

The CSUEB Student Support Chart: Who Should I Call?
Families and Community Members
Updated: July 2026

Who To Call	Area of Knowledge
Academic Advising 510-885-3621	Questions about tutoring; learning/study skills; exploring major/career options and assistance with academic counseling/planning.
Academic Programs & Graduate Services 510-885-3716	Questions about course scheduling and academic progress; academic performance; academic dishonesty/student fairness; declaration of major; academic requirements; academic petitions (e.g., course overload, late drop, DQ, etc.); parent involvement in student's academic life.
Accessibility Services 510-885-3868	Questions about disabilities (physical, cognitive, emotional, social, or sensory); academic accommodations or campus accessibility for individuals with disabilities.
Campus Diversity & Inclusion University Diversity Office, 510-885-2809 Diversity & Inclusion Student Affinity & Resource Centers 510-885-7069	Advocacy and support regarding diversity in general, with particular focus on race, ethnicity, sexual orientation and gender identity; support for first generation students, i.e. those who are first in their families to attend college.
Career Empowerment Center, 510-885-2789	Questions related to assessing skills, interests, and abilities, exploring possible majors, career options or graduate school, internship and job search, resumes, and cover letters. Peer coaching appointments. Access to Handshake and other online resources.
Cashiers & Student Finance 510-885-3865	Questions related to payments on student accounts (tuition, Housing, etc.) and/or refunds. Also distribute payroll checks.
Civil Rights Office 510-885-2788	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.
Confidential Campus Advocate 510-885-3700	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.
Counseling Services 510-885-3735	Questions about students in crisis or who may benefit from mental health support; help with desired behavior changes; assessment of suicide or other risks.
Department Chair	Report to College Dean or Associate Dean. Responsible for ensuring classes are covered.
Financial Aid 510-885-2784	Assists with finding additional financial resources, i.e. loans, scholarships and grants; re-evaluates eligibility for financial aid if there has been a change in the family's ability to pay; assists with obtaining outside scholarships.

Housing & Residence Life 510-885-7444	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.).
Parking/Alt Transportation x5-3790 Brenda Amaral, Director	Questions related to parking permits, parking lots, parking citations and EZ Pass service.
Registrar's Office 510-885-2784	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)
Student Affairs 510-885-3646	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. Questions that relate to parental concerns, parent contact and/or student concerns that might fall under the area of parent issues.
Student Center for Academic Achievement (SCAA) 510-885-3674	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
Student Conduct, Rights & Responsibilities 510-885-3763	Questions regarding Code of Student Conduct, University