair.

Students who are applying to an impacted major must complete the Application for Impacted Majors form. Impacted majors are noted in the Bulletin of Courses. A complete list is also posted in the Office of the Registrar.

A processing fee will be assessed each time a student files a Change of Major form. (See Class Schedule for fee.)



# ACADEMIC POLICIES

## *Repeating Courses*

Undergraduate students may only repeat courses if they earned grades lower than a "C." This policy applies to any grade earned at CSUSB at any time. A maximum of 12 semester units (18 quarter units) may be repeated for grade forgiveness. An additional 12 semester units (18 quarter units) may be repeated with both grades averaged into the grade point average calculation. Students are allowed a maximum of two attempts per course (1 original and 1 repeat). Permission to enroll for the third attempt requires approval of Undergraduate Studies. Repeated courses are generally enrolled during the Open Enrollment period, assuming space is available in the course.

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## *Course Repeats with Grade Forgiveness*

Grade forgiveness (discounting a grade) follows the current grade forgiveness campus process, with the grade of the last course completed being used for GPA calculations, up to the 12 semester units (18 quarter units). Students are allowed a maximum of two attempts per course (1 original and 1 repeat). Permission to enroll for the third attempt requires approval of Undergraduate Studies. Repeated courses may only be enrolled during the Open Enrollment period, assuming space is available in the course. Grade forgiveness is not applicable for courses where the original grade was the result of academic dishonesty. Students are strongly encouraged to speak with an advisor before repeating a course for grade forgiveness to ensure that the student is eligible to repeat that course to discount the grade.

Grade forgiveness (or discounting), as used in these guidelines, means that when computing grade point averages required for graduation with a baccalaureate degree, "units attempted," "units passed," and "grade points" for the first attempt shall be excluded. The first attempt will remain on the transcript with the repeat (discount) noted. Course repeats with discounting or "grade forgiveness" are permissible for undergraduate students subject to the following provisions:

Undergraduate students may repeat a maximum of 12 semester units (18 quarter units) with grade forgiveness. This maximum includes any repeats taken at any time at CSUSB.

Undergraduate students may repeat an individual course for grade forgiveness only one time. In other words, if a student earns a grade of "C-" or lower in a first attempt at a class, the student may repeat that class to replace the grade. No subsequent attempts will be allowed.

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Grade forgiveness shall not be applicable to courses for which the original grade was the result of academic dishonesty.

If a course which was taken at CSUSB is repeated elsewhere, the grades will be averaged in determining a student's overall grade point average. Repeating a course elsewhere will not affect a student's CSUSB grade point average but will affect the cumulative GPA. Units earned will be removed from the first attempt.

Grades for courses taken at one institution (other than CSUSB) and repeated at another institution (other than CSUSB) will be averaged when determining a student's cumulative transfer grade point average. Units earned will be removed from the first attempt.





# ACADEMIC POLICIES

## COURSE REPEATS WITH GRADES AVERAGED

1. For transfer work, CSUSB will honor the repeat-of-course policy in effect at the institution issuing the transfer transcript.
2. Courses taken for undergraduate credit may not be repeated for discount as a postbaccalaureate student.
3. Unclassified postbaccalaureate students may be permitted to repeat a course taken as an undergraduate. However, the grade earned shall not replace the grade in the undergraduate record.
4. Credit by Examination (CBE) may not be used to discount a course taken previously.
5. Students on approved Leaves of Absence or dismissal may repeat a course through the College of Extended and Global Education's Open University program in order to improve their CSUSB grade point average and petition for grade forgiveness. To take advantage of this provision, the student must first have a Leave of Absence approved by the Office of Advising and Academic Services. Once that is approved, the student must petition to repeat a course with a grade of "C" or better. If that is approved, the student can file a petition for grade forgiveness once the final grade has been posted. These shall count toward the maximum of 12 semester units (18 quarter units) that can be repeated for grade forgiveness.
6. Students taking classes during non-state supported summer sessions may also repeat a course in order to improve their CSUSB grade point average and petition for grade forgiveness. If the petition is approved, it will count toward the 12 semester unit (18 quarter unit) maximum allowed for grade forgiveness and toward the 24 semester unit (36 quarter unit) maximum of units applied from Open University. Simultaneous regular enrollment and enrollment through Open University is not permitted.

Contact Advising and Academic Services, UH-380, (909) 537-5034, for questions regarding repeating courses.

Petitions for waivers of this university regulation will only be considered in exceptional cases. Petitions must be made in writing to the Associate Vice President of Undergraduate Studies.

The foregoing provisions apply only to undergraduate students. Postbaccalaureate and graduate students must report to the Office of Graduate Studies to submit a petition for discounting. Regulations for repeating graduate courses can be found under Graduate Degree and Program Requirements.

**CONTACT ADVISING AND ACADEMIC SERVICES, UH-380, (909) 537-5034, FOR QUESTIONS REGARDING REPEATING COURSES.**

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# FINANCIAL AID OFFICE

## HOW TO APPLY

- California residents should complete the Free Application for Federal Student Aid (FAFSA) online at the Financial Aid homepage or complete the paper application and mail it to the Financial Aid Office. We encourage students to apply via the web. Complete additional documents requested by the Financial Aid Office. <http://www.fafsa.ed.gov/>
- The California Dream Act of 2011 allows students who meet AB540 criteria to apply for and receive certain state and institutional financial assistance programs. AB540 students should complete the Dream Application every year to determine eligibility for state and institutional aid. [http://www.csac.ca.gov/dream\\_act.asp](http://www.csac.ca.gov/dream_act.asp)  
AB540 eligible students are also eligible to apply for non-state funded scholarships.
- Scholarship applications are available through financial aid. Scholarship applicants must also submit letters of recommendation and a brief autobiographical statement.

## LOANS

### Types of Loans

**The Federal Subsidized Direct Loan-** This is a long-term loan made by the Federal Government. The loans are guaranteed by the U.S. Department of Education or other guarantee agencies. The federal government pays the interest on the loan while the borrower is in school. Six months after at least half-time enrollment ends, repayment of the loan begins.

**Federal Unsubsidized Loan-** The terms and conditions of the loan are the same as the subsidized program except the borrower must pay the interest while attending college. Students may borrow the difference between Expected Cost of Attendance and "reasonable available financial assistance" up to the maximum available loan limits. Repayment of principal and interest begins six months after the borrower ceases to be at least a half-time student. Interest accruing during in-school, grace period and deferments may be paid or capitalized as agreed by the borrower. A loan fee of up to 4% will be deducted from the loan before it is disbursed.

**Federal Parent PLUS Loan-** A low-cost student loan offered to parents of an undergraduate student. With a PLUS Loan, the parent borrows money on the student's behalf. To be eligible for a PLUS Loan, a student must be enrolled at least half-time, and the parent has to pass a standard credit check. Parents may borrow up to the difference between education costs and financial aid received. Repayment begins two months after the loan proceeds are disbursed and must be repaid within ten years. The student is required to complete a FAFSA to determine other Federal Aid eligibility (including the Subsidized and Unsubsidized loan) before the parent can apply for the PLUS loan.

