Our Mission

The Office of Parent and Family Programs is committed to helping you support your student’s success at Cal State East Bay. Your support and involvement is integral in making your student’s college experience a success.

The Center for International Education (CIE) provides a range of immigration and advising services to international students and scholars. Our staff is always pleased to hear from parents and answer any questions.

Contact Us

Parent and Family Programs
510-885-3322
parents@csueastbay.edu
www.csueastbay.edu/parents

Center for International Education
510-885-2325
cie@csueastbay.edu
www.csueastbay.edu/cie

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Welcome

Fall 2016

Dear Cal State East Bay Families,

Welcome to the Cal State East Bay community. This Guidebook is designed to share some of the exciting learning opportunities your student will experience as a “Pioneer”.

The “Pioneer” is more than our university mascot. The Pioneer represents our values and aspirations for students at Cal State East Bay: Pioneers explore new horizons; Pioneers address challenges creatively and resolutely; Pioneers work together and enjoy the support of their family and friends.

These values are reflected in six learning outcomes that we expect all students to achieve — both in the classroom and in their lives while they are students at East Bay. We expect our graduates to understand the importance of each of these and how to apply their knowledge and skills in their future careers and community roles. The employers we talk with also tell us that they want to hire graduates who are skilled in their major field of study and competent in the following areas:

- Thinking and reasoning (analytically and creatively)
- Communication (and listening!)
- Diversity (engaging in community)
- Collaboration (and team work)
- Sustainability (and responsible citizenship)
- Specialized field or major

Different courses at Cal State East Bay teach all six of these abilities, but students learn some of them even more effectively outside the classroom. Students must be able to communicate and collaborate in the residence halls and in the clubs and organizations they join. Our service learning program reveals the essentials of responsible citizenship in a very diverse region. Student leaders can apply creative thinking and problem-solving skills in a wide variety of activities.

We know how proud you are that your student is coming to the University — and how much more proud you will be at commencement, just a few years away. Our Parent and Family Programs will help you participate in your student’s experience at East Bay, and assist you in understanding the goals and expectations of the university. We will introduce you to services and engagement opportunities for you as Pioneer Parents.

To complete the journey from new student to graduate, each student learns to succeed as an individual — but not alone. We look forward to working with you as partners in supporting your student along the way.

Stan Hebert, III
Associate Vice President, Student Affairs
Parent and Community Relations

www.csueastbay.edu
University Leadership

Key Administrators

Dr. Leroy M. Morishita
President

Mr. Derek Aitken
Chief of Staff

Ms. Debbie Chaw
Vice President, Administration and Finance and CFO

Ms. Tanya Hauck
Vice President, University Advancement

Dr. Julie M. Wong
Vice President, Student Affairs

Dr. Dianne Rush Woods
University Diversity Officer

The Provost and College Deans

Dr. Edward S. Inch
Provost and Vice President, Academic Affairs

Dr. Jagdish Agrawal
Dean, College of Business and Economics

Dr. Carolyn Nelson
Dean, College of Education and Allied Studies

Dr. Kathleen Rountree
Dean, College of Letters, Arts, and Social Sciences

Dr. Jason Singley
Dean, College of Science

Dr. Ray Wallace
Executive Director and Senior International Officer
International Programs

www.csueastbay.edu
California State University, East Bay
California State University, East Bay is known for award winning programs, expert instruction, small classes, a highly personalized learning environment. More than 100 fields of study are offered, including 50 Baccalaureate Degrees, 35 Master’s Degrees, 61 minor options, and an Ed. D. in Educational Leadership.

Our Mission
Cal State East Bay welcomes and supports a diverse student body with academically rich, culturally relevant learning experiences, which prepare students to apply their education to meaningful lifework, and to be socially responsible contributors to society. Through its educational programs and activities the University strives to meet the educational needs and to contribute to the vitality of the East Bay, the state, the nation, and global communities.

Our Campuses
With three locations in the San Francisco East Bay, Cal State East Bay offers many choices for degree completion and career development. The main campus is located in the beautiful hills of Hayward, CA, and the Concord Campus branch is located at the foot of Mt. Diablo in Contra Costa County. The Oakland Professional Development center campus serves working students from across the region.

Students First
With our students-first commitment, students receive individualized learning with an undergraduate class sizes average 31 students, and a student-to-faculty ratio of 28:1. Graduate class sizes average 21 students, with a student-to-faculty ratio of 17:1.

Championships
Since 1961, Cal State East Bay Pioneers have won more than 80 conference championships, seven national collegiate championships, produced more than 425 All-Americans and Academic All-Americans. Read more at the East Bay Pioneers Athletics web site.

