

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

For the student who needs something outside of your immediate realm

Updated: March 2023

Who To Call	Area of Knowledge
<p style="text-align: center;">Academic Advising & Career Services x3621 Kathryn Palmieri, Director x2139</p>	<p>Questions about tutoring; learning/study skills; exploring major/career options and assistance with academic counseling/planning.</p> <p>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.</p>
<p style="text-align: center;">Academic Programs & Graduate Services x3716 Maureen Scharberg, Dean of Academic Programs x2990 Mitch Watnik, Dean of Undergraduate Studies x3716</p>	<p>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.</p>
<p style="text-align: center;">Accessibility Services x3868 Pamela Baird, Director x2354 Rochelle Thompson, Asst Dir x3868</p>	<p>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.</p>
<p style="text-align: center;">Campus Diversity & Inclusion Kathleen Wong(Lau), Chief Diversity Officer x2895 Cookie Garrett, Diversity & Inclusion Student Affinity & Resource Centers x3853</p>	<p>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.</p>
<p style="text-align: center;">Cashiers & Student Finance x3865 Flo Olney, Manager x2850</p>	<p>Questions related to payments on student accounts (tuition, Housing, etc.) and/or refunds. Also distribute payroll checks.</p>
<p style="text-align: center;">Confidential Advocate x3700 Michelle Luqueno-Diaz</p>	<p>Supports students, staff and faculty impacted by sexual violence. Able to discuss reporting options without needing to report incidents to Title IX or UPD. Provides crisis counseling, as well as support with legal and administrative processes and case management.</p>
<p style="text-align: center;">Counseling Services x3735 Shauna Olson Hong, Director x3732</p>	<p>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.</p>
<p style="text-align: center;">Department Chair</p>	<p>Report to College Dean or Associate Dean. Responsible for ensuring classes are covered.</p>

<p>EOP Antonio Martinez, EOP Director x3751</p>	<p>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.</p>
<p>Title IX/DHR Terri Labeaux, Sr Investigator x4918</p>	<p>Receives and investigates formal and informal reports/complaints of sexual assault/harassment, discrimination or retaliation on the part of the University students, staff, faculty or contractors.</p>
<p>Financial Aid x2784 Sonia Jethani Director of FA & Scholarships, x2784</p>	<p>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.</p>
<p>HOPE (Basic Needs) x4673 Jen Luna, Director x2685</p>	<p>Provides support for some of our most at-risk students by addressing basic needs, housing/food insecurity and other various crisis situations.</p>
<p>Housing & Residence Life x7444 My-Lan Huynh, Director, Housing x2521</p>	<p>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.).</p>
<p>Human Resources/Payroll Svcs x3634 Andre Johnson, AVP x2164</p>	<p>Assists with recruitment, selection and payroll questions.</p>
<p>Parking/Alt Transportation x3790 Brenda Madrigal, Mgr X4107</p>	<p>Questions related to parking permits, parking lots, parking citations and shuttle bus service.</p>
<p>Registrar's Office x2784 Karen Mucci, Registrar x3399</p>	<p>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)</p>
<p>SEAS Affinity Programs Jose Padilla, Director x2960</p>	<p>Assists with a variety of programs including GANAS, PIAA, Sankofa and EXCEL.</p>
<p>Risk Management x3833 Tom Poon, Director, x2841 Lyanh Luu, Director EH&S x4138</p>	<p>Provides risk assessment services for student activities; special event insurance or insurance certificates. Assists H1 or N1 students with an insurance hold (students may send insurance documents and any questions to csuebhealthinsurance@csueastbay.edu). Processes on campus injury reports.</p>
<p>Student Affairs x3646 AVP Mark Almeida, VPSA, x4376 AVP Martin Castillo, VPSA, x3601</p>	<p>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.</p>

<p>Student Center for Academic Achievement (SCAA) x3674 Rachel Brunson, Director x3147 (direct)</p>	<p>The SCAA provides content Peer Tutoring for writing across the curriculum, and for a number of math, statistics, and science courses. The SCAA houses the Online Writing Lab (OWL) and also oversees course-embedded, collaborative support through its Writing Associates (WA) and Supplemental Instruction (SI) programs. Faculty/staff referrals available in Bay Advisor. CONTACT INFO: CORE Building, Third Floor (Room 343) www.csueastbay.edu/scaa scaa@csueastbay.edu</p>
<p>Student Conduct, Rights & Responsibilities x3763 Heather Gardley, Director x3763</p>	<p>Questions or consult regarding Code of Student Conduct, University Policies and Regulations (pertaining to students) and addressing conduct incidents. Report student conduct violations.</p>
<p>Student Health Services x3735 Emil Asadulla, M.D., Int. Director of Health Services, x3735</p>	<p>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.</p>
<p>University Police x3791 Mark Flores, Chief of Police x3791</p>	<p>Response to students who are in imminent danger of serious harm to self or others. Response to students who are out of control and other safety concerns.</p>

<p>Specific Student Problem For ALL emergencies, call x3791 (UPD) immediately</p>	<p>Who to Refer to or Consult With</p>								
<p>1= best option(s) 2=next best option(s) 3=third best option(s)</p> <p><i>Disclaimer: All situations are not uniform. This chart is to provide possible options.</i></p>	<p>Acad Advisor x-3621</p>	<p>AACE x3621</p>	<p>Student Affairs x3646</p>	<p>Counseling Center x3735</p>	<p>Department Chair</p>	<p>Senior Investigator / Title IX Officer x4918</p>	<p>Assoc Dean</p>	<p>University Police x3791</p>	<p>Other See key below</p>
<p>Student is Emotionally Distressed</p>									
<p>Student has anxiety, sadness, other emotional problem that persists and interferes with school</p>	2		3	1					
<p>Student appears upset but isn't communicating with you</p>	3		1	2					
<p>Student is upset, will talk, wants help</p>			2	1					
<p>Student may be suicidal</p>			3	1			2		
<p>You hear from someone else that a student may be suicidal</p>			2	3				1	
<p>Student tells you that they have been sexually assaulted</p>					1		3	2 CA	
<p>Student tells you that they have been the victim of a crime or</p>							1		

attempted crime									
Student is a military veteran and might be experiencing PTSD and/or having trouble adjusting to college life.			3	1					2 VA
You hear/learn that a student is threatening to cause harm to others (via statement, written paper, etc.)			2					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	
Specific Student Problem For ALL emergencies, call x3791 (UPD) immediately	Refer to or Consult With								
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Student has Academic Problem									
Exploring major options	1				2				
Trouble organizing or staying focused on academic tasks	1	2							3 SCAA
Trouble performing academic work in spite of adequate effort	1								2 SCAA
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		2 SCRR
May need Leave of Absence (LOA) or Withdrawal from school			2				1		
Academic dishonesty					1		2		3 SCRR
Requesting an "incomplete" for a course; you as instructor have questions					1		2		

Academic petitions, questions, advisor and course schedule.	2				1				3 REG
Fairness - grades/course instruction					2				1 IN
Question about graduation requirements	1								2 REG
Questions about transfer credits	1				2				3 REG
Other Problem									
Student has financial difficulties or questions	2								1 FA
Student is unhoused or housing insecure			2						1 HOPE
Possible harassment by CSUEB employee or outside contractor						1			
Possible harassment by CSUEB student						1			2 CA
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; CA = Confidential Advocate; FA = Financial Aid; IN=Instructor;HOPE = Pioneers for HOPE; REG = Registrar; SCAA = Stud Ctr for Acad Achievement; SCRR = Student Conduct, Rights & Responsibilities; VA=Veterans Affairs