September 2019

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,

[Signature]

Veronica R. Amerson

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 Quarterly Class Schedule for policies and important dates.
Educational Opportunity Program Staff

The educational opportunity program (EOP) at CSUSB serves as an advocate for California’s historically underserved, underrepresented students who have the potential to succeed at the university level by providing equitable access to higher education and comprehensive services intended to support students academic excellence, retention and graduation.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Mid-Quarter Evaluations**

Mid-Quarter 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.

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**University Hall 395**
**Tel. 909.537.5042**
**https://www.csusb.edu/eop**
## 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:**
- 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 $500 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, 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 master's 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.
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<td>Major Department Advisor:</td>
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“Accept the challenges so that you can feel the exhilaration of victory.” -George S. Patton
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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

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 Office
909.537.5042
Debbie.Gallardo@csusb.edu
### 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.

### Ask Questions

Successful students ask questions. You should meet with your department advisor and/or EOP counselor twice per quarter. 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 Courses

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.

“What you do today can improve all your tomorrows.” -Ralph Marston
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 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 and Global Education and special sessions. The policy for all undergraduate students is available at the CSUSB Undergraduate Advising website. For credential, postbaccalaureate, and graduate students, the policy can be found in the Graduate Programs section of the current Bulletin under “Retroactive Withdrawals.”

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

1. Last day a student can add a class (by permit since it is the third week of classes)
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 third week of the Fall, Winter, Spring, and Summer (Regular) Session. Census Date for Summer Session 6W1 and Summer Session 6W2 falls on the sixth day in either session.

Dropping Classes

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. Students transferring from other institutions should note that the last day to drop a class without a record of enrollment (i.e., Census Date) takes place much earlier at CSUSB than they may have been accustomed to at other institutions.

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 three weeks of classes (see "Administrative Drop Policy"), students should not assume this will be done.

Dropping classes through Census Date

During the Open Enrollment and Schedule Adjustment period (see academic term Class Schedule for specific dates) students may drop classes by following the Registration Instructions detailed in the academic term Class Schedule. Students may drop a class during the first three weeks of the Fall, Winter, or Spring quarters (i.e. from the first day of instruction through Census Date), and the course will not appear on their permanent records; however, a refund will not be granted if the drop is beyond the refund deadline date. See the academic term Class Schedule for specific dates for each quarter, including Summer.

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 three weeks of the quarter without contacting the faculty member or making special arrangements may be dropped. Students in online 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 quarter may also be dropped during the first three weeks of the quarter.

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.

“I attribute my success to this - I never gave or took any excuse.” -Florence Nightingale
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 quarter.

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 Student Financials Office at 909-537-5162.

Withdrawing from Classes

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. Undergraduate students may withdraw from no more than 28 quarter units during their entire undergraduate academic career at CSUSB.

Withdrawals after Census Date and through the end of the eighth week of the quarter 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.

Requests for permission to withdraw in weeks nine 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, UH-380. If approved, such withdrawals will not count against the 28 units students are allowed to withdraw.

“Education is the key to unlock the golden door of freedom.” - George Washington Carver
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 quarter. 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 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 three weeks of the Fall, Winter, or Spring quarters (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 quarter, including Summer.

Term Withdrawal after Census Date:

Term Withdrawals after Census Date and through the end of the eighth week of the quarter 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 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.

Petitions to withdraw during weeks nine 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 28 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 the assignment of an Incomplete is not practicable. 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 28 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.

“Do not go where the path may lead, go instead where there is no path and leave a trail.” - Ralph Waldo Emerson
Academic Policies

**Concurrent Enrollment**

A student in good academic standing at California State University who has completed at least 18 quarter 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. Note that students attending CSUSB on I-20 visas are not eligible for concurrent enrollment.

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.

**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.

**Graduation Requirement Check**

Undergraduate students must request a Graduation Requirement Check (Grad Check) at the Office of the Registrar (UH-171) when they have completed 135 units towards their degree. Graduate students must request a Grad Check at least one term prior to their expected graduation. To avoid late fees, the Grad Check should be filed by the established deadlines.

Currently, there are two ways to apply for graduation; through the paper request process (PDF form) or online directly from your MyCoyote Student Center. Students who are applying for the first time during their undergraduate or graduate career, are eligible to apply online.

“Develop a passion for learning. If you do, you will never cease to grow.” -Anthony J. D'Angelo
Academic Policies

Mandatory Basic Skills

College-level skills in written communication (composition), mathematics (quantitative reasoning), oral communication, and critical thinking are basic to 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; or Smarter Balanced Assessment/Early Assessment Program (EAP) scores, recommendations from advisors and the English Department’s Directed Self-Placement (DSP) assessment for written communication and informed self-placement (ISP) for quantitative reasoning to determine the appropriate math 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 quarter via My Coyote Self Service. During the second week of the quarter, classes may be added with the permission of the instructor. During the third week of the quarter, 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 third week of the quarter 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 three weeks of the quarter, 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 third week of the quarter 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 will 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 70 quarter units must declare a major by the time they achieve junior class status (90 quarter units). Students transferring to CSUSB with 70 or more quarter units are strongly encouraged to declare a major when they matriculate.