High Ratings
The Princeton Review has rated Cal State East Bay a “Best in the West” and the College of Business and Economics as one of the nation’s 300 “Best Business Schools”. Cal State East Bay has been chosen as a “Publisher’s Pick” by The Hispanic Outlook in Higher Education for the advancement of Hispanic students. CSUEB’s undergraduate program has been named one of the nation’s Top 100 degree-producing institutions for students of color since 2012, and more recently in 2016, by Diverse Issues in Higher Education. In 2016, Cal State East Bay won a Higher Education Excellence in Diversity (HEED) award for its diversity and inclusiveness for a third straight year.
## FALL QUARTER 2016

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Labor Day Holiday Campus Closed</td>
<td>Sep. 5, 2016</td>
</tr>
<tr>
<td>Classes Begin</td>
<td>Sep. 21, 2016</td>
</tr>
<tr>
<td>Veterans Day Campus Closed</td>
<td>Nov. 11, 2016</td>
</tr>
<tr>
<td>Thanksgiving Holiday Campus Closed</td>
<td>Nov. 24 - 26, 2016</td>
</tr>
<tr>
<td>Last Day of Classes</td>
<td>Dec. 4, 2016</td>
</tr>
<tr>
<td>Final Exams Week</td>
<td>Dec. 5 - 10, 2016</td>
</tr>
<tr>
<td>Grades Posted on MyCSUEB</td>
<td>Dec. 19, 2016</td>
</tr>
<tr>
<td>Winter Holiday Campus Closed</td>
<td>Dec. 25, 2016 - Jan. 2, 2017</td>
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## WINTER QUARTER 2017

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Classes Begin</td>
<td>Jan. 3, 2017</td>
</tr>
<tr>
<td>M.L.King Day Campus Closed</td>
<td>Jan. 16, 2017</td>
</tr>
<tr>
<td>Last Day of Classes</td>
<td>Mar. 12, 2017</td>
</tr>
<tr>
<td>Final Exams Week</td>
<td>Mar. 13 - 19, 2017</td>
</tr>
<tr>
<td>Grades Posted on MyCSUEB</td>
<td>Mar. 21, 2017</td>
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## SPRING QUARTER 2017

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<tr>
<th>Event</th>
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<tr>
<td>Classes Begin</td>
<td>Mar. 27, 2017</td>
</tr>
<tr>
<td>Cesar Chavez Day Campus Closed</td>
<td>Mar. 31, 2017</td>
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<tr>
<td>Memorial Day Campus Closed</td>
<td>May 29, 2017</td>
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<tr>
<td>Last Day of Classes</td>
<td>June 4, 2017</td>
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<tr>
<td>Final Exams Week</td>
<td>June 5 - 10, 2017</td>
</tr>
<tr>
<td>Commencement Ceremonies</td>
<td>June 9 - 11, 2017</td>
</tr>
<tr>
<td>Grades Posted on MyCSUEB</td>
<td>June 19, 2017</td>
</tr>
</tbody>
</table>

For Summer Sessions, fee deadlines, enrollment dates and more, visit [www.csueastbay.edu/importantdates](http://www.csueastbay.edu/importantdates)

NOTE: Dates subject to change; check web site for updates.
There are two full-time International Student Advisors on staff in the Center for International Education (CIE) on campus to advise students on maintaining their immigration status and employment options for F-1 Visa holders. We strive to achieve the highest level of professionalism and efficiency in executing these services and to provide a warm and friendly atmosphere for our students. Students should make an appointment to see an International Student Advisor if they have any questions about their immigration status or working off-campus.

CIE is located on the first floor of the Student and Faculty Support Building. Call 510-885-2325 for an appointment or drop by the front desk. For information, forms and handouts, visit the CIE web site at http://www.csueastbay.edu/cie
College of Letters, Arts, and Social Sciences (CLASS)

[Contact Information]

Departments:
- Anthropology, Geography & Environmental Studies
- Art
- Communication
- Communicative Sciences & Disorders
- Criminal Justice Administration
- English
- Ethnic Studies
- History
- Human Development & Women's Studies
- Modern Languages & Literatures
- Music
- Philosophy
- Political Science
- Public Affairs & Administration
- Social Work
- Sociology & Social Services
- Theatre & Dance

Programs:
- International Studies
- Liberal Studies

College of Business and Economics (CBE)

[Contact Information]

Departments:
- Accounting & Finance
- Economics
- Management
- Marketing & Entrepreneurship

BSBA Online Program:
- Valley Business Technology 459
  510-885-3376
  cbe_bsba_online@csueastbay.edu
College of Education and Allied Studies (CEAS)

csueastbay.edu/ceas
Arts & Education Building 111
Open Monday - Friday 8:00 a.m. - 5:00 p.m.