## DEADLINES

Students applying for grants, scholarships, or Cal Grants from the California Student Aid Commission must apply by March 2. The Free Application for Federal Student Aid (FAFSA) and the DREAM Act Application are available October 1. Applications completed and filed by March 2 are given first priority for available aid. Applications filed or completed after the priority dates will be funded on a first-come, first-served basis as long as funds are available. FAFSA applications can be completed on the web through the financial aid home page. Students are encouraged to apply as early as possible rather than waiting until the priority date.

# FINANCIAL AID OFFICE

## GRANTS

**PELL GRANT** \$639-6345 for eligible undergraduates and teaching credential students. Effective fall 2012, undergraduate and credential students are limited to a total of 6 full-time years (600%) of Pell Grant eligibility. The calculation of this total will include previous semesters/quarters at CSUSB or any other school where a Pell Grant was paid. Visit the NSLDS website at [http://www.nsls.ed.gov/nsls\\_SA/](http://www.nsls.ed.gov/nsls_SA/) to determine the percentage of Pell Grant you have received.

**SEOG** (Supplemental Educational Opportunity Grant): \$750 to assist eligible undergraduates.

**EOPG** (Educational Opportunity Program Grant): \$750 for EOP undergraduates.

SUG (State University Grant) \$1110-\$1914 for eligible students.

**CAL GRANTS** \$1672 - \$7414 for eligible California residents & students who meet AB540 criteria. The California Student Aid Commission administers Cal Grant A and Cal Grant B. The FAFSA must be filed by March 2. Cal Grant A and Cal Grant B-Fees are applied to a student's State University Fee. Depending upon the outcome of the state budget, these programs may cover the entire amount of the State University Fee. Cal Grant B also pays an access grant. (New applicants must file a GPA verification form before March 2).

**BUREAU OF INDIAN AFFAIRS GRANT** Bureau of Indian Affairs Grants provide money to help defray the costs of education for students of Native American Heritage. A student may apply who:

1. Is certified by a tribal agency to be at least one-fourth American Indian, Eskimo, or Aleut;

## GRANTS

2. Has unmet financial aid eligibility;
3. Is working toward a graduate or undergraduate degree;
4. Completes all of the application requirements.

Although the CSUSB Financial Aid Office will provide assistance in filing the application, eligible students should contact the Bureau of Indian Affairs local office for a record of their tribal background. The Bureau of Indian Affairs agency and/or area office is responsible for review and processing of postsecondary education requests.

**CALIFORNIA CHAFEE GRANT** To qualify, you must be a current or former foster youth and not have reached your 22nd birthday as of July 1 of the award year. The court must have established your dependency when you were between the ages of 16 and 18. (KinGap youth, adopted youth, guardian placement, and voluntary placement may not be eligible for the Chafee Grant, unless court dependence was established at anytime, between the ages of 16 and 18). The California Department of Social Services will verify your foster youth eligibility status. The student must attend school at least half time, their course of study must be at least one year long and they must maintain satisfactory academic progress.

To apply, students must file the FAFSA and submit the California Chafee Grant application, which is available online at [www.chafee.csac.ca.gov](http://www.chafee.csac.ca.gov), or by calling toll free 888.224.7268.

## EMPLOYMENT

**FWS.** (Federal Work-Study programs). Eligible students may earn up to \$4,500 through part-time employment.



# ORIENTATION AND FIRST YEAR EXPERIENCE

## VISION

Orientation and First-Year Experience facilitates the successful transition of all new students and their families through collaborative university partnerships. We thrive to provide comprehensive programs resulting from best practices in the field.

## MISSION

Orientation and First Year Experience at California State University, San Bernardino provides programs and services that aid in facilitating the transition of our new students and their families into the campus community. Through intentional, collaborative programming, we strive to make new students and their families feel welcomed, while connecting students to academic information and social support programs and services. In addition, aid in developing a sense of belonging to CSUSB. Our first-year experience initiatives expose students to the array of intellectual, transitional, and social opportunities offered to them at CSUSB while providing leadership development and experience for continuing students.

## NEW STUDENT ORIENTATION

Orientation is CSUSB's mandatory program for newly admitted first-year and transfer students to assist with the transition into the university community. The orientation program is designed to welcome new students, build connections, assist with navigating campus landscape, and provide information needed to succeed at CSUSB. Orientation prepares students for academic success, provides knowledge of university resources, encourages involvement in student activities, and helps build meaningful relationships. In addition, there are leadership opportunities for current students to serve as Orientation Leaders for incoming classes.

## FIRST YEAR EXPERIENCE

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 be successful. First Year Experience (FYE) is committed to supporting the academic and social transition to CSUSB and helping students understand college expectations, as well as, educate students about various support services on campus. If you are a student attending CSUSB for the first time, whether as a transfer student or a first-time freshman, these programs and services are designed for students like you.

## PARENT AND FAMILY ORIENTATION

Parents and families play an important role in the support and transition of new students into CSUSB. Parent & Family Orientation is designed to assist with their own transition into the university community and ways to support their student success. The one -day program for the parents of first time freshmen students is created to provide important information about campus resources (financial aid, academics, campus safety, and health services), ways to help their students with transitioning into CSUSB, and meet other CSUSB parents and family members.

Santos Manuel Student Union Room 204  
(909) 537-5233  
Email: [orientation@csusb.edu](mailto:orientation@csusb.edu)

# COYOTE BOOKSTORE

The Coyote Bookstore is more than just textbooks. We are your resource for school supplies, study aids, health and beauty, CSUSB clothing and gift items, greeting cards, food and beverages. Take advantage of great savings on education priced technology.

Shop online 24 hours a day, on our website at [www.csusbshop.com](http://www.csusbshop.com).

'Follett Discover' in Blackboard to view and purchase your books.. Save time by ordering your textbooks from the convenience of your own computer. Your books will be ready, waiting, and ready up for you to pick up or you can have them shipped to you. Students can also rent textbooks for an average savings over 65% off.

## TEXTBOOKS

Purchase your textbooks online! Go to our website [www.csusbshop.com](http://www.csusbshop.com)

## CLOTHING & MERCHANDISE

Your source for great CSUSB Spirit Gear (apparel, hats, lanyards, water bottles, mugs). We also carry school supplies, reference materials and general interest books, Every Friday we offer 10% off CSUSB clothing and gifts if you wear your any CSUSB clothing in the store.

Hungry? Thirsty? We have a full Convenience area for you with snacks, beverages, fresh salads & sandwiches, and health & beauty items all at great prices.

## COMPUTERS & ACCESSORIES

Check out our great deals on software, hardware, and computer accessories. We are a Apple Certified store and service center, which means we have the latest laptops, iPads, iMacs and Apple Watches, most at educational pricing. As an Apple Certified Service Center, we have technicians on site to run diagnosis and make repairs. We also sell Dell, Microsoft and Google Products.

