

STUDENT HANDBOOK

Master of Science in Education, Option in Online Teaching and Learning Program



College of Education and Allied Studies

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<https://www.ce.csueastbay.edu/ce/programs/online-teaching-masters/>

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INTRODUCTION

Welcome to the Master of Science in Education, Option in Online Teaching and Learning program (MS Ed-OTL) at California State University, East Bay. This handbook supplements the information in the University Catalog about the [MS Ed, Option in Online Teaching & Learning program](#) and the [College of Education and Allied Studies Catalog](#).

Students are responsible for familiarizing themselves with the contents of this handbook as well as information in the University Catalog.

Mission Statement of the College of Education and Allied Studies (CEAS)

A message from the CEAS Dean:

The College of Education and Allied Studies (CEAS) is committed to “Preparing Leaders Committed to Social Justice and Democracy,” a commitment reflected in our mission, values and goals. Our mission is “To prepare collaborative leaders, committed to professional excellence, social justice and democracy, who will influence a diverse and interconnected world.” To develop such leaders, we seek and value the significant involvement of our partners from schools, business and community.

Our mission statement is grounded in a set of shared values which are reflected in our curriculum, activities and organizational culture. We value excellence in teaching; collaboration and partnerships; assessment and evaluation; and equity and diversity. We envision ourselves becoming a college exemplifying the ideals of social justice and democracy, distinguished by excellence in teaching, vibrant programs and graduates who are powerful forces in their communities.

PROGRAM OF STUDY

The first fully online program at Cal State East Bay and one of the most comprehensive online teaching and learning training programs offered in the world, the MS Education, Option in Online Teaching and Learning (MS Ed-OTL) program has been empowering educators, instructors, trainers, and support staff to effectively design and implement online courses since 1999.

Our program is not cohort-based, with all students taking the same courses each quarter. Rather, you can complete the degree at your own pace and take one or two courses per quarter and skip a quarter or two along the way.

Note that each course has weekly assignments and due dates so they are not self-paced.

Learning Outcomes

Our students develop their own online course or program, using best practices in online teaching and learning. Your Capstone course will be designed around your subject area of expertise, the needs of your learners, and will take your institutional setting into account.

Degree Requirements

Students in the MS Ed-OTL program must complete ten 4.5 unit courses (for a total of 45 units). All coursework applied toward the 45 units must be at an average grade of B (3.0) or higher, and no *required* graduate-level course may be at a grade below B- (2.7).

Course Number	Course Title
OTL 6701	Introduction to Online Teaching and Learning
OTL 6702	Models for Online Instruction
OTL 6703	Technology Tools for Online Instruction
OTL 6704	Designing Curriculum for Online Instruction
OTL 6705	Educational Planning and Development for Online Programs
OTL 6706	Research in Online Teaching and Learning
OTL 6707	History and Culture of Online Learning Communities
OTL 677x	Theoretical Elective
OTL 678x	Methodological Elective
OTL 6899	OTL Project

[University Catalog: OTL course descriptions](#)

Students must complete OTL 6701 – 6704 before they may take any other courses.

As soon as students complete OTL 6701 – 6704, they must take OTL 6706 (which also meets the University Writing Skills Requirement). OTL 6706 will help you get started in thinking about your OTL Capstone Project and will also help you critique and/or learn from the research methods you will come across in the articles you will be reading in your other classes. Your OTL Project is supposed to be a culmination of all that you've learned in the program, depending on the particular electives you have taken, the readings you have done, and the in-class discussions you have had. This research class, OTL 6706, will definitely help you out in this area.

Course Substitution

We are allowed to accept up to 13 quarter units (about 9 semester units) from other graduate work IF the courses are either similar to ours or could be a reasonable substitute for one of our electives. Courses cannot be older than five years from the term of admission. Our Program Director would need to see your transcripts plus course descriptions, and you would need to petition for a course substitution.

Writing Skills Requirement (WST)

OTL 6706, which is a required course, also meets the University Writing Skills Requirement if completed with a grade of “B” or better. Even if you have already completed the WST at another CSU campus, you must still take OTL 6706.

