The CSUEB Student Support Chart: A Resource for Faculty and Staff -

For the student who needs something outside of your immediate realm

Updated: September 2017

Who To Call	Area of Knowledge
Academic Advising x3621 Larry Bliss, Director x2139	Questions about tutoring; learning/study skills; exploring major/career options and assistance with academic counseling/planning.
Academic Programs & Graduate Studies x3716 Maureen Scharberg, Dean, UG Studies x2990 Caron Inouye, Assoc. Prof, GE x2941	Questions about course scheduling and academic progress; academic performance; academic dishonesty/student fairness; declaration of major; academic requirements; academic petitions (e.g., course overload, late drop, DQ, etc.); parent involvement in student's academic life.
Accessibility Services x3868 Katie Brown, Director x2672 Pamela Baird, Coordinator x2354	Questions about disabilities (physical, cognitive, emotional, social, or sensory); referrals for diagnoses; academic accommodations or campus accessibility for individuals with disabilities; advises and assists with Leave of Absence or Withdrawal.
Campus Diversity & Inclusion Dianne Woods, Chief Diversity Officer x2895 Jess Murphy, Diversity & Inclusion Student Center x3908	Advocacy and support regarding diversity in general, with particular focus on race, ethnicity, sexual orientation and gender identity; support for first generation students, i.e. those who are first in their families to attend college.
Career Services x3621 Larry Bliss, Director x2139	Questions related to assessing skills, interests, and abilities, exploring possible majors, career options or graduate school, internship and job search, resumes, cover letters and statement of purpose critiques and access to the CSUEB Career Network and online services including Online Career Center.
Case Management Services Alex Baker x4840	Questions regarding access to on and off campus support services related to basic needs and resources such as food insecurity and homelessness for at risk students.
Cashiering Services x3865 Flo Olney, Manager x2850	Questions related to payments on student accounts (tuition, Housing, etc.) and/or refunds. Also distribute payroll checks.
College Dean	
Counseling Services x3735 Shauna Hong x3732	Questions about students in crisis or about who you suspect mental health difficulties or about need for counseling; support and treatment for depression, stress and anxiety, grief and loss, self-injurious behaviors, relationship or family problems; help with desired behavior changes; assessment of suicide risk.
Department Chair	Report to College Dean or Associate Dean. Responsible for ensuring classes are covered.
EOP James Catiggay, Director, x3854 Hope Cranford, EOP Outreach & Admissions Coord, x3845	Assists with access and retention of historically low-income, first generation and educationally disadvantaged students. Coordinates Summer Bridge program. EOP advisors work directly with EOP students.

Equity & Diversity/Title IX Terri Lebeaux, Sr Investigator x4918 Nyassa Love, AVP Risk Mgmt, x2743	Receives and investigates formal and informal reports/complaints of harassment, discrimination or retaliation on the part of the University students, staff, faculty or contractors.
Financial Aid x2784	Assists with finding additional financial resources, i.e. loans, scholarships and grants; re-evaluates eligibility for financial aid if there has been a change in the family's ability to pay; assists with obtaining outside scholarships.
Housing & Residence Life x7444 Mark Almeida, Director, Housing x4376	Concerns or questions regarding Housing/Housing selection and placement, meal plans, conference housing, transition periods, early arrivals, keys and any other facilities questions related to on-campus housing facilities. Questions related to students' campus living situation, residence hall programs and events, student concerns (e.g. roommate issues, family issues, etc.).
Human Resources/Payroll Svs x3634	Assists with recruitment, selection and payroll questions.
Parking/Alt Transportation x3790 Derrick Lobo, Director, x4638 Brenda Madrigal, Coord. x3790	Questions related to parking permits, parking lots, parking citations and shuttle bus service.
Registrar's Office x2784 Angela Schneider, Registrar x3973 Karen Mucci, Assoc Registrar x3399	Academic petitions; questions about transfer credits, graduation filing and evaluation, course enrollment, outgoing East Bay transcripts, withdrawals, grades and change of major; Family Education Rights and Privacy Act (FERPA)
Retention Services Alison Richardson, Exec. Dir. x3853	Assists with a variety of programs including GANAS, EOP, STAR, Summer Bridge, Renaissance Scholars (foster youth), Veterans and EXCEL.
Risk Management x3833 Nyassa Love, AVP Risk Mgmt, x2743 Jill Millican, x4227	Provides risk assessment servicers for student activities; special event insurance or insurance certificates. Assists H1 or N1 student with an insurance hold (students may send insurance documents and any questions to csuebhealthinsurance@csueastbay.edu). Processes on campus injury reports.
Student Affairs x3646 AVP Martin Castillo, VPSA, x3601 AVP Andrea Wilson, VPSA, x3640	Questions that might involve the general welfare of a student's emotional, mental or physical well-being. If you are uncertain about a situation and would like to consult with a Student Affairs Administrator about a student. Advises and assists with Leave of Absence or Withdrawal. Questions that relate to parental concerns, parent contact and/or student concerns that might fall under the area of parent issues.
Student Center for Academic Achievement x3674 Jen Nguyen, Director x4759	Provides in-person tutoring services in writing, math and statistics as well as online services such as the Online Writing Lab (OWL) and eTutoring in subjects such as the sciences, foreign languages, and economics. Also coordinates sign-ups for the Writing Skills Test (WST) workshops.
Student Conduct, Rights & Responsibilities James Carroll, Director x3763	Questions or consult regarding Code of Student Conduct, University Policies and Regulations (pertaining to students) and addressing conduct incidents. Report student conduct violations.
Student Health Services x3735 Andrea Wilson, AVP x3640	Provides health services to students and promotes wellness. Health services can answer questions regarding health including sexual health, acute illnesses, chronic stable illnesses, medications and prevention of illness. Providers at SHCS may refer students to specialists and hospitals in the surrounding area when necessary.