## LOCATIONS & HOURS

Coyote Bookstore South side of Campus Between Performing Arts and Chaparral Hall  
M-Th 7:30 am - 6:00 pm Fri 7:30 am - 4:00 pm Sat 9:00 am - 2:00 pm

**Disclaimer: Due to COVID-19 and our virtual conditions, the bookstore is NOT open to the public at this time. Please call 909. 537. 3966 if you have any questions. Hours will vary.**

Coyote Bookstore

909. 537. 3966

<https://www.bkstr.com/csusanbernardinostore/home>

# VETERANS SUCCESS CENTER

The Veterans Success Center supports former, current, and future service members of the United States Armed Forces and their dependents with the transition from higher education to career, navigation through their academic experience, and celebration of their service and achievements by offering high-quality support services, resources, and events.

## CENTER OFFERS

- A computer center with free printing and free test-taking materials
- A group room for students , including kitchenette • Cultural programming and biannual Veterans Graduation Celebration • Direct TV and a PS4 Gaming System
  - New student veteran and service member orientation
  - Monthly Workshops
- STEM tutoring • Veterans Support Group & Veterans Writing Group
  - Referral and advocacy services
  - Textbook Lending Program
- Hosting for the Student Veterans Organization club
- School Certifying Official for VA education benefits
  - Career mentorship program for veterans

## HOURS

Academic Year: 7:30 am - 5:30 pm, Monday - Friday Summer: 7:00 am - 5:30 pm,  
Monday - Thursday

**\*\*Services and hours of operation at PDC Veterans Success Center vary\*\*  
In response to COVID-19, the Veterans Success Center will provide services and programs remotely. Please visit our website or follow us on Instagram for updates @veterans\_success\_center**

Agustin Ramirez, Director, 909. 537. 5196 or [aramirez@csusb.edu](mailto:aramirez@csusb.edu)

Jaime Espinoza, Certifying Official, 909.537.7196 or [jespinoza@csusb.edu](mailto:jespinoza@csusb.edu)

Deborah Buck, Events Coordinator, 909.537.5195 or [dbuck@csusb.edu](mailto:dbuck@csusb.edu)

Coyote Bookstore Lower Level [www.csusb.edu/veterans](http://www.csusb.edu/veterans)



# SAIL - STUDENT ASSISTANCE IN LEARNING

The SAIL Program is a federally-funded TRIO Student Support Services grant which has served over 5,000 students at CSUSB since 1981. The goal of the program is to increase the college retention and graduation rates of low-income, first-generation and students with disabilities through advising and academic support services.

## WHY JOIN SAIL?

Through the SAIL program, eligible students have access to:

- An assigned counselor that provides holistic college guidance and support.
- SAIL's Academic Coaching Services (STEM, Writing and Study Skills)
  - SAIL's Graduate School Preparation Course, designed to help students prepare for admission to certificate and graduate school programs
  - Workshops addressing study skills, student success strategies, career development and personal growth
- A Computer/Study Resource Center
- Study Marathons to help students prepare for final exams
- Assistance with financial aid and financial planning
- Assistance with graduate school planning and applications
- Cultural, community service and leadership development opportunities

An eligible student is one who has need of academic support services and is a current or incoming CSUSB undergraduate student and a U.S. citizen or permanent resident. An applicant to the program must also:

- Be a low-income student,

OR

- A first-generation college student (parents have not earned a bachelor's degree)

OR

- A student with a disability

## HOW TO BECOME A SAIL PARTICIPANT:

SAIL's open enrollment period for eligible new students starts July 1st and closes when the program reaches 35 new and continuing participants. After that time, eligible students are admitted through referrals from departments or faculty on a space-available basis only.

Interested students are asked to submit an online SAIL Pre-Application.

## FORM AVAILABLE ON SAIL'S WEBSITE:

<https://www.csusb.edu/sail>



# The Writing Center

## The CSUSB Writing Centers

We work collaboratively with writers at all stages of the writing process

### WE WILL WORK WITH YOU ON:

- Essays, research papers, and lab reports
  - Poetry, short stories and novels
  - Speeches and presentations
  - Scholarship, grant, and graduate school applications
  - Interpreting assignments
  - Discovering topics and expanding ideas
  - Clarifying organization
  - Using academic language and reading complex texts
  - Citing references and writing in APA, MLA, Chicago, AP, CSE, and other styles and formats
  - Escritura en español
  - Editing and proofreading
- Set up an appointment with a writing consultant via our easy and convenient scheduling web app: <https://csusb.mywconline.com>

#### Hours:

- Monday - Thursday 8:00 am until 8:00 pm
- Friday 8:30 am to 4:30 pm

We also work with CSUSB Alumni!

Main Writing Center: College of Education  
310 909.537.5232

Graduate Writing Center: College of Education  
310 909.537.3127

Writing consultants work with students from all disciplines and at all stages of the composing process. We have bilingual tutors who can work with you on writing in Spanish or work with you in Spanish on writing in English. We also have consultants with education in applied linguistics who work with multilingual students to negotiate linguistic and cultural differences in written composition, speaking, and listening.

In all situations, Writing Center consultants work and write WITH writers, never FOR them. We work to preserve the integrity of writers' ideas and plans, even as we challenge writers to interrogate and contextualize both their own ideas and the sources you are using.

#### Hours:

Monday - Thursday: 8:30 am to 8:00 pm  
Friday 8:30 am to 4:30 pm

[www.csusb.edu/writing-center](http://www.csusb.edu/writing-center)  
[csusb.mywconline.com](http://csusb.mywconline.com)  
[writingcenter@csusb.edu](mailto:writingcenter@csusb.edu)



# UNDERGRADUATE STUDIES

## Early Start Program (ESP) and Coyote First STEP (CFS)

The goal of the Early Start Program is to better prepare students in written communication and/or math/quantitative reasoning in the summer before their first term. Required students participate in Coyote First STEP, which is a FREE intensive math program where students engage in activities designed to promote college success.

☎ (909) 537-5188      🌐 <https://www.csusb.edu/early-start>  
📍 University Hall, Room 352

## Advising and Academic Services

Advising and Academic Services provides guidance to students throughout their academic journey by assisting them in making informed decisions that support their academic, personal, and career goals.

☎ (909) 537-5034      🌐 <https://www.csusb.edu/advising>  
📍 University Hall, Room 380      📱 @csusbAdvising

## University Honors Program

The Honors Program provides students from all majors with community of peers equally passionate about learning, and it gives them opportunities to participate in community, academic, creative and service experiences that enhance their learning in classrooms, labs, and studios.

☎ (909) 537-7472      🌐 <https://www.csusb.edu/honors-program>  
📍 Coyote Village, Room 135      📱 @csusbHonors

## Writing Centers

Work with us at any stage of the writing process on interpreting assignments, discovering topics, expanding ideas, clarifying organization, incorporating feedback, citing sources, following guidelines for MLA, APA, Chicago, or AP, reading complex texts, speaking and listening, and escritura en español.

☎ (909) 537- 5232      🌐 <https://www.csusb.edu/writing-center>  
📍 College of Education, Room CE 310

## Computer Lab

Our computer lab houses 28 computers with Coyote One pay printing. Assistance is available during posted hours.

📍 University Hall, Room 347

## Supplemental Instruction (SI)

SI provides peer-led, small group, subject-matter support for students enrolled in challenging courses, focusing on key course concepts, effective learning strategies, and study skills.