Quarter Start Dates

The approximate start dates for each quarter are as follows:

- Fall classes begin in mid-September
- Winter classes begin in early January
- Spring classes begin in late March or early April
- Summer classes begin in mid-June

Timeline for Degree Completion

Most students complete the degree by taking two courses per quarter without any quarter breaks. However, you can opt to just take 1 course per quarter after completing OTL 6701 – 6704. This will extend your degree completion time but may fit better with your other obligations.

Note:

- Two courses per quarter is full-time status
- You are only allowed to take two courses per quarter unless you receive prior permission in writing

from the MS Ed-OTL Director. Permission to enroll in more than two courses per quarter is rarely granted

Example 1: Admitted in Spring Quarter, enrolls in two courses per quarter

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5
	Spring Quarter	Summer Quarter	Fall Quarter	Winter Quarter	Spring Quarter
Session 1	OTL 6701	OTL 6703			
Session 2	OTL 6702	OTL 6704			
			OTL 6706*	OTL 6707	OTL 6705
			OTL 677x	OTL 678x	OTL 6899
				File for Spring graduation	

*Must take as soon as you complete OTL 6704

Example 2: Admitted in Spring Quarter, enrolls in two courses per quarter for OTL 6701-6704, then takes 1 course per quarter

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5
	Spring Quarter	Summer Quarter	Fall Quarter	Winter Quarter	Spring Quarter
Session 1	OTL 6701	OTL 6703			
Session 2	OTL 6702	OTL 6704			
			OTL 6706*	OTL 678x	OTL 6705
	Quarter 6	Quarter 7	Quarter 8	*Must take as soon as you complete OTL 6704	
	Summer Quarter	Fall Quarter	Winter Quarter		
	OTL 6707	OTL 677x	OTL 6899		
		File for Winter graduation			

Our [list of future courses](#) may also help you develop your degree completion plan. However, don't hesitate to contact our office for guidance or clarification.

Time Off from the Program

You may be "away" from the program for only *two consecutive quarters* (excluding Summer Quarter) and must enroll in a class by the third quarter if you want to maintain your status in the program. Otherwise, your admission will be cancelled. You will have to re-apply and pay the application fee again. You may also have to resubmit transcripts if you have taken other classes since your time in our program.

Planned Educational Leave

Students who are unable to enroll in classes in the MS Ed-OTL program for a specific time period to pursue other educationally related activities or for documented medical or military leave may be eligible to apply for a [Planned Educational Leave](#). Students should be in good academic standing and can only be on educational leave for up to two years (eight consecutive terms). The student will need to specify when they plan to return. The leave must be approved by the MS Ed-OTL Program Director and the Registrar. If approved, the student will retain their status as a matriculated student and will not need to reapply to the program upon their return.

Please contact the OTL Program Manager for details.

Five-Year Rule for Courses

Graduate students must complete their degree and graduate within five years of taking their first course required by the major. To determine whether or not a course is within the allowable five years, you need to count backwards from the quarter of graduation. For example, Fall 2014 graduation is in late December, therefore Fall Quarter 2009 is beyond the 5-year limit. If a student is returning to our program and therefore has courses older than five years, they may file a Five-Year Rule Waiver Petition—Extension for a Sixth Year. Please contact the Program Manager for more details.

Program Course Schedule

[View the latest course schedule](#)

List of Future Courses

[View the list of future courses](#). Please note that this is a **tentative** list and can change at any time. Always refer to the [course schedule](#) for the most current information.

Capstone Course: OTL Project

The [capstone experience](#) for the MS Ed-OTL program is the successful completion of a Project and supporting paper. The quality of the student's work, including quality of expression, is the major consideration in judging the success of this degree component. The OTL Project consists of a course the student has designed with a paper that includes a literature review and discusses and defends their design decisions based on the subject matter, the institution they are at, student level, assessment, accessibility, and so on. The MS Ed-OTL program does not use Departmental or University Thesis. Currently, the OTL Project advisor is the Program Director.

The MS Ed-OTL program provides you with a broad overview of good practices in online course and program design, and online course facilitation. Because of the depth and breadth of their understanding of all aspects of online teaching and learning (OTL), successful grads often serve as expert consultants to colleagues who are new to the online teaching/training world.

The OTL Project will allow you to demonstrate your in-depth mastery of OTL best practices for your learners, in your subject area, in the context of your workplace. All MA/MS programs expect you to have both breadth and depth understanding of the subject you have studied, and also expect you to show your unique contribution to that field. Your project paper and online course will demonstrate this latter accomplishment.