Departments:
- Educational Leadership
- Educational Psychology
- Kinesiology
- Hospitality Recreation and Tourism
- Teacher Education
- Online Teaching and Learning Degree Program

College of Science (CSCI)
csueastbay.edu/csci
North Science Building 141
Open Monday - Friday 8:00 a.m. - 5:00 p.m.
Phone: 510-885-3441

Departments:
- Biological Sciences
- Chemistry & Biochemistry
- Computer Science
- Engineering
- Earth & Environmental Sciences, Geology
- Mathematics
- Nursing & Health Sciences
- Physics
- Psychology
- Statistics and Biostatistics

Concord Campus
csueastbay.edu/concord
4700 Ygnacio Valley Road, Concord, CA
Academic Service Center
Open Monday - Thursday
Phone: 925-602-6700
E-mail: cccinfo@csueastbay.edu

Majors at Concord:
- Liberal Studies
- Nursing
- Pre-Licensure Program
- RN Advanced Placement Track
- Nursing (B.S.N.) for transfer students
- Nursing (RN to B.S.N)
- Pre-Nursing and Nursing
- Psychology
- Business Administration
Academic Advising and Degree Progress

Academic Advising
Academic Advising is provided to students at a variety of offices on campus. Students should seek advising several times a year to be sure they are taking the courses required for their major and degree plans.

Academic Advising and Career Education (AACE)
AACE is a one-stop center for both academic advising and career development. Counselors can help you understand and complete all General Education and graduation requirements, and also assist you with identifying career goals.

AACE is located on the 2nd Floor, Student Services and Administration Building. Call 510-885-3621 for an appointment. Visit the AACE web site to see the many services we offer including academic advising, major exploration, career tools and workshops, internships, jobs on campus and more!

Undergraduate Student Advising
First-year students are encouraged to visit AACE as early as possible, so that counselors can help them choose a major field of study, join a learning community, and chart academic progress. For EOP Advising, see the EOP Program.

Advising in your major
Department advisors and service centers in the four colleges helps students to stay on course with the appropriate courses in the right sequence. Contact the service center for your college (shown below) or the academic department for advising assistance in your major.

Study Abroad Advising
The Study Abroad opportunities offered through California State University, East Bay allow students to go overseas for one semester or an academic year and gain academic credit toward their degree at an affordable price. Students can study a variety of majors in many different countries. Some possibilities include studying Multiculturalism in Denmark, International Business in Korea, History in Spain, or Biochemistry in Sweden.

Learn more about Study Abroad programs administered by the Center for International Education (CIE) by reviewing our Program Options web page at http://www.csueastbay.edu/cie/studyabroad/options.html or the site for Study Abroad 101 at http://www.csueastbay.edu/cie/studyabroad/101.html. Students should attend one of the many information sessions held throughout the year. For more information, please call CIE at 510-885-2880 or visit us at the Student Faculty and Support (SF) Building, Room 102.

Colleges and Departments
Each of the four Colleges at CSUEB has a student service center which offers information about scheduling, forms, academic progress, requirements in their major and graduation.

Degree Progress in MyCSUEB
Students can track their academic progress in their MyCSUEB student center, the online system that keeps the student’s records. Here, they can review their progress and receive notes from their academic advisor.
Athletics

eastbaypioneers.com

Whether your student wants to be an athlete or your family wants to cheer on the East Bay Pioneer teams, be sure to check out the Athletics web site online for information and events.

East Bay Pioneers

Cal State East Bay is a member of the National Collegiate Athletic Association (NCAA). The Cal State East Bay Athletic Department sponsors 15 Intercollegiate sport programs. Men’s teams include Baseball, Basketball, Cross Country, Golf, Soccer, and Track and Field. Women’s teams include Basketball, Cross Country, Golf, Soccer, Softball, Swimming, Volleyball and Water Polo.
Student Accounts

NetID, E-mail, BayCard and MyCSUEB

First: Activate NetID
Learn how to activate your NetID at the NetID website csueastbay.edu/its/netid/

Second: Set up student Horizon Student E-mail
horizon.csueastbay.edu
Horizon student e-mail is where students receive all official communications from the University regarding enrollment, registering for classes, paying fees and more. Students should setup their e-mail inbox after activating your NetID. Students should check their campus e-mail often and regularly for messages from the University.

To learn more or to log in to their BayCard account, students should visit the BayCard web site. For questions e-mail: baycard@csueastbay.edu or call 510-885-CARD

Third: Get your BayCard Student Photo ID made
BayCard web site
The BayCard enables students to use campus facilities and services such as the library, computing labs, and student health center, and the Recreation and Wellness Center (RAW). The BayCard allows students to access money they may have placed in the student’s BayCard online account.

Fourth: Use MyCSUEB to enroll in classes and keep track of your academic record
my.csueastbay.edu
MyCSUEB is the online interface for students to check their application status, class schedule, enroll in courses, deal with financial aid, grades, holds and other matters related to their academic record. Students can search class listings, online courses, the University Catalog, make a payment, and other transactions through MyCSUEB.
Blackboard Learning Management System
bb.csueastbay.edu

Blackboard is a software application that provides both a student portal and a course management system at Cal State East Bay. Students can access Blackboard with their NetID and password. Blackboard provides students with course materials, communications with professors, connection with classmates and study groups, custom portfolios, online storage for documents and Google research help.