☎ (909) 537.7320  
✉ [si@csusb.edu](mailto:si@csusb.edu)

## Mentoring and Transition Programs

The student mentoring and transition department fosters academic success, sense of belonging, persistence, and student/professional development. During the various college transition points that occur throughout the college experience, student mentoring and transition programs support student success through peer-to-peer mentoring and staff led programming focusing on academic excellence, identity-based programming, career readiness, leadership identity development, and sense of belonging.

### Pan-African Collegiate Scholars Program

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.

📍 University Hall, Room 362      📱 @csusb\_pacs

### Student Mentoring Program

Student Mentoring is a peer-led undergraduate success program that fosters academic excellence, campus connectedness, engagement, and the growth and development of participating students.

🌐 <https://www.csusb.edu/coyote-plus/student-mentoring-program>  
✉ [bherrera@csusb.edu](mailto:bherrera@csusb.edu)      ☎ 909.537.7765  
📍 Pfau Library, Room 208      📱 @csusbSMP

### LINK Program

The mission of the LINK, Lead | Innovate | Network | Know, program is to work with transfer and continuing students at CSUSB. LINK leaders encourage academic excellence, career readiness, and campus sense of belonging for participating LINK members.

☎ 909-537-3036      🌐 <https://www.csusb.edu/coyote-plus/link-program>  
📍 University Hall 362      📱 @csusb.link

### Tutoring Program

Tutoring supports students in CSUSB courses on a walk-in basis, strengthening study skills and building academic confidence.

🌐 <https://www.csusb.edu/coyote-plus/tutoring>  
📍 University Hall, Room 350      📱 @csusbTutoring

### Math Coaching

Math Coaching is one-on-one instruction from a Math Instructor. This is available for certain Math courses.

📍 University Hall, Room 347      ☎ (909) 537.3035  
✉ [swentwor@csusb.edu](mailto:swentwor@csusb.edu)



# THE CHILDREN'S CENTER

The Children's Center at CSUSB, located at the west end of campus, offers a developmentally appropriate learning environment for children ages three to five years. The center provides a full developmental program planned and implemented by permitted teachers and experienced staff. Our philosophy and practices are based on the most current and credible research in Child Development and Early Childhood Education. The Children's Center is operated on a nondiscriminatory basis, according equal treatment and access to services without regard to race, color, religion, sex, national origin or ancestry.

## WHOSE CHILDREN MAY ATTEND?

The Children's Center is open to students, staff and faculty of the college, and the community. Priority is given to lower family- per-capita income levels.

## CHILD ELIGIBILITY

- Children from 3 to 5 years of age.
- Children must be completely toilet trained.
- Children must be fully immunized and have a physician's clearance to participate.

## PROGRAMS

Preschool 3-5 Years An enriched child development learning program Monday - Thursday 7:00 am - 8:00 pm Friday 7:00 am - 6:00 pm

School Age Program (summer only) A developmental program for children ages 6 to 12 Monday - Thursday 7:00am-6:00pm

## ENROLLMENT HOURS

A child may be enrolled during the hours the student/parent is in class. Secondly, the Children's Center offers parents two study hours per unit per week. Care is also offered for children of employed parents. Hours are arranged on a semester basis.

## ACADEMIC OPPORTUNITIES

CSUSB students have the opportunity to gain course credit for fieldwork, lab work, observation, research projects, and internships.

## FEES

Subsidized : For low-income students and employed parents who qualify for subsidies. Fees are based on income and family size. This criterion is established by the California Department of Education and processed through the Children's Center.

Full Cost: For students and employed parents not qualifying as low income. Current fee rates are available at the Center.

## HOW TO APPLY

- Complete and return a Waiting List Application
- Contact the Center for deadline information.
- Applicants must include documentation of income.
- Full-cost applications are prioritized according to the application stamp date.
- Parents of accepted children will be notified by phone.

## THE CENTER'S EMPLOYMENT OPPORTUNITIES

Master Teacher Positions Full-time paid positions requiring state certification. Teachers prepare and implement the child development curriculum. Assistant Teacher Positions Paid positions filled by CSUSB students as well as non-students requiring a minimum of 6 units in child development. Assistant Teachers work in the classroom under the direct supervision of a teacher.

## MEALS

The center provides a nutritional breakfast, lunch, afternoon snack and dinner for all children at no extra charge.

909.537.5928

<https://www.csusb.edu/childrens-center>

## STUDENT HEALTH CENTER

Our Mission: The CSUSB Student Health Center supports students' academic success by providing high quality accessible health and psychiatric care as well as health education and wellness services in a safe, confidential and compassionate environment.

The Student Health Center helps students maintain good health practices to successfully pursue their educational goals on campus. All regularly enrolled students are eligible for services. The Student Health Center's physicians and team members provide the following services on an outpatient basis:

Medical Clinic  
Laboratory Services  
Reproductive Health Counseling (Family PACT)  
Immunizations  
Health and Wellness Promotion Services  
Physical Exams  
Pharmacy

Charges associated with some of these services are dramatically lower than those found elsewhere.

Family PACT provides low cost confidential family planning services to qualifying men and women. Family PACT covers reproductive health counseling and methods including condoms, birth control, emergency contraception, and reproductive health screenings.

Health Education and Promotion seeks to empower students to achieve optimal health and well-being by promoting intentional healthy lifestyles and encouraging students to make informed decisions about their health and wellness behaviors. We strive to create a campus culture that encourages and supports a healthy campus and learning environment.

The Student Health Center is closed on official university holidays. Regular office hours are Monday through Friday: 8:00 a.m. – 5:00 p.m.

In case of an on-campus emergency, contact the University Police Department by dialing 911 from any phone on campus.

For more information about our programs and services, please visit our website:  
<https://www.csusb.edu/shc>

For more information about our programs and services, please visit our website:  
<https://www.csusb.edu/student-health-center>

Student Health & Psychological Counseling Center 909. 537. 5241

## COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

Counseling and Psychological Services provides counseling services to students who are currently enrolled for academic credit (full-time or part-time, undergraduate or graduate) and who have paid the Health Center Fee. They can assist with issues which may prevent a student from achieving education or life success goals, including adjustment to campus life, parenting skills, relationship or life style issues, and psychological disorders.

They offer individual counseling, crisis support, group counseling, and workshops. Couples may be seen only if both members of the couple are currently eligible students. An initial session includes assessment of presenting concerns and recommendations for further support either at CAPS, another more appropriate campus resource, or a community resource.

Students enrolled in continuing education, extension or Open University courses are not eligible for services and will be referred to other campus and community resources.

Counseling and Psychological Services is staffed by Licensed Clinical Psychologists, Licensed Clinical Social Workers, Licensed Marriage and Family Therapists and supervised graduate trainees and interns. Fees for CAPS' services are covered by the health fee paid at the time of enrollment. Although the demand for counseling services is considerable, appointments are usually made within a week of the student's initial contact. In cases of emergency, students are seen with minimum delay and can be seen on a walk-in basis. To schedule an appointment, please call 909.537.5040.