The Project itself has two parts: your online course, and the paper supporting your Project. The Project and paper may build on your OTL 6706 final proposal (if you still wish to work on the same topic). You must take the OTL Project course during your final term in the program. Although students have up to four quarters (including the quarter of enrollment) to complete their Project, we highly encourage students to complete their work during the quarter they enrolled.

STUDENT POLICIES AND PROCEDURES

Admission Categories

Students are normally admitted to the MS Ed-OTL program as “conditionally classified” graduate students. Once they have passed OTL 6706 with a grade of “B” or better, thereby satisfying the Writing Skills Requirement and completing any conditional prerequisites indicated at the time of admission, they may

advance to “classified” status. Students must enroll in classes during their term of admission. Otherwise, their admission is cancelled and they will have to re-apply to the program.

MS Ed-OTL Not Eligible for Dual Master’s Degree

You cannot pursue the MS Ed-OTL degree simultaneously with another master’s degree. You can complete your other master program first then apply to our program, or vice versa. You must still meet all admission requirements to the MS Ed-OTL program; acceptance is not guaranteed.

Registering for Classes

Once you have accepted admission and registration begins (refer to the [course schedule](#)), you may sign up for classes. Please note that our registration period may differ from other programs. To register, go to [MyCSUEB](#). Refer to the [registration guide](#) for more information.

Grades

- You must earn at *least* a “B” in all 8 required courses (OTL 6701 – 6707, 6899)
- You must earn at *least* a “B-” in each of your 2 elective courses (OTL 677x and 678x)

Your overall GPA must be at least a 3.0. Familiarize yourself with a [list of academic and administrative grading symbols](#).

Grade forgiveness is not available for graduate programs.

You may view your official grade on [MyCSUEB](#) at the end of the quarter, including 5 week courses that end mid-quarter (ie. OTL 6701 & 6703).

If you require grade verification for tuition reimbursement, you may send your request to the program manager at otl@csueastbay.edu from your Horizon email account. Please include your full name, Net ID and course for grade verification.

Requesting an Incomplete Grade

A student may request an Incomplete from the instructor if:

1. a discreet portion of the required coursework has not been completed and evaluated in the prescribed time period due to unforeseen, but fully justified, reasons;
2. attending a future offering of the class is not required to complete the work, and
3. the instructor believes it likely that the student will earn credit for the course upon completion of that work.

A student who is currently failing the course is not eligible for an Incomplete. It is the student’s responsibility to bring pertinent information to the attention of the instructor immediately and to determine from the instructor the remaining course requirements that must be satisfied to remove the Incomplete. A final grade is assigned when the work agreed upon has been completed and evaluated. The instructor will specify the work needed for completion which can be viewed in [MyCSUEB](#).

An “I” must normally be made up within one calendar year immediately following the end of the term during which it was assigned. This limitation prevails whether or not the student maintains continuous enrollment. Students may not repeat a course in which they currently have an incomplete grade.

When the required work has been completed and evaluated, the instructor will submit a change of grade form and the academic grade will be recorded. If students do not complete the work within the allowed time limit, the grade will be recorded as an “IC” (Incomplete Charged) and is counted as a failing grade when computing

the student's GPA.

Excluding Grades from GPA Calculation

The MS Ed-OTL Program Director has the discretion to request that grades in the program's courses that do not count towards graduate degree requirements be excluded from a student's GPA calculation. This will be permitted only if those grades result in the student being placed on academic probation. The request not to include a grade in a student's GPA calculation must be submitted by the program director to the Office of Academic Programs and Graduate Studies which will make the final determination of the request. This may be done at any time while a student is in the degree program, but may not be done after they have been awarded their degree.

If the student's GPA falls below 3.00, they should consult immediately with the MS Ed-OTL Program Director.

Academic Probation and Disqualification

There are two types of probation and disqualification: (1) academic and (2) administrative.