Useful Links and Online Connections
Other useful features in Blackboard include:
- Links to CSUEB clubs and organizations
- Link to University news and events
- Course catalog, search available courses
- Browser compatibility check tool
- Software tools to access online courses
For more help visit the Blackboard Web site.

Student Center for Academic Achievement (SCAA)
library.csueastbay.edu/scaa/

The Student Center for Academic Achievement (SCAA) provides FREE tutoring for math, writing, and statistics and other student learning services and programs. SCAA helps students improve their skills and to become confident, independent learners. The SCAA has a talented and capable staff of tutors and reception desk assistants who will do their best to help the student to succeed.

To make tutoring appointments, students may:
1) Stop by the SCAA in person
2) Telephone the SCAA at 510-885-3674
3) Use the TutorTrac program after the third week of the quarter to make an appointment online. (Not available during summer)
Student Service Centers:
Academic Advising is offered by the student service centers in each of the four colleges.

College of Business & Economics (CBE) Student Service Center
Undergraduates
Valley Business Technology 129, Open Monday - Friday 8:00 a.m. - 5:00 p.m.
510-885-3323  cbe_ssc@csueastbay.edu

College of Education and Allied Studies (CEAS) Student Service Center
Credential Student Service Center
Arts & Education 235, Open Monday - Thursday 12:00 p.m. to 5:00 p.m. Closed Fridays and weekends.
510-885-2272  credentials@csueastbay.edu

College of Letters, Arts & Social Sciences (CLASS) Student Service Center
Music Building 1503
Open Monday - Friday 8:00 a.m. - 5:00 p.m.
510-885-4874  or 510-885-2144  class_ssc@csueastbay.edu

College of Science (CSCI)
Student Service Center
North Science Building 141
Open Monday - Friday 8:00 a.m. - 5:00 p.m.
Phone: 510-885-3441

Additional Student Service locations:

Enrollment Information Center (EIC)
First Floor, Student Services & Administration Building, Hayward Campus
510-885-2784

Cal State East Bay serves students with services such as admission, financial aid, registration, and student financial services. Students should frequently check the self-service online interface MyCSUEB for important University information and updates to their personal account. Students may receive assistance by phone or in person at the EIC.

Telephone Hours are Monday - Thursday 10:00 a.m - 3:00 p.m.

Admissions, Financial Aid, and Records Information (SAFARI)
Open Monday - Thursday 8:30 a.m. - 5:30 p.m.,
Friday 10:00 a.m. - 5:00 p.m.
Quarter Break hours: Monday - Thursday 8:00 a.m. - 6:00 p.m., Friday 8:00 a.m. - 5:00 p.m.

Cashier’s Office Hours at Hayward
Open Monday - Thursday 8:30 a.m. - 5:00 p.m.,
Friday 9:00 a.m. - 4:30 p.m.

Academic Service Center, Concord Campus
Academic Services Building
4700 Ygnacio Valley Rd., Concord CA 94521
(925) 602-6700

Admission, Financial Aid, and Registrar
Open Monday - Thursday 9:00 a.m. - 6:30 p.m.
Closed on Fridays and weekends.
Quarter Break hours: Monday - Thursday 10:00 a.m. - 5:00 p.m. Closed Fridays and weekends.

Financial Aid counselor appointments at Concord Campus are available the second Tuesday of each month from 3:00 p.m. - 6:00 p.m. Contact

Offices Closed on Holidays
Hours of operation are subject to change, and not applicable when the University is closed for scheduled holidays. Check the University Calendar for holidays.
Enrolling in Classes

Before a student registers for classes they have received an admitted student checklist to follow. Students should:
• Complete items from the checklist as well as any items in the MyCSUEB To Do List.
• Check the Important Dates page for fee deadlines and enrollment dates
• Obtain academic advising needed for classes, course patterns, and degree planning
• Meet with an academic advisor and major or minor departments as needed.

How to Enroll in Classes for Admitted Students

The MyCSUEB system has everything needed to enroll in classes.
1. Accept Admission Offer in MyCSUEB
2. Submit all required documents
3. Complete items on admitted student checklist
4. Check your enrollment appointment time in MyCSUEB
5. Browse the class schedule
6. Enroll in classes and check for holds
7. Review fee payment information and deadlines

Visit the Registration web site for details.

Questions?
If you have questions about your enrollment, call 510-885-2784 or e-mail reg@csueastbay.edu. For questions about paying your fees, contact the Accounting Office at 510-885-3767 or e-mail studentfinance@csueastbay.edu

Pioneer Bookstore
bkstr.com/csueastbayhaywardstore/home

Visit the Pioneer Bookstore for book rental or purchase, digital course materials, CSUEB apparel, supplies, gifts and collectibles, computers, tablets, and accessories. The store offers sundries, snacks, sandwiches and beverages.