During the Academic Term:

Office hours are Monday through Thursday, 8:00 a.m. - 6:30 p.m.

Friday, 9:30 a.m.-5:00 p.m.

Counseling and Psychological Services  
Health Center Building (HC-162) 909. 537. 5040  
[www.csusb.edu/caps](http://www.csusb.edu/caps)

Counseling and Psychological Services Center Health Center Building (IIC-162)  
909. 537. 5040 • <https://www.csusb.edu/caps>



# DEPARTMENT OF HOUSING AND RESIDENTIAL EDUCATION

[csusb.edu/housing](http://csusb.edu/housing)

   @CSUSBDHRE

909-537-4155

## HOME IS WHERE THE PACK LIVES!

Four residential communities offered exclusively to students:

- Coyote Village and Serrano Village – first-year residence halls
- Arrowhead Village and University Village – apartment style housing for continuing and transfer students

In all communities, residents are supported by live-in Resident Assistants, Academic Mentors, Student Coordinators, Faculty in Residence, and Area Coordinators.

**Living Learning Communities:** live with other students who share similar identities and interests as you!

- Be Well Yotes (First Year and Continuing LLCs)
- Black Residential Scholars (First Year and Continuing LLCs)
- Green House
- LatinX Residential Honors Scholars (First Year and Continuing LLCs)
- Residential Honors Scholars (First Year and Continuing LLCs)
- Transfer Living Learning Community
- UpStarters
- Women in Science and Engineering

You will make new friends, meet new people, and connect with all the resources CSUSB has to offer while enjoying exclusive perks available only to on-campus students such as:

- Free programs & events
- Academic support – Faculty in Residence & peer Academic Mentors

## Learn More About On-Campus Housing

Take 360° tours, view floor plans, view rates, and apply for housing at [www.csusb.edu/housing](http://www.csusb.edu/housing)

## Why Live on Campus?

Residents have a unique opportunity to explore who they are while living in a supportive community of other students, faculty, and staff.

Unlike many off-campus options, there are no credit checks, no hidden fees, and no additional utility bills (electricity, water, gas, WiFi, etc.).

**Access resources!** Live on campus, only a few minutes from:

- Classes (no commutes or worries about finding parking)
- Computer labs and the library
- Recreation & Wellness Center
- Coyote Commons
- Santos Manuel Student Union

**Be involved!** Become a leader in Housing by participating in:

- Residence Halls Association
- Village Councils

**Work!** Housing and Residential Education hires students as:

- Resident Assistants, Academic Mentors, Student Coordinators, Front Desk Assistants, and Office Assistants



# SERVICES TO STUDENTS WITH DISABILITIES (SSD)

Services to Students with Disabilities (SSD) strives to empower students with disabilities by fostering skills of self-advocacy, resourcefulness and independence. The SSD office works collaboratively with the campus community to remove barriers, promoting an enriched learning environment where students with disabilities can utilize their skills and pursue their academic and personal development goals.

## ELIGIBILITY

Disabilities that qualify for services may include: learning; mobility; deaf and hard of hearing; visual impairment; communication impairments; psychological and other functional limitations. Students seeking services from SSD must submit documentation that verifies their disability. All accommodations assigned are based on an interactive process and review of applicable documentation. The Disability Verification form (available at SSD or online) may be used as documentation and must be filled out by a licensed professional. Documentation guidelines are available upon request and are included in the Application for Services.

## WORKABILITY IV (WA-IV)

The mission of the WorkAbility IV (WA-IV) program is to provide support through enhanced career preparation services to California State University, San Bernardino (CSUSB) students with disabilities that are clients of the California Department of Rehabilitation (DOR) that assists them in overcoming barriers, obtaining gainful employment within their academic major and job retention. Phone: 909.537.7207 Fax: 909.537.7755 Email: waiv@csusb.edu Web: <https://www.csusb.edu/workability-iv>



## SERVICES & ACCOMMODATIONS

Students with disabilities have a variety of accommodations available in order to provide them with equal access. SSD Counselors determine and approve accommodations based upon an interactive process with the student.

Accommodations include but are not limited to:

- Accessible Furniture
- Alternate Media
- Assignment Accommodations
- Assistive Listening Device
- On-Campus Mobility Service
  - Class Aide
- Exam Accommodations (1.5/2x, Scribe, Reader, Dragon, Wynn, etc.)
- Notetaking Services
- Priority Registration
- Real-Time/Remote Captioning
- Sign Language Interpreters
  - Smartpen Program

## CONTACT INFORMATION:

San Bernardino Campus Palm Desert Campus University Hall, Suite 183 Mary Stuart  
Rogers Gateway, Suite 203.A 909.537.5238 (Voice) 760.341.2883, Ext. 78117  
909-537.7230 (TTY) 909.537.8180 (Fax) 909.537.7090  
(Fax) [pdcssaicsusb.edu](mailto:pdcssaicsusb.edu) [ssd@csusb.edu](mailto:ssd@csusb.edu)

Phone (Voice): 909. 537. 5238 ---- Phone (TTY): 909. 537. 7230

<https://www.csusb.edu/ssd>

University Hall 183

Fax: 909. 537. 7090

# SANTOS MANUEL STUDENT UNION

The Santos Manuel Student Union (SMSU) was designed with students in mind and is the hub of the campus. There are many places to relax and kick back in between classes or to meet friends for a bite to eat. Visit the Garners Lounge where you can play pool or grab a quick drink from Starbucks. In the state of the art theater movies are often shown for free and prominent speakers provide workshops and presentations throughout the year. The Student Union has meeting rooms that can be reserved by clubs, organizations and departments on campus.

## BOARD OF DIRECTORS

The Santos Manuel Student Union Board of Directors is the governing body for the Santos Manuel Student Union of CSUSB. The board's decisions help ensure that the Santos Manuel Student Union serves the diverse needs of the campus community by encouraging quality social, cultural and intellectual activities and support services. All CSUSB students who demonstrate campus involvement and enthusiasm are encouraged to apply for the Student Representative positions.

## CROSS-CULTURAL CENTER

The Cross Cultural Center helps to promote cultural awareness across the CSUSB campus by hosting events focused on the area of diversity and social justice. The Center also provides spaces to study, a computer lab. Our affinity centers are: Pan African Student Success Center, First People's Center, LatinX Center, and the Asian Pacific Islander Student Success Center.

## OSHER ADULT RE-ENTRY CENTER

The Chher Adult Re-Entry Center creates opportunities for adult learners: to build community where they can share interests, experiences and participate in campus life, The center provides programs and services which will enable students transitioning back into college with a successful and enriching college experience

## QUEER AND TRANSGENDER RESOURCE CENTER

The Pride Center serves the greater campus community through education, advocacy and social justice on issues that matter to lesbian, gay, bisexual, transgender, queer, questioning, intersex students and their allies. The Pride Center supports an inclusive and supportive environment for all and creates awareness about topics such as homophobia, heterosexism, transphobia, inclusive language, and other sexual or gender identity issues.