Academic Probation

A student must maintain a minimum 3.00 GPA in degree coursework to remain in good standing. If the GPA falls below 3.00, they will be placed on Academic Probation. Should this happen, the student must consult with the MS Ed-OTL Program Director prior to registering for the next quarter. The Associate Vice President of Academic Programs and Graduate Studies, however, may academically disqualify students, if the student does not earn a 3.00 GPA during any quarter while on probation, or if, at any time, a student does not meet the academic criteria of the MS Ed-OTL program.

Academic Disqualification

A student may be subject to academic disqualification by the Associate Vice President of Academic Programs and Graduate Studies if during any quarter while on probation they do not achieve the minimum 3.0 GPA in all units taken after admission to their graduate program. The student may also be disqualified if, at any time, they do not meet the academic criteria of their department. In addition, an appropriate campus administrator may disqualify a student who at any time during enrollment has demonstrated behavior so contrary to the standards of the profession for which the student is preparing as to render him/her unfit for the profession. In such cases, disqualification will occur immediately upon notice to the student.

Standards for Student Conduct

Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences. For more information, read the [Standards for Student Conduct](#).

Using Horizon Student Email

Your [Horizon e-mail account](#) is the official way CSUEB will contact you once you become a student and is your responsibility to check it regularly:

- It is the only e-mail address to which all official University and course communications will be sent to,

- as well as the email account you should use when communicating with individuals at the university
- Students are responsible for reading emails in their Horizon account regularly, recognizing that certain communications may be time-critical. “I didn’t check my email” or email returned to the University with “mailbox full” or “user unknown” are not acceptable excuses for missing official University communications sent via email
 - You can have you [Horizon account forwarded to a personal e-mail account](#). However, students are protected under the [FERPA privacy policy](#) regarding communications with the University within the Horizon student e-mail service. It is password protected and one’s personal data is secure. If you forward your e-mail to another e-mail address, the University cannot protect the privacy of your information

FINANCIAL

Students in our program pay for the courses upon registration. You do not pay for the entire MS Ed-OTL program “up front”.

Course Cost

Each course currently costs \$1,327.50 for in-state, out-of-state and international students.

Payment

The course fee is due within 1-2 days of registering; otherwise, you may be dropped from classes for non-payment. You may pay online using [CSUEB’s Web Payment Portal](#). Please note that there is a 2.9% service charge for credit card payments. Electronic checks ([e-checks](#)) do not have a service charge. A fee installment payment plan is *not* available for our program.

Financial Aid

Federal Financial Aid is available for students in our program. Go to the [Financial Aid website](#) for more information about how to apply.

Payment Exception for Financial Aid students

Financial aid students do not need to pay for classes when they register. Funds from your aid (which is usually disbursed to your student account a few weeks after the quarter has started) will be used to pay the course fees. *However, if the funds are no longer in your student account and have already been sent to you, you must pay for the class within 1-2 days after you register.*

To be cleared as a Financial Aid student, your TO DO list items must be in a “Received” status. If your aid offer is withdrawn, you will be responsible for course fees.

If you want to determine the status of your financial aid, check [MyCSUEB](#) first. Otherwise, you may contact the Financial Aid Office at finaid@csueastbay.edu or (510) 885-2784.

Employer Tuition Assistance

If you are currently employed, inquire with your employer as many companies provide tuition reimbursement/assistance for professional development courses and programs.

Scholarships

Although there are no scholarships directly offered for our program, please visit the [Scholarships](#) page to view all available scholarships and determine which ones you may qualify for.

Veterans Educational Benefits

Cal State East Bay is proud to help veterans and their families in achieving their educational and career goals. A variety of programs have been pre-approved for tuition assistance for active and retired military, and qualified dependents. Get [VA Educational Benefit](#) details online, including application and reimbursement processes, and contacts who can help you along the way.

Dropping a Course

The term "drop" refers to official deletion of a course from your record. If you cannot continue enrollment in a course for which you have enrolled for a particular quarter, you must officially drop the course using [MyCSUEB](#). You may drop courses without the course appearing on your permanent record. After the Drop period, students may only withdraw from courses prior to the seventh week withdrawal deadline.

Be aware that courses may have a different drop period.

How to Drop from a Class

Please note the following course drop deadlines:

OTL 6701, 6702, 6703 and 6704 only: *DROP on or before the 5th day of class*

Courses numbered OTL 6705 and higher: *DROP on or before the 14th day of class*

To **DROP** a course, follow these simple steps:

1. Drop your class in [MyCSUEB](#).
2. Ask for a refund by completing the [Refund Request Form](#) and faxing it directly to the Cashier's Office. Otherwise, the course fee will remain on your account.