Get all your Pioneer spirit gear at the Bookstore! An authorized Apple Computer dealer, the bookstore offers great buys on computers and tablets from Apple and other competitive brands. Pioneer Bookstore offers the lowest prices on in-store books with their price-match guarantee. We also offer cash book buyback at the end of the year. Be sure to check our online store for deals and promotions!
Financial Aid and Scholarships
As a California state institution, Cal State East Bay is not able to offer Financial Aid to international students. Some departments may offer partial scholarships subject to eligibility.

Student Financial Account
Student account information: my.csueastbay.edu

How to Pay Student Fees
csueastbay.edu/fees
Fees are due by the payment deadlines or classes may be subject to disenrollment. The student’s financial account summary is located online in MyCSUEB at my.csueastbay.edu. Fees may be added to a student account up until the fee payment deadline. Please have your student check their account regularly in MyCSUEB to ensure they are aware of all fees due.

Fees may be paid by the following methods:
1) online with credit card or electronic check;
2) in person with check, money order, cashier’s check or cash or
3) by wire transfer. See instructions at the following web links:
   • International Bank Transfers - All nations except China
   • International Bank Transfer - From China only

For information about how and when to pay fees, paying with financial aid, installment payments, or refunds, please see the Paying Your Fees web site.
University Honors Program (UHP)
csueastbay.edu/academic/academic-support/university-honors/

Honors Program students in good standing enjoy the following benefits:
• Early Registration for Most Classes
• Letters of Recommendation for Scholarship and Employment Opportunities
• Potential for Travel Support to Professional and Academic Conferences
• Exclusive use of the Honors Study Room and Honors Computer Equipment
• Attendance at UHP Social and Academic Events
• Right to Join the Honors Student Council
• Annual University Honors Program Banquet
• Acknowledgement at Honors Convocation
• UHP Medal upon graduation

Visit the Honors Programs web site for more information.

Tau Sigma Honor Society for Transfer Students
Tau Sigma is an academic honor society designed specifically to “recognize and promote the academic excellence and involvement of transfer students.” All members must earn a 3.50 GPA or higher during their first full quarter at Cal State East Bay, and transfer in with 60 units of transferable college credits. For more information, please visit the Tau Sigma web page.

CSUEB Clubs and Organizations
Campus clubs and organizations offer additional opportunities for high achieving students; visit these web links to learn more.

Academic Organizations
Cultural Organizations
GREEK Organizations
Recreational Organizations
Religious Organizations
Student Housing and Campus Dining

Student Housing & Residence Life

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

Students can make the most of their college experience by living on campus where they have access to activities, events, learning resources and advisers. Visit the housing web site to learn about options for housing on or off campus. If a student is interested in living on campus, the housing application should be made as soon as the student decides to attend Cal State East Bay to get maximum consideration, due to the high demand for housing. If housing reaches capacity housing applicants are placed on a waiting list.

Campus Dining

Students may select from a variety of dining locations and meal plan options on campus. Enjoy the new Dining Commons overlooking the San Francisco Bay, or explore the variety of food services offered in the Student Unions.

Student Meal Plans

Students who live on campus are required to purchase a meal plan as part of their housing contract. Meal plans are also available to any students living off campus. Meal Plans include a set number of meals per week, plus flex cash to use at other food service areas on campus. Students may purchase Meal Plans at the Campus Dish web site, [csueastbay.campusdish.com](http://csueastbay.campusdish.com) or in person at the Dining Commons.
The Office of Accessibility Services provides services to qualified students with disabilities through programs offered at the Hayward and Concord Campuses, to provide equal access to classroom programs and campus activities consistent with Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, associated California laws and regulations, and CSU policy.

We inform and collaborate with faculty and staff to ensure successful implementation of accommodations and to increase the level of access and inclusion of all individuals on campus. To apply for accommodations, please review the information and document deadlines on our web site and complete the Accommodated contact form.

Prospective students should visit our Accessibility Services web site to learn about our many programs offering student accommodations and assistive technology, how to apply for services, and answers to your questions.

Contact Us

Hayward Campus Office
Phone: 510-885-3868
General Fax: 510-885-4775
Exam Fax: 510-885-2488
Library Complex 2400
25800 Carlos Bee Boulevard
Hayward, CA 94542

Concord Campus Office
Phone: 925-602-6716
Fax: 925-602-6750
Academic Services Building 114
4700 Ygnacio Valley Road
Concord, CA 94521
Student Health and Counseling Services (SHCS)
csueastbay.edu/shcs

Student Health & Counseling Services is a fully accredited outpatient clinic staffed by Board Certified Physicians, and licensed Nurse Practitioners, Nurses, and Counselors. Student Health & Counseling Services offers basic medical care for most illnesses and injuries and various elective services. The clinic provides medical services, counseling and psychiatry, and health education.

Emergencies
CSUEB offers a 24/7 emergency care referral system. In a medical or psychiatric emergency, please call 9-1-1, University Police Dept. at 510-885-3791, or go to the nearest emergency room. Cal State East Bay is committed to your student’s health and well-being with low cost, high quality medical services. For more details about eligibility, appointments and services, please visit our web site.