In order to declare or change a major, students should process a Change of Major form through the Office of the Registrar. 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 eighteen (18) quarter units may be repeated for grade forgiveness. An additional eighteen (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 3rd attempt requires approval of Undergraduate Studies. Repeated courses are generally enrolled during the Open Enrollment period (assuming space is available in the course).

Course Repeats with Grade Forgiveness

Grade forgiveness (discounting a grade) for a repeated course is by petition only. If the petition for grade forgiveness is approved, the new grade replaces the former grade in terms of GPA calculation. Petitions should be filed after the completion of the course used to discount the previous course. 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.

1. 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:

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

   B. Undergraduate students may repeat an individual course for grade forgiveness no more than two times. 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. If the grade earned the second time is still lower than a "C," the student may repeat the course a final time. No subsequent attempts will be allowed.

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

Course Repeats with Grades Averaged

1. Undergraduate students may repeat an additional 18 quarter units in which the repeated grade will be averaged with the most recent grade provided the original grade was lower than a "C." These units are in addition to the 18 quarter units described above for which grade forgiveness is permitted. In such instances the repeat grade shall not replace the original grade. Units earned will be removed from the first attempt, and both grades shall be calculated into the student's overall grade point average.

2. A course may not be repeated for the purpose of removing an Incomplete. Incompletes that have changed to an "IC" or a letter grade lower than a "C" may be discounted on repeat.

Continued on the next page
3. 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.

4. 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.

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

6. For transfer work, CSUSB will honor the repeat-of-course policy in effect at the institution issuing the transfer transcript.

7. Courses taken for undergraduate credit may not be repeated for discount as a postbaccalaureate student.

8. 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.

9. Credit by Examination (CBE) may not be used to discount a course taken previously.

10. Students on approved Leaves of Absence or dismissal may repeat a course through the College of Extended Learning'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 18 units that can be repeated for grade forgiveness.

11. 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 18 unit maximum allowed for grade forgiveness and toward the 36 unit maximum of units applied from Open University. Please note that 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.

“Be sure you put your feet in the right place, then stand firm.” -Abraham Lincoln
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

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

Federal Direct Unsubsidized Student Loans. The annual limits for Federal Direct Subsidized Student Loans are based on a student’s class level, dependency status, cost of education, and other aid or resources. Interest is charged while the student attends college. Students may choose to pay the principle and interest while attending college, or have the interest capitalized while attending college.

PLUS (Parent Loan for Undergraduate Students). Loans to a maximum of total education cost minus financial aid are made to the parents of dependent undergraduate students. The interest rate is fixed at 6.60%. Need is not a criterion. A separate application for the PLUS loan is required.

Subsidized Federal Direct Student Loans. These loans are repaid after the student leaves school. An eligible student may borrow up to $3,500 per year as a freshman; $4,500 as a sophomore; $5,500 as a junior, senior or teaching credential student. Effective fall 2012, graduate students are no longer eligible for subsidized Federal Direct Stafford Loans. The annual limit for unsubsidized Federal Direct Stafford Loans remains at $20,500. Interest subsidy during the six month grace period is eliminated for new undergraduate loans made after July 1, 2012 and before July 1, 2014. The repayment period will continue to begin 6 months after drop to less than half-time; however, you will be responsible for the accrued interest during those 6 months.

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) is 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.
Grants

**Pell Grant** $652-6095 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 NDLS website at http://www.nslds.ed.gov/nslds_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;
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, 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

Move out of your comfort zone. You can only grow if you are willing to feel awkward and uncomfortable when you try something new.

—Brian Tracy
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.

‘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

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 (Pepsi, Starbucks and Coke Products) 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 an 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 onsite to run diagnosis and make repairs. We also sell Dell, Microsoft and Google Products.

Locations & Hours

Coyote Bookstore
909. 537. 3966
https://www.bkstr.com/csusanbernardinostore/home

Veterans Success Center

Mission

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 – 5:00 pm, Monday – Thursday

*Services and hours of operation at PDC Veterans Success Center will vary*

If you are seeking information about the Veterans Success Center please email:
VSC@csusb.edu

Agustin Ramirez, Director, 909. 537. 5196 or aramirez@csusb.edu
Jaime Espinoza, Certifying Official, 909.537.7196 or jespinoza@csusb.edu
Deborah Buck, Events Coordinator, 909.537.5905 or dbuck@csusb.edu
Coyote Bookstore, Lower Level
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 5000 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:

- 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
- Quarterly 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

Who is Eligible for SAIL?