Students who drop a course by the drop deadline are entitled to a full refund (less a \$10 processing fee). No refund can be given for drops after the specified drop deadline of a class. Dropped classes will not appear on your transcript.

Withdrawing from a course

Withdrawing from a course refers to official termination of enrollment in a class after the Drop period. You cannot "drop" a class after the end of the Drop period, but you can "withdraw." You can withdraw from a class only for serious health or personal problems beyond your control. If you withdraw from a class, the class will appear on your record with a grade of "W" but will not affect your overall GPA.

[Information on withdrawals or withdrawing from the university entirely.](#)

How to Withdraw from a Class

To **WITHDRAW** from a class after the Drop period has ended:

1. Complete the [Withdrawal Form](#). On the form, state the reason for withdrawal and obtain approval from the instructor via email.
2. Submit to form the OTL office by email (otl@csueastbay.edu) or fax (510) 885-4498. The MS Ed-OTL Program Director will review your request for approval.

Refunds are not available if you withdraw from a class. Your transcript will show a “W” for each withdrawn class but will not affect your overall GPA.

A stop payment order on a check does *not* constitute an official drop or withdrawal, nor does it relieve you of your financial obligation for the course. Additional fees may be charged.

If you enrolled in a course, failed to complete the course requirements, and did not withdraw, you will receive a “WU” (withdrawal unauthorized), which counts as an “F” in your GPA.

Refunds

If you are eligible for a refund, the amount is automatically credited to your University account. If you do not request a refund, the University will leave the balance on your account to apply toward future charges.

If you want the credit balance refunded to you personally, you must download and submit a [Refund Request Form](#) to the Cashier's office for processing. There is a \$10 processing fee for this service (except for Financial Aid students or for cancelled courses). The Cashier's office is located on the first floor of the Student Services and Administration (SA) Building on the Hayward Campus and in the Academic Services Lobby on the Concord Campus. Processing of refund requests takes approximately nine weeks. (Credit card refunds may not appear on your statement for one to two billing cycles.)

Refunds for Financial Aid Students

If you receive Financial Aid, you must also contact the Financial Aid office when you drop or withdraw from your classes. Financial aid has strict policies on what must be done to the funds that have been disbursed directly to you and/or credited to your account. For more information, please visit the [Financial Aid Drop & Withdrawal Policy](#) page.

Refunds for a Cancelled Class

If your class is cancelled, you will receive a full refund. Refunds are issued in the same form as payment received (e.g. if you paid by credit card, you will receive a credit; if you paid by check, a refund will be mailed to you). Processing takes approximately six weeks.

SEMESTER CONVERSION

Semester Conversion is underway at CSU East Bay! This is a multi-year effort to transition the campus from a quarter to a semester calendar. The first term on the semester calendar will be Fall 2018.

The MS Ed-OTL program faculty and staff are committed to assisting our students who begin in the quarter system to smoothly transition into the semester system with minimal disruption to their degree completion timeline.

[CSUEB's semester conversion plan for students](#)

Sample Degree Completion: Quarter Start to Semester Finish

Below is a **sample** degree completion plan for a “fast track” student, who takes the maximum number of courses allowed and does not take any quarter or semester breaks.

	Spring Quarter 2018	Summer Quarter 2018	Fall Semester 2018	Spring Semester 2019
	OTL 6701 OTL 6702	OTL 6703 OTL 6704		
Session 1			OTL 605 and 606	OTL 673
Session 2			OTL 681	OTL 607 and 699

Please contact our office for your individual degree completion plan. Our [list of future courses](#) may also help you in planning your degree completion timeline.

DEGREE COMPLETION, COMMENCEMENT AND DIPLOMAS

Graduation from CSUEB is an exciting time for our program. Often, it is the first time we finally meet our students in person!

Filing for graduation

All students must apply for graduation for their degree to be awarded and posted on the transcript. Even if you completed all your degree requirements, your degree will not be awarded if you did not apply for graduation. Graduation is separate from the annual Commencement ceremony.

When to File for Graduation

Students are required to file one quarter prior to their last term in the program.