Recreation and Wellness Center
The Recreation and Wellness Center (RAW) offers comprehensive programs centered on healthy lifestyle choices. Students paying the University Union Recreation student Fee receive a complementary membership for each relevant quarter. Members obtain access to the 54,000 square foot facility including a 2-story fitness center, equipment rentals, locker rooms with showers, wellness center, and gymnasium with indoor track.

Services at the RAW include fitness classes, personal trainers, intramural sports leagues, and open recreation tournaments. Wellness programs are offered to provide students with holistic approaches that integrate physical, psychological, emotional and social aspects of a student’s health experience. Interactive workshops focus upon nutrition/fitness, sexual health, alcohol/other drugs, and self-care topics. Massage therapy is available for currently registered students. The RAW offers student internships and paid positions to gain experience, student leadership and professional development. Learn more at the RAW web site.
Student Service Programs

Here are some of the many services available to students at Cal State East Bay.

Academic Advising and Career Education (AACE)
Find jobs, explore career options, find an internship, get help with choosing classes, degree planning, and more. Our Pioneer Jobs database contains many job opportunities for students. Find information at the AACE web site.

Accessibility Services
Services and accommodations for students with disabilities. Visit the Accessibility Services web site to learn more.

Dining Services
Dining Commons offers all-you-can-eat dining for breakfast, lunch and dinner. Numerous eateries on campus offer great food and beverages. Snacks and groceries are available at the P.O.D. market and Pioneer Bookstore. Campus Dish web site offers meal plans for purchase, menus, current hours and locations.

Library Resources
Library staff can assist students with research and study support. Visit the Learning Commons for tech support and the SCAA for tutoring help. Visit the Library web site to learn more. The Learning Commons offers computers, printers and technology support services at the Library.

Students can walk up to any of the computers and sign in with their NetID and password. To find more information about computer lab reservations, wireless access, and other technology issues, visit the Library Web site Technology page.

Student Center for Academic Achievement (SCAA)
SCAA supports students with tutoring in Math, English and Statistics and is located on the second floor of the Library. An online writing lab is also available to help students with writing their papers.

Peer Mentor Services
The Peer Mentor Services assist students to surpass their academic potential by facilitating the transition to Cal State East Bay and providing guidance through both educational and social outlets.

University Police Department
Our University Police are on duty 24/7. Telephone Call Boxes are located across campus. An after-hours Escort Service is available to walk you to your car, and a Guardian app. is available for students to download on their smartphones.

Parking and Transportation Services
Parking is available on campus by permits available at the Cashier’s Office or at the permit box in the parking lots. A free BART Shuttle serves BART stations in downtown Hayward and Castro Valley. AC Transit stops are also available on the Hayward Campus. Visit the Parking web site.
The Office of Student Conduct, Rights and Responsibilities administers the Student Conduct Code (California Code of Regulations Title 5, Section 41301). Matters relating to student conduct and violations of the Student Conduct Code should be referred to this office. The Office of Student Conduct, Rights and Responsibilities addresses student conduct issues in a manner to facilitate the ethical development of students, encourage respect for the campus community, and hold students accountable for violations of the Student Conduct Code.

Standards for Student Conduct

Campus Community Values
The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. 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.

Grounds for Student Discipline
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. Learn more at the Student Conduct web site.

Student Rights and Responsibilities
California State University, East Bay, welcomes the great variety of students of our campuses in Hayward and Concord, both as a strength and an opportunity. We respect and learn from each other’s distinctive experiences and traditions, students, faculty and staff form a community dedicated to free inquiry and the unfettered exchange of ideas and criticism, as well as to practical accomplishment.

The university values the diversity in background, interests, experiences, beliefs, and cultures of faculty, staff, and students. Students come to campus with unique experiences, and while on campus, as a result of their interaction in the formal classroom and co-curricular programs and activities, they continue to develop and expand their knowledge and pursuits.

Freedom of expression and academic freedom are essential. The university is an institution that recognizes unfettered freedom in the give and take of ideas and opinions. The ideal of the university as a marketplace of ideas must not interfere with the equally important ideal of a university where all people are respected. We strive for an environment where tolerance, rational discourse, thoughtfulness, and reason prevail over uncontrolled emotion and prejudice.

Learn more at the Student Rights and Responsibilities web site.

Contact Us
Student Conduct, Rights and Responsibilities
Student Services and Administration Building 1109
510-885–3763
University Police Department (UPD)
The University Police Department is a professionally trained police department established pursuant to Section 89560 of the Education Code to fulfill the Public Safety needs of the campus Community. The department has primary responsibility for public safety on the Hayward and Contra Costa Campuses and one mile beyond its borders.

University Police Officers are sworn Peace Officers as established by Section 830.2 (c) of the California Penal Code and therefore may also enforce Federal, State and local laws throughout the state. The Department has adopted a Community Oriented Policing and Problem Solving service in serving the community.