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 350 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

University Hall 386 · 909.537.5921 · undergradstudies.csusb.edu/sail/
The Writing Centers
We work collaboratively with writers at all stages of the writing process

**Come work with us in:**
- In-person consultations by appointment or on a walk-in basis subject to availability
- Group consultations (with all authors)
- Email consultations
- Zoom consultations
- Extended consultations for multilingual writers

**We will work with you to:**
- Interpret assignments and prompts
- Discover topics
- Expand ideas
- Incorporate sources and counterarguments
- Write, cite, and format in APA, MLA, Chicago, and AP
- Shape organization and style
- Edit, proofread, and polish
- Strengthen academic language
- Build confidence in speaking and listening
- Read complex texts

Writers are welcome to come to the Writing Centers from any academic discipline to work on any academic or personal writing, including: essays, research projects, lab reports, speeches or presentations, personal statements, applications, scholarships, resumes, and practice writing for the CBEST, LSAT or other exams. We will also work with you to build confidence and strengthen your academic language in reading, speaking, and listening.

In all situations, Writing Center consultants do work with writers, never for them. We respect the integrity of writers’ ideas, plans, and language, even as we engage with writers to challenge, question, and contextualize both their own work and the sources they are using.

The Writing Centers are part of the Office of Undergraduate Studies. Writing consultants are all CSUSB undergraduate or graduate students and come from a variety of academic disciplines.

**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)

To make an appointment with a writing consultant, go to [https://csusb.mywconline.com](https://csusb.mywconline.com) or come visit us in College of Education 310.
Undergraduate Studies

Undergraduate Studies is responsible for the overall development and management of the General Education program, educational equity programs, and educational support programs of the University. Our mission is to provide holistic academic services that promote equity, retention, graduation and student success.

University Honors Program

The Honors Program provides students from all majors with a 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 or studios.

Early Assessment Program

The Early Assessment Program (EAP) is a collaborative effort among three important state entities in California: California State University (CSU), California Department of Education (CDE), and California State Board of Education (SBE). The goal of this unprecedented partnership is to ensure that collegebound high school graduates have the English and mathematics skills expected by the state university.

English Language Support Center

CSUSB understands that English Language Learners come from diverse backgrounds and have a rich variety of educational experiences. The English Language Support Center (ELSC) provides a welcoming environment that can help students – as well as faculty and staff – make the university experience rewarding and successful.

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 six-week intensive math program where students will engage in activities designed to promote college success.

Student Mentoring Program

The Student Mentoring Program at CSUSB fosters the success of first and second year undergraduate students through peer-to-peer programs that encourage academic excellence, campus connectedness and engagement, the personal growth, and professional development of participating students.

Student Mentoring Program – First Year Experience
Contact: (909) 537-4499
John M. Pfau Library, PL-202

Student Mentoring Program – Second Year Experience
Contact: (909) 537-4499
University Hall, Room 362

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.

Contact: (909) 537-4499
University Hall, Room 362

Tutoring Services

- Math coaching with a math professor (appointment required)
- Windows computer labs for student use (assistance for limited hours)
- Printing (fee required / limited hours)
- Study Skills information and tutoring
- Free walk-in and group tutoring for a number of undergraduate courses

Contact: (909) 537-5038
University Hall, Room 351

Coyote PLUS Program
(909) 537-4499
PLUS@csusb.edu

University Hall
Room UH-352
909.537.5032
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 7:00 am - 6:00 pm

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 quarterly 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
http://ccampus.csusb.edu/children_center.aspx
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. Please check our website for summer hours (June – Aug.).

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/student-health-center

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 Student Health Center fee to 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. Couples may be seen: however, both members of the couple must be currently eligible students.

An initial session includes assessment of presenting concerns and recommendations for further counseling with either a member of CAPS staff or are referred to 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 Marriage and Family Therapists, Licensed Clinical Social Workers, and supervised unlicensed providers and graduate trainees.

Fees for the Center 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.

Office hours during the academic year are

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

Student Health & Psychological Counseling Center
909.537.5241

Counseling and Psychological Services Center
Health Center Building (HC-162)
909.537.5040 • https://www.csusb.edu/caps
We invite you to Live with the Pack! Living on campus offers independence with support and convenience with safety.

**Housing Options**

The Department of Housing and Residential Education consists of four villages providing two different styles of on-campus living options, apartments and residence halls. Resident Assistants, Academic Mentors, Student Coordinators, Faculty in Residence, and Area Coordinators live in each village to assist with resident needs.

Coyote Village and Serrano Village are traditional residence halls for first year students that provide a strong sense of community. Residence Halls are set up in double or single style rooms with shared lounges, kitchen areas, and study spaces. These villages also offer the opportunity to participate in Living Learning Communities.