Phone Number: 909. 537. 5940 <https://www.csusb.edu/smsu>

## GARNERS LOUNGE

The Garners Lounge is the ideal place to engage in friendly gaming competition at CSUSB. Activities such as billiards, air hockey and console gaming on our box One, Xbox 360, Nintendo Wii and Nintendo Wii U are all encouraged. During the year, a wide variety to competitions and events are offered, some for prizes and others for bragging rights.

## PROGRAM BOARD

Program Board is dedicated to building campus pride by providing CSUSB with the events such as dances, comedy shows, game nights and community service projects. Program Board aims to bring the CSUSB community together through free, exciting and entertaining activities.

## WOMEN'S RESOURCE CENTER

The Women's Resource Center provides a supportive place for women on campus where diversity is respected and celebrated. The center's purpose is to encourage women by providing services and programs which will enhance their college experience and help them actualize their fullest potential. The Women's Resource Center is committed to bringing attention to issues of sexism, discrimination, feminism, colorism and positive self-image in all forms to create a just environment for all.

## CAMPUS INTERFAITH CENTER

The Campus Interfaith Center provides a space for students of all faiths to fellowship and network. This center offers a safe zone for students to meet others who share similar experiences and encourages dialogue amongst those who visit. Included in the Center are spaces to study, a television and a library to share resources.

\*\*The Santos Manuel Student Union is also a great place for food. Stop by the Coyote Market for fresh sandwiches, soups, salads, and enjoy your favorite national brand venues including StirFresh, Taco Bell, Pizza Hut, Wow Wingery, SubConnection, & the Blue Coyote Pub & Eatery.



# OFFICE OF STUDENT ENGAGEMENT

The Office of Student Engagement provides opportunities for students to enjoy their collegiate experience through fun activities and programs. Some of OSE's signature programs are Club Fairs, LIT Institute, Social Justice Summit, the Engagement Expo, Leadership Awards Banquet, and many more. Leadership Development is also an important part of the collegiate experience, which allows students to develop important skills and prepare for their post-collegiate experience. Opportunities for leadership exist in student organizations, fraternities and sororities, Commuter Transfer Connection Student Ambassador and other areas of campus. Campus activities and leadership development are important for each Coyote to explore while at CSUSB.

## CLUBS AND STUDENT ORGANIZATIONS

There are more than 130 unique clubs and organizations on campus that meet the diverse interests of CSUSB students. The university registers clubs and organizations through the Office of Student Engagement each year. One of the easiest ways for students to expand their educational experience is to join one or more of the established organizations on campus, or to start a new one. Clubs and organizations offer opportunities for students to challenge themselves with new responsibilities while becoming involved in the campus community. They also provide educational, social, and recreational experiences that enrich students' lives. Club officers and committee chairs gain leadership skills that have tremendous value in their professional careers after graduation. Clubs also provide students with a sense of belonging in the community through spending time with those who have similar interests.

## NATIONAL STUDENT EXCHANGE

National Student Exchange (NSE) offers study opportunities at over 160 diverse university settings across the US, Puerto Rico, US Virgin Islands, Guam and Canada and provides access to a wide array of courses and programs. NSE offers options for students who may not yet be ready for an international program, but are seeking new academic, cultural and personal experiences to enhance their undergraduate education. NSE options include exchange among university honors and residential life programs, as well as access to internships, research options, and service-learning opportunities on member campuses. NSE students can exchange for a single term or a full academic year. Course work completed while on exchange at the host campus is brought back to the home institution and credited to the student's degree program. NSE features a tuition reciprocity system that allows students to attend their host institution by paying either the in-state tuition/fees of their host institution or the normal tuition/fees here at Cal State San Bernardino.

Visit us! <https://www.csusb.edu/student-engagement>

Email: [oseinfo@csusb.edu](mailto:oseinfo@csusb.edu)  
Main Phone: 909.537.5234

Location: SU-203

## LARGE SCALE EVENTS AND COYOTE TRADITION

Many large events come out of the Office of Student Engagement! Every year, we host our LIT: Lead, Impact, Transform Institute, which creates an opportunity for professional development, networking, and vital conversation around effective leadership. This day of workshops, keynote speakers, and activities provides opportunities for students to enhance their leadership skills.

Additionally, in the Spring Semester, we host our Social Justice Summit, which encourages students to learn more about social justice issues and their own identities. We have conversations certain around how to be an ally, what is social justice, and how this plays a role in the world that we live in. We are dedicated to ensuring that our students are not only finding ways to get involved on campus, but how they can attain the skills that they need to be global citizens.

Commuter student programming has become essential for extracurricular student success while on campus. OSE has created several intentional programs to increase commuter student involvement and overall sense of belonging. The Commuter Transfer Connection program is designed to bring students with common backgrounds and interests together. The program connects students with relevant campus resources and gives them an opportunity to network with each other. At events created specifically for them. Throughout the year OSE hosts several focus groups and town halls for commuter students to share their experiences and give feedback on how to improve on our services and programs offered.

## FRATERNITY AND SORORITY LIFE

Fraternities and Sororities at CSUSB are values-based student organizations founded on principles of friendship, service, scholarship, and leadership. Students that make the decision to join a fraternity or sorority develop life-long bonds and commitment to their organizations. Each fraternity and sorority is affiliated with one of our four Greek councils; the Interfraternity Council, the National Pan-Hellenic Council, Panhellenic Council and the Multicultural Greek Council. While each council is unique in terms of governance and identities, together they represent a strong, diverse community of student leaders and change agents.



# THE CENTER FOR INTERNATIONAL STUDIES AND PROGRAMS (CISP) STUDY ABROAD

## WHY SHOULD YOU STUDY ABROAD?

- Enhance your academic and personal goals
- Globalize your college experience
- Earned class credit towards your major/minor
- Complete an Internship while studying abroad
- Become more culturally aware
- Improve your language skills
- Build your resume and expand your career possibilities
- Meet and make new friends internationally
- Live the adventure of a lifetime

## STUDY ABROAD PROGRAMS FOR ACADEMIC YEAR 2020-2021

Summer Short-Term Programs (2-7 weeks):

Brazil: Agribusiness in Brazil course

Brazil: Marketing course

Brazil: Survival Portuguese course

Costa Rica: Spanish and Humanities course

Italy: Various courses

London: Humanities course

London: Social Science course

Panama: Social Work Program (MA)

South Africa: History course

South Africa: Psychology course

South Korea: Various courses available

Spain: Spanish & Humanities course

Taiwan: Humanities course

Oxford: International Relations course

## EXCHANGE PROGRAMS

- Japan: Seijo University, a semester or year exchange program
- South Korea: Dankook University, summer exchange program
- Check with CISP for other International Exchanges and for program details

***Financial Aid may apply if student is eligible!***

### ***CSU International Program IP (Academic year 2020-2021)***

International Programs (IP) participants earn resident academic credit at their CSU campuses while they pursue full-time study at a host university or special study center abroad. The International Centers at CSU campuses serve the needs of students in over too designated academic majors. Affiliated with 50 recognized universities and institutions of higher education in 18 countries, the International Programs offer a wide selection of study locations and learning environments, including:

***Australia, Canada, Chile, China, Denmark, France, Germany, Ghana, Italy, Israel, Japan, Korea, South Mexico, South Africa, Spain, Sweden, Taiwan, United Kingdom***

For International Programs (IP) selected students remain eligible to receive their financial aid for which they qualify. For more information please visit: [calstate.edu/ip](http://calstate.edu/ip)

## STUDY ABROAD CLUB: CASA MEMBERSHIP OPEN TO EVERYONE!

CASA (CSUSB Association of Students Abroad) intends to unite students from different cultural backgrounds.