Campus Safety & Security services may be obtained 24 hours daily, 7 days a week by contacting our office at the Library Room 1063, by calling (510) 885-3791 (business) or 9-1-1 (emergency) from any telephone, or via e-mail at upd@csueastbay.edu, or connecting directly using blue light call boxes from the parking lots or public areas.

University Police Department
510-885-3791 (non-emergency) or 9-1-1 (emergency)

Parking and Transportation
Purpose: University Parking Services (UPS) strives to serve our campus community by providing quality, convenient parking options at reasonable prices. We strive to ensure an orderly and safe environment by ensuring all campus participants honor one another by parking appropriately and with the necessary permits.

Learn about parking on campus, accessible parking, parking fees and permits, area buses, free BART shuttles, van sharing, carpooling, and other forms of transportation by visiting the Parking and Transportation web site.

Hayward Campus Map

Concord Campus Map
International Family Visits & Dependents Living in the U.S.

Family Visits from Abroad
Family are welcome to visit students at any time and are especially encouraged to attend graduation. In order to facilitate your visit, international students may complete a Letter Request Form with the purpose “Invitation of family members.” The CIE office will then prepare a letter to support visitors’ tourist visa applications. We cannot guarantee however that a Visa officer will grant a tourist Visa.

Spouses and Children accompanying Cal State East Bay students
The Center for International Education (CIE) welcomes you to Cal State East Bay. We are excited to have you in California and hope that your time here will be just as enriching for you as it is for your family member who is enrolled at CSUEB.

Accompanying family members are welcome to apply to attend English as a Second Language classes offered through the American Language Program at Cal State East Bay. The ALP course levels range from high beginner to advanced ESL and college preparation. For more information and the online application go to the ALP web site at: http://www.csueastbay.edu/alp/ or contact the ALP office at 510-885-2358 or send an e-mail to alpgen@csueastbay.edu

Maintaining F-2 Visa Status
• Each dependent (spouse and/or children) needs a separate I-20 and must make sure that it is up to date whenever there are changes in the F-1 Visa holders status (extension, change of program, etc.)
• Maintain a valid passport (with validity at least six months into the future) at all times. You may contact your embassy or consulate to extend your passport.
• Before traveling outside of the U.S, your I-20 will need to be signed for travel endorsement. Complete the Center for International Education I-20/DS-2019 Request Form with the purpose “Endorsement for travel.” CIE recommends that you get an endorsement before every trip outside the U.S. The form can be found online at: http://www.csueastbay.edu/cie/files/pdf/CIEForms/i-20-travel-endorsement-form.pdf
• F-2 dependents can NEVER work in the U.S.
• If an F-2 Visa holder wishes to study full-time at the university level, he or she must first change to F-1 status. F-2 children may engage in full-time elementary or secondary school, but must apply to change to F-1 status to attend U.S. college/university full-time or to study with the intent of gaining a degree. See Procedure to Apply for Change of Status to F-1 for more information at: http://www.csueastbay.edu/cie/files/pdf/immigration-forms/change-of-status-to-f1.pdf
• An F-2 spouse or F-2 child may enroll in a part-time classes (such as the ALP courses listed above) that are recreational or related to their interests or hobbies.
Childcare and Schooling for Dependent Children

Bananas Child Care Information and Referral Service (http://www.bananasinc.org) is the most commonly used service for finding regular daily care or the occasional babysitter. This non-profit organization provides a valuable handout on choosing child care, telling what to look for and ask about when making the decision on the best type of care for your child. Bananas also offers a monthly schedule of workshops on issues related to raising children. For more information, call 510-658-7353 or stop by 5232 Claremont in Oakland.

Private Schools and ESL
Private Schools are listed in the Handbook of Private Schools, on the internet, in the phonebook Yellow Pages under “Schools”, and in the Parent’s Press newspaper. If your child needs to enroll in an ESL (English as a Second Language) class, you may complete an application at the school office. When you know where to enroll your child, go directly to the school. They will require the following:

- Proof of Residence. This can be a lease or utility bill that has your name on it. If you are renting from an individual, that person should give you a letter stating that you reside at that address.
- Immunization Record. The immunization record is a record of all the shots your child has received from a doctor to protect against disease.
- Your child’s birth certificate.