Arrowhead and University Village apartments house over 900 students with second year and above status, in an independent, apartment-style living environment. Apartments are furnished range from four bedrooms units with a common living and kitchen area to studio suites.

**Policy and Procedure**

Residents are required to abide by all policies and procedures outlined in the Housing Handbook (https://www.csusb.edu/housing/current-residents/resident-handbook). Policies are specifically designed to make sure that each student has a safe and comfortable experience on campus. Please note that alcoholic beverages are not permitted in university housing for anyone under 21 years of age. CSUSB is a smoke-free campus and upholds a No-Tolerance policy on weapons and all drugs, including marijuana.

**Applying for On-Campus Housing**

Apply for housing online by visiting the DHRE website at www.csusb.edu/housing. Space is limited and is reserved on a first-come, first serve basis.

**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. Living in university housing is affordable, convenient, and enjoyable. Unlike many off-campus options, there are no credit checks, no hidden fees, and no additional utility bills (electricity, water, gas, cable, etc.). Reserved parking is available for an additional fee. The estimated quarterly cost for the 2019-2020 academic year can be found on the department’s website: www.csusb.edu/housing.

University Housing is a short walk from the library, student union, gym, recreational facilities, and classroom buildings. Residents will avoid commuting delays, car and gas expenses, and traffic jams. Leisure-time facilities include a recreation room, swimming pool, volleyball courts, and barbecue units. Numerous free activities are offered to students living on campus - service projects for charities and social causes, intramural sports, cultural events, movie nights, and more.

Student leadership opportunities include the Residence Halls Association, Resident Assistant, Academic Mentor, Student Coordinator, Village Councils, and Front Desk Assistant. University Police provides CSOs who patrol campus, including housing villages, 24 hours a day.

The Department of Housing and Residential Education is located in Coyote Village

Applications and additional information are available online at: housing.csusb.edu or by calling 909.537.4155.
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.

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

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

Contact Information:

San Bernardino Campus
University Hall, Suite 183
Mary Stuart Rogers Gateway, Suite 203.A
909.537.5238 (Voice)
909.537.7230 (TTY)
909.537.7090 (Fax)
ssd@csusb.edu

Palm Desert Campus
760.341.2883, Ext. 78117
909.537.8180 (Fax)
pdcssd@csusb.edu

https://www.csusb.edu/ssd
University Hall 183
Phone (Voice): 909.537.5238
Fax: 909.537.7090
Phone (TTY): 909.537.7230
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 Gamers 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.

**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.**
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, Leadership Symposium, 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.

There are more than 150 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 people who have similar interests.

National Student Exchange

National Student Exchange (NSE) offers study opportunities at over 200 diverse university settings across the US, US territories, 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 of 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.

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 lifelong 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 United Sorority & Fraternity 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.
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 2019-2020
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 (M.A)
- 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 2019-2020)

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 100 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:

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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
https://www.csusb.edu/cisp/study-abroad
Study Abroad Office: College of Education 356
https://www.csusb.edu/cisp
909.537.3944 or 909.537.3723
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:
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
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 "umbodhsmadhr." 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
ombuds@csusb.edu
https://www.csusb.edu/ombuds

MISSION STATEMENT
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.

DEPARTMENT OFFERINGS
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 QUARTERLY 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).

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.

CLOTHING CLOSET
The Career Center hosts a clothing closet that provides donated professional attire to students at no cost.

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.

HETS
https://hets.org/virtualplaza
HETS is an online resource where students can explore personality assessments, graduate school mock entrance exams and much more!

General Hours
Monday - Friday 8:00 am - 5:00 pm
Drop-in Hours
Visit our website for drop-in hours and upcoming events!
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. The staff assists with:

**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

**NOTE:** Students with majors **MUST** meet with their department advisor for all course advisement.

**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
Snapchat: csusbadvising
Twitter: CSUSB_Advising
YouTube: CSUSB Advising

“The goal of education is the advancement of knowledge and the dissemination of truth.” - John F. Kennedy
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.

**Child Eligibility**
Children must be from 6 months to 36 months. Children must be fully immunized and have a physician’s clearance to participate.

**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 quarter. Parents of accepted children will be notified by phone.

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

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

**Hours**
Monday - Thursday
7:30 a.m. – 8:00 p.m.

Friday
7:30 a.m. - 4:00 p.m.

909. 537. 5661
https://csbs.csusb.edu/itls
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.edu/title-ix](https://www.csusb.edu/title-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.

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 or 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.

CSUSB has a **Campus Advocate** for support: 909-537-5040

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

For support & help throughout the Title IX process, there is a **Campus Advocate**: **Marina Wood**, HC-165, 909.537.5040, marina.wood@csusb.edu.