University Police x3791	Response to student who are in imminent danger of serious harm to self or others. Response to students who are out of control and other safety concerns.

Specific Student Problem For ALL emergencies, call x3791 (UPD) immediately	**Who to Refer to or Consult With**								
1= best option(s) 2=next best option(s) 3=third best option(s) ***Disclaimer: All situations are not uniform. This chart is to provide possible options.***	Acad Advisor **x-3621**	AACE **X3621**	Student Affairs **x3646**	Counseling Center **x3735**	Department Chair	Senior Investigator / Title IX Officer **x4918**	Assoc Dean	University Police **x3791**	Other See key below
Student is Emotionally Distressed									
Student has anxiety, sadness, other emotional problem that persists and interferes with school	2			1					
Student appears upset but isn't communicating with you	3		1	2					
Student is upset, will talk, wants help				1					
Student may be suicidal			2					1	
You hear from someone else that a student may be suicidal			2	3				1	
Student tells you that they have been sexually assaulted								1	
Student tells you that they have been the victim of a crime or attempted crime								1	
Student is a military veteran and might be experiencing PTSD and/or having trouble adjusting to college life.				1					2 VA
You hear/learn that a student is threatening to cause harm to others (via statement, written paper, etc.)								1	
Student Has a Conduct Problem									
In class or on campus, student is drinking, using drugs or displays other conduct problem								1	2 SCRR
In class or on campus, student (or anyone) is threatening to cause harm or has weapon								1	

In class or on campus, student is uncontrollable or appears disoriented, inebriated, etc.								1	
You hear/learn that a student is threatening to cause harm to others (via statement, written paper, etc.)								1	
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Student has Academic Problem									
Exploring major options	1				2				
Trouble organizing or staying focused on academic tasks	1	2							
Trouble performing academic work in spite of adequate effort	1								
Failing or poor performance possibly due to emotional distress	1	2		3					
Failing or poor performance due to possible learning or attention problems									1 AS
Not attending class and not responding to email/calls	1	1	3		2				
Disruptive or inappropriate comments					1				2 SCRR
May need Leave of Absence (LOA) or Withdrawal from school			2						1 ESD
Academic dishonesty					1		2		3 SCRR
Requesting an "incomplete" for a course; you as instructor have questions					1		2		
Academic petitions, questions web advisor and course schedule.	2				1				3 REG
Fairness - grades/course instruction					2				1 IN
Question about graduation requirements									
Questions about transfer credits									
Other Problem									
Student has financial difficulties or questions	2								1 FA
Possible harassment by CSUEB employee or outside contractor						1			

Possible harassment by CSUEB student						1			
Possible discrimination or retaliation by a CSUEB employee or outside contractor						1			
Possible discrimination or retaliation by CSUEB student						1			
Student death notification			1						
Student is an AB540/"Dreamer" and needs assistance			1						
International students - struggling with classes/language	1								

Key for Other Resources: AS = Accessibility Services; ESD=Enrollment Svs Desk; FA = Financial Aid; IN=Instructor; REG = Registrar; SCRR = Student Conduct, Rights & Responsibilities; VA=Veterans Affairs