For More Information Contact:

Emilio Rodriguez or Amy Chien

[goabroad@csusb.edu](mailto:goabroad@csusb.edu)

Study Abroad Office: College of Education 356

909.537.3944 or 909.537.3723

[international.csusb.edu/StudyAbroad.aspx](http://international.csusb.edu/StudyAbroad.aspx)



## **WHY SHOULD YOU STUDY ABROAD?**

- **ENHANCE YOUR ACADEMIC AND PERSONAL GOALS**
  - **GLOBALIZE YOUR COLLEGE EXPERIENCE**
- **EARNED CLASS CREDIT TOWARDS YOUR MAJOR/MINOR**
- **COMPLETE AN INTERNSHIP WHILE STUDYING ABROAD**
  - **BECOME MORE CULTURALLY AWARE**
  - **IMPROVE YOUR LANGUAGE SKILLS**
- **BUILD YOUR RESUME AND EXPAND YOUR CAREER POSSIBILITIES**
  - **MEET AND MAKE NEW FRIENDS INTERNATIONALLY**
  - **LIVE THE ADVENTURE OF A LIFETIME**

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## **STUDY ABROAD:**

The Center for Global Management, under the Jack H. Brown College of Business and Public Administration, offers short-term, faculty-led study abroad programs. Cost typically range from \$1,000 to \$3,000 depending on country and duration. Our programs are geared primarily for the business and public administration student, but all majors and concentrations are welcome to join our programs. Feel free to stop by our office located in JB-404 anytime!

We look forward to meeting you. Learn more about scholarships, information sessions and program specifics at <https://www.csusb.edu/global-management>.

For More Information Contact:  
Center for Global Management Jack H. Brown College of Business and Public Administration  
Jack Brown Hall 404  
909. 537. 4362 or 909. 537. 4384  
[www.csusb.edu/global-management](http://www.csusb.edu/global-management)



# OMBUDS SERVICES

The mission of the Office of Ombuds Services at California State University San Bernardino, first established in March of 2006, is to provide a safe place where any member of the campus community (whom we refer to as "visitors") may talk in confidence about a conflict, complaint, or issue with an impartial third party (the University Ombuds Officer). Because the University Ombuds Officer is impartial, visitors to the office can speak candidly about their concerns without fear of reprisal. Following the standards of practice as defined by the International Ombudsman Association, the Office of Ombuds Services is a confidential, independent, impartial, and informal resource for members of the university community (faculty, staff, and students) at California State University San Bernardino.

***The original term—Ombudsman—comes from the Old Norse term "umbodhsmadr." While there are many current variations of the term, we use the term Ombuds.***

## OMBUDS HELPS WITH:

- Academic issues
- Administration concerns
- Policies or procedures
- Departmental problems
- Supervisory issues
- Unfair treatment
- Interpersonal conflicts

For additional information, please contact:

Office of Ombuds Services

Phone 909. 537. 5635

<https://www.csusb.edu/ombuds>

# THE CAREER CENTER

The CSUSB Career Center empowers students and recent alumni to develop a lifelong skillset for an ever-changing labor market through exploration, programming, and experiential learning opportunities to meet their personal and professional goals.

The Career Center at California State University, San Bernardino welcomes you! As a student, you have access to the Career Center services and resources to support your personal and professional goals. Meet a Career Counselor for counseling appointments; internships search, jobs search, academic major/career exploration including career assessments, and graduate school preparation. We invite you to participate in the Career Readiness workshop series, Internship Ready workshop series, full and part-time job opportunities through employer engagement events, digital resources.

## DEPARTMENT OFFERINGS VIRTUALLY AVAILABLE:

### CAREER COUNSELING

Career Counselors provide student guidance through major exploration, internship, resume writing, interview skills and job search opportunities to help identify personal and professional career goals.

### PROFESSIONAL DEVELOPMENT SERIES

Be Career ready! The Career Center offers weekly student interactive workshops focusing on career development topics (e.g. Resume Writing, Internships, Networking, Job Search, Negotiating, LinkedIn). Also, visit the Internship Ready workshop series to learn best practices on how to search for internship, how to find internships that pay, and to utilize your real world work experience to advance your career goals.

### INTERNSHIPS

The Career Center offers four programs that support and fund internship opportunities: Career Center Internship Award, Stand Up for San Bernardino, Hispanic Association of Colleges and Universities (HACU) and Insight to Industry.

### COYOTE CLOSET

Free professional attire available to students and alumni.

### ON-CAMPUS RECRUITMENT

The Career Center brings a diverse group of employers to network and offers job/internship opportunities to students from all five colleges.

## DIGITAL TOOLS:

### CSUSB HANDSHAKE

<https://csusb.joinhandshake.com>

Handshake is a FREE online platform for CSUSB students and alumni that allows users to schedule counseling appointments, apply for jobs/internships, and view digital tools.

### BIG INTERVIEW

Practice your interview using hands-on practice mock interview tailored to specific industry, job, and experience level.

### HETS

<https://hets.org/virtualplaza>

HETS is an online resource where students can explore personality assessments, graduate school mock entrance exams and much more!

U-329 | 909.537.5250

<https://www.csusb.edu/career-center>



# ADVISING AND ACADEMIC SERVICES

Advising and Academic services provides guidance to undergraduate students throughout their academic journey by assisting them in making informed decisions that support their academic, personal, and career goals.

## SERVICES

- Academic Grievance
- 2 and 4 Year Graduation Pledge Programs
- Academic Probation and Disqualification Counseling
- Academic Scholarships
- Basic Skills and Placement
- Coyote Advising Week
- Excessive Unit (Senior) Advising
- Finals Week Encouragement
- General Education/ PAWS Questions
- SOAR Advising and Registration
- Student Success Peer Advising
- Undeclared Advising

## UNDERGRADUATE UNIVERSITY PETITIONS

- Course Overloads for undeclared students
- Leave of Absence
- Drop a Class after the Census Date for undeclared students (Withdraw limit of 28 units)
  - Withdrawal Petition for Extenuating Circumstances (including Retroactive)
- Petition to Waive University Regulations
- General Education Course Substitution
- Extension of Time to Remove an Incomplete
- Academic Renewal

Hours: Monday-Friday 8:00 a.m. - 5:00 p.m.

University Hall 380

909.537.5034 Or 909.537.5035

[csusb.edu/advising](http://csusb.edu/advising)

E-mail: [advising@csusb.edu](mailto:advising@csusb.edu)

Facebook: CSUSB Advising and Academic Services

Instagram: [csusbadvising](https://www.instagram.com/csusbadvising)

Snapchat: [csusbadvising](https://www.snapchat.com/add/csusbadvising)

Twitter: [CSUSB Advising](https://twitter.com/CSUSBAdvising)

YouTube: [CSUSB Advising](https://www.youtube.com/channel/UC...)