Final graduation evaluation and posting of degree will take place within the next 4 – 8 weeks after the end of your graduation term. The Office of the Registrar will mail diplomas to candidates who completed all degree requirements and filed for graduation 6 – 8 weeks after the degree is posted to their record.

Example:

Graduation Term: Fall 2015

-file for graduation: 1st two weeks of Summer Quarter 2015

-end of term: December 13, 2015

-final evaluation & degree posting start on December 14, for the next 4-8 weeks

-diplomas mailed after degree is posted to the academic record

Please view the [Academic Calendar](#) to determine when the quarter ends.

How to Apply for Graduation

1. Log in to [MyCSUEB](#) with your NetID and password. Under *Student Center* select the “Apply for Graduation” link and follow the prompts to select the degree and term for your graduation. Please refer to [Important Dates](#) to view the deadlines to file for graduation.

2. Once you have applied for graduation, contact the OTL Program office (otl@csueastbay.edu) to initiate a graduation check form, which will be completed by the department and sent to the graduation evaluations office for further review.

NOTE: After you file for graduation, the graduation filing fee will be applied to your student account. Please make sure to pay the fee; otherwise your diploma will not be awarded.

Read [Applying For Graduation & Graduation FAQs](#)

Graduation Status

You may check your graduation status by clicking on the *Graduation Status/ Commencement* link in your Student Center in [MyCSUEB](#).

Current Academic Objective		Requirement (Catalog) Term
Career:	Postbaccalaureate	Fall Quarter 2008
Program:	Masters Degree	Fall Quarter 2012
Plan:	Education MS	Fall Quarter 2012
Sub-Plan:	On-line Teaching & Learning	Fall Quarter 2012
Expected Grad Term:		Spring Quarter 2013
Graduation Status:		Verification of Degree Requirements In Progress

The graduation status options you will see are as follows:

Applied – application for graduation received

Pending - major check has been received by graduation evaluations. This is an acknowledgement that your evaluator has received your major check and will begin review of your file in the order received.

Verification of degree requirements in progress – your graduation evaluator is reviewing your file and will e-mail a review to your Horizon e-mail account. The evaluator will then review your file again at the end of your graduating term to verify all requirements are met and then post your degree.

Awarded – verification completed and diploma ordered. You can view your degree posting on your transcript immediately.

Check your [Horizon e-mail](#) regularly. A graduation evaluator will e-mail your final review and may contact you with questions or instructions.

Graduation vs. Commencement

Graduation is the process where the graduation evaluator reviews your graduation application to determine if you have completed all the degree requirements. Once that has been verified, your degree will be awarded.

[Commencement](#) is the annual ceremony which acknowledges students who have filed for graduation during the academic year. A student may participate in the Commencement ceremony even if they have not yet completed their degree requirements. Our program hosts a pre-Commencement party every year for our graduates; details are emailed to all eligible graduates during the Spring quarter.

Awarding of Degree

Your degree will be awarded or posted to your academic record 4-8 weeks after your graduation term. If there are any issues, the office of Graduation Evaluations will contact you through your Horizon email. Once your degree has been posted, you will see a notation on your unofficial transcript in [MyCSUEB](#) and your graduation status will be updated to *awarded*.

No Honors Designation for Graduate Students

Honors designation is for undergraduate degrees only. Post-baccalaureate and graduate students are not eligible for university/academic honors, per the University catalog. [Academic policies](#) state:
“Because graduate students constitute a select group whose members do very well in their programs, there is no academic honors at graduation or dean's list recognition as is the case for undergraduates.”

Student Name on Diploma & Commencement Program

The Commencement Program and diploma will be printed with the official name of the student on file with the university. Students who have legally changed their name should download and submit a [Personal Data Change Form](#) with appropriate documentation. You must submit your name change request by the [last day of the term](#) which you filed for graduation for your new name to appear on the diploma.

Mailing of Diploma

Your diploma will be mailed to your permanent address on file with the university. It may take 4-6 weeks for the diploma to be mailed out *after* your degree has been posted. Students wishing to change their permanent address may do so online through [MyCSUEB](#) prior to the end of their last quarter. For questions about your diploma, please send an email to diploma@csueastbay.edu

Transcripts

Official transcripts of your University record may be requested by placing an order with the Office of the Registrar. The fee for the first official transcript is \$4.00. The fee for additional official transcripts prepared at the same time is \$2.00 each for up to ten transcripts. A service charge is also assessed on all online orders. Electronic or PDF transcripts are also available.