Schools
In the U.S., all children are eligible for free education provided by the local public school district. If your children are between the ages of 4 years 9 months and 18 years, you may enroll them tuition free in the public school system of the city where you reside. School and grade placement is determined by district policies. For more information, contact the appropriate office for your city of residence:

Hayward Unified School District
24411 Amador Street
Hayward, CA 94540
(510) 784-2600
http://www.husd.k12.ca.us

Oakland Unified School District
1025 2nd Avenue
Oakland, CA 94606
(510) 879-8111
http://www.ousd.k12.ca.us

Fremont
4210 Technology Drive
Fremont, CA 94538
(510) 657-2350
http://www.fremont.k12.ca.us

Recreation and Summer Programs for Children
The City of Hayward has recreational parts that sponsor sports, summer ampuy, and art programs. Visit these web sites for more information:

- http://www.hard.dst.ca.us/index.html
- http://www.ebparks.org
- http://www.citysearch7.com
## Resources

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General Tips

According to Karen Levin Coburn, Assistant Vice Chancellor for Students at Washington University, it can be a challenging time for parents of new college students. After 18 or more years of parenting, it can be difficult to let go. Here are a few of the challenges of the transition and some tips to help you as parents and family. For the complete article, visit greatschools.org/gk/articles/letting-go-new-college-students/

- Recognize this is a time of ambivalence for parents and for students. It is good to talk with other college parents. The Pioneer Parents & Family Program offers many ways to connect parents and provide resources to help you handle the mixed emotions and sense of loss. Your student will also experience emotional ups and downs during this transition.
- Take comfort in the knowledge that a part of you is going with your child. You have provided the foundation that will accompany your student through the years. They may not immediately acknowledge every word of advice but they have learned much from you already.
- Enjoy this time of celebration. Try not to focus on the upcoming departure. You might miss the full impact and joy of this milestone.
- Make a financial plan and discuss academic goals and expectations with your student. Develop a tentative budget and be clear about who will pay for what. It is also important for them to take ownership of their education.
- Talk with your student about how you’ll keep in touch. Brief phone calls or text messages are good ways to connect. Just don’t count on a reply to every message.
- Be a coach rather than trying to solve your student’s challenges yourself.
- Be an anchor. Keep your student informed about developments going on at home.
- Ask about courses rather than focusing only on grades.
- Send care packages. A card or letter can also remind them that you are thinking of them.
- Expect change.
- College students care more about what you think than they are likely to let you know. They quote you, talk about you and look for encouragement. Sometimes they want your advice and sometimes they just want you to listen.

Below are a few other helpful resources that we’ve found for new college parents/family.

50 Tips for College Students – Learn how to have a happy and successful college career psychologytoday.com/blog/here-there-and-everywhere/201008/50-tips-college-students

Tips for Parents (articles ranging from “Buying a Laptop for College” to “Drugs and Alcohol”) universityparent.com/topics/tips-for-parents/

Some Advice for Parents of New College Students forbes.com/sites/collegeprose/2013/08/20/some-advice-for-parents-of-new-college-students/#23e89d68693c
Abbreviations/Acronyms

AACE - Academic Advising and Career Education
ALP - American Language Program
AS - Accessibility Services for students with disabilities
ASI - Associated Students, Inc. student government
BayCard - Student photo identification card that can be charged with BayBucks money to spend on campus for stores, photocopiers, etc.
CBE - College of Business and Economics
CEAS - College of Education and Allied Studies
CIE - Center for International Education
CLASS - College of Letters, Arts and Social Sciences
CSCI - College of Science
CSUEB - California State University, East Bay
DISC - Diversity and Inclusion Student Center
EB - East Bay
FERPA - Family Educational Rights and Privacy Act, protects the rights and privacy of student records
MyCSUEB - Student information online account
NetID - Student identification number for online interfaces
OPSS - Office of Prospective Student Services
OUU - Original University Union, student union building on the Hayward Campus
RAW - Recreation and Wellness Center
SA - Student Affairs Division
SCAA - Student Center for Academic Achievement
SEVIS - Student and Exchange Visitor Information System
SHCS - Student Health and Counseling Center
SLLP - Student Life and Leadership Program
SSOS - Student Service Operation for Success
UU - University Union, the newer student union building on Hayward Campus
Campus Mobile App
m.csueastbay.edu

Make it easier to get around campus with our mobile apps. Students may download:
• CSUEB Mobile suite of apps;
Available on Google and the Apple App Store
• Blackboard mobile app., available on Google and the Apple App Store

Social Media Directory
csueastbay.edu/ua/communications/social-media-directory.html

Visit our social media directory to connect with student clubs and organizations, and groups and programs on campus.
Visit our web sites and follow us on social media:

Parent and Family Programs
www.csueastbay.edu/parents
E-mail: parents@csueastbay.edu
www.csueastbay.edu/parents
Facebook: www.facebook.com/csuebparent

Center for International Education
www.csueastbay.edu/cie
E-mail: cie@eastbay.edu
Facebook: www.facebook.com/CSUEBCIE
Weibo: www.weibo.com/csuebchat
WeChat: QQ503421502

Cal State East Bay
www.csueastbay.edu

Giving to Cal State East Bay
You can assist in creating superior educational experiences for Cal State East Bay students. Show your support by making a gift. You can give in a variety of ways from funding specific colleges, departments or programs, athletics, scholarships, the library and more. Learn more at the Giving to Cal State East Bay web site.

Alumni Association
Recent Graduates of Cal State East Bay are invited to join the Alumni Association. Visit the Alumni and Friends web site for more information.