# THE INFANT/TODDLER LAB SCHOOL

The CSUSB Infant/Toddler Lab School, located in the Social & Behavioral Sciences building (SBS-145), provides high quality childcare to children aged 6 months to 36 months in a nurturing, developmentally-appropriate learning environment that recognizes individual strengths and supports the positive growth of children and families regardless of race, ethnicity, gender, or developmental level. The Lab School strives to serve as a hands-on learning environment and/or employment opportunity for college students and as a model and educational resource for the campus academic community and the community at large. The philosophy of the CSUSB Infant/ Toddler Lab School is based on a growing body of research, knowledge, and practices.

The Infant/Toddler Lab School has been accredited through the National Association for the Education for Young Children (NAEYC) since May 2009. NAEYC is the nation's largest organization of early childhood educators. Accreditation involves a comprehensive process of internal self-study and improvement. A high quality early childhood program provides a safe and nurturing environment while promoting the physical, social, emotional, and intellectual development of young children.

## WHOSE CHILDREN MAY ATTEND?

The Lab School is open to students, staff and faculty of the college, and the community.

## FEES

Please visit our website or come by to pick up a brochure for pricing information.

## CHILD ELIGIBILITY

Children must be from 3 months to 36 months. Children must be fully immunized and have a physician's clearance to participate.

## MEALS

The center provides 2 nutritious snacks a day. Parents bring breakfast, lunch, and dinner.

## ENROLLMENT INFORMATION

Children's hours are arranged on a quarterly basis. Applications are available on the first day of priority registration for each quarter. Child care is available on a first-come, first-served basis for each term. Parents of accepted children will be notified by phone.

## HOURS

*Monday - Thursday 7:00 a.m. - 8:00 p.m.*  
*Friday 7:00 a.m. - 4:00 p.m.*

909. 537. 5661

<https://www.csusb.edu/icdfr/funded-projects/infant-toddler-laboratory-school>



# TITLE IX & GENDER EQUITY

Title IX is a federal law that applies to educational institutions receiving federal financial assistance and prohibits discrimination on the basis of gender (or sex) in an educational institution's programs or activities, including employment, academic, educational, extracurricular and athletic activities (both on and off Campus). Title IX protects all people regardless of their Gender, Sexual Orientation, or Gender Identity or Expression, from Sex Discrimination, including Sexual Harassment and Sexual Misconduct, which are forms of Sex Discrimination.

## TERMS

- **Sexual Misconduct:** Includes, but is not limited to kissing, touching intimate body parts, fondling, intercourse, penetration of any body part, oral sex and unwelcome physical sexual acts.
- **Affirmative Consent:** Informed, affirmative, conscious, voluntary and mutual agreement to engage in sexual activity—Silence, "No" or passivity is NOT consent.
- **Confidentiality:** Information regarding the complaint may be shared on a "need to know" basis with other campus employees and law enforcement (with written consent), except for some limited exceptions (see CSU Executive Order 1095). We endeavor to honor requests but it cannot be ensured.
- **Bystander:** Someone who is proactive and helps diffuse negative behaviors—speak up or call 911 to intervene.
- **Reluctance to Report:** University policies prohibit retaliation; reporting can be a key factor in support and healing; exercise your right or responsibility to report.

## TITLE IX RESPONSIBILITIES

- Reporting options—click on the "File a report" icon on the left navigation bar of our website, <https://www.csusb.cduititle-ix>; or email, call, or stop by.
- Investigate all allegations of Discrimination, Harassment, Retaliation, Sexual Misconduct (both on and off Campus), Dating and Domestic Violence, and Stalking.
- Provide interim remedies, if requested and available, regardless of whether the victim chooses to report to local or University Police.
- Provide mandatory End Sexual Violence Training each academic year to Students.
- Provide training to employees on prohibitions against discrimination and sexual harassment.

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**The following persons have been designated to handle inquiries regarding the non-discrimination policies:**

**Cristina Alvarez, Title IX Coordinator**

Director, Title IX & Gender Equity

Email: [titleix@csusb.edu](mailto:titleix@csusb.edu) or [cristina.alvarez@csusb.edu](mailto:cristina.alvarez@csusb.edu)

Role: Receiving complaints against faculty, staff, administrators, students and Third Parties; monitoring and oversight of overall implementation of Title IX compliance, including coordination of training, education and communication

**Dr. Samantha Cuillier, Deputy Title IX Coordinator**

Assistant Director, Title IX & Gender Equity

Email: [titleix@csusb.edu](mailto:titleix@csusb.edu) or [Samantha.Cuillier@csusb.edu](mailto:Samantha.Cuillier@csusb.edu)

Role: Assisting the Title IX Coordinator in addressing Title IX complaints, as well as training, education and communication.

For general information, contact: **Inga Rodriguez, Office Coordinator**, 909-537-5669, SMSU-103, [titleix@csusb.edu](mailto:titleix@csusb.edu), <https://www.csusb.edu/title-ix>.

# CALIFORNIA STATE UNIVERSITY SAN BERNARDINO

5500 University Parkway, San Bernardino, CA 92407-2393  
(909) 537-5000 • www.csusb.edu

\*Parking permits are required to park on campus at all times - 24 hours a day/7 days a week. [csunb.edu/parking](http://csunb.edu/parking)

## Legend

- Disability/Medical Parking Areas
- Emergency Phones
- Palm Desert Campus Shuttle
- No Entry
- EV Charging Stations
- Information Center (IC)
- Parking Permit Dispensers\*
- Bicycle Racks

- AD Administration
- AF Auto Fleet Services
- AR Academic Research
- AS Administrative Services
- AV Arrowhead Village Housing
- BI Biological Sciences
- BK Coyote Bookstore
- CC Children's Center
- CCD Coyote Commons
- CE College of Education
- CH Chaparral Hall
- CS Chemical Sciences
- CV Coyote Village
- DD Univ. Center for Developmental Disabilities
- ES Environ. Health & Safety



- FM Facilities Planning & Mgmt.
- FO Faculty Office Building
- HA HVAC Central Plant
- HC Student Health Center
- HP Health & PE Complex/Coussoulis Arena
- IC Information Centers
- JB Jack H. Brown Hall
- MC Meeting Center
- OB Murillo Family Observatory
- PA Performing Arts/Theatre/Recital Hall
- PE Physical Education
- PK1 Parking Structure West
- PK2 Parking Structure East
- PL John M. Pfau Library
- PS Physical Sciences
- PW Plant/Central Warehouse
- RF Student Rec. & Wellness Ctr.
- SB Social & Behavioral Sciences
- SH Sierra Hall
- SU Santos Manuel Student Union
- SV Serrano Village
- TC Temp. Classrooms
- TK Temp. Kinesiology Annex
- TO Temp. Offices
- UE University Enterprises
- UH University Hall
- UP University Police
- UV University Village
- VA Visual Arts Center/Robert & Frances Fullerton Museum of Art
- YC Yasuda Ctr. for Ext. Learning