Go to the [Transcripts](#) page for information on how to order a hardcopy or electronic transcript.

STUDENT RESOURCES AND SERVICES

There is a wealth of resources available to you as an online student and alumni in our program.

Accessibility Services

If you need special accommodations for a disability, please contact the [Accessibility Services](#) as early as possible (preferably before the class begins). If you have questions about how students with disabilities are accommodated in our online courses, please contact the Program Director, Dr. Anne Guptill (anne.guptill@csueastbay.edu)

Bay Card

As a new student enrolled in an online degree program, you may request an ID card (Bay Card) at no charge. A new student is defined as one who has not received an ID card from CSUEB in the past.

The Online Student Bay Card* allows you to:

- use computer labs at CSUEB Hayward & Concord campuses
- obtain student discount on purchases (example: movie tickets, various retailers**)
- get student discounts at local Bay Area retailers
- receive CSUEB student price for theatre and music events on campus
- Some on-campus privileges (example: RAW, checking out library materials, etc) - Additional fee might be required for healthcare related services.

*Valid only when presented with a Photo ID such as your driver's license.

**Retailer discounts not guaranteed – please ask the sales associate at your local store if they provide a student discount

Requesting a Student ID (Bay Card)

The first ID is free of charge. If you are a matriculated online student who cannot come to the Hayward or Concord campus to obtain your ID, you may request that one be sent to you. To do this, please email CSUEB Online Campus at online@csueastbay.edu

If the card was lost, a replacement fee will be charged and a new card issued.

[Bay Card FAQs](#)

Blackboard Student Support Services

Helpful information about Blackboard is posted on the [Blackboard Student Services](#) page.

If this is your first time using Blackboard, please watch the video tutorials on [Blackboard Learn: For Students](#)

Career Information and Job Search

You may access career tools including the PioneerJobs database through the [Career Education](#) page.

CSUEB Alumni Association

Once you have completed your degree, consider joining the [CSUEB Alumni Association](#). Membership is free. Benefits include access to Career Services, access to libraries at all 23 CSU campuses, discounts on Pioneer alumni events and more.

MS Ed-OTL LinkedIn Group

Keep in touch with your fellow MS Ed-OTL graduates by joining our official [OTL LinkedIn group](#). We encourage all OTL students and alumni to post to our group page. Share your interests by posting interesting online teaching & learning -related articles, whitepapers and job postings.

MyCSUEB Videos

Here are some videos on how to use and navigate MyCSUEB

[How to Use MyCSUEB](#)

[How to Use the Student Center](#)

[How to Manage Your School Finances](#)

HOW TO CONTACT US

First, try email in case we are working from home. If you don't receive a response within 24 hours during business days (*Monday – Friday, 8am – 5pm*), you may call and leave a voicemail message (make sure to include your Net ID & full name).

Who to Contact: Grade Dispute, Advising or Academic Issues

For grade disputes/questions, advising or academic issues, please contact the Program Director, Dr. Anne Guptill at anne.guptill@csueastbay.edu or (510) 885-4384.

Who to Contact: Routine Student Business

For questions on registration, payment, dropping or withdrawing from a course, course scheduling, graduation procedures, general advising on program/university policies and other general questions, please contact the Program Manager, Ayellee Adam at ayellee.adam@csueastbay.edu or (510) 885-4496.

Faculty Contact Information

Instructor	Email
Dr. Nan Chico	nan.chico@csueastbay.edu
Dr. Anne Guptill	anne.guptill@csueastbay.edu
Dr. Bill Hopkinson	bill.hopkinson@csueastbay.edu
Dr. Datta Kaur Khalsa	datta.khalsa@csueastbay.edu
Dr. Kay Lehmann	kay.lehmann@csueastbay.edu
Sharon Newman	sharon.newman@csueastbay.edu
Patricia (Tricia) Schodowski	patricia.schodowski@csueastbay.edu
Dr. Jodi Servatius	jodi.servatius@csueastbay.edu

Learn more about your instructor from their [faculty bio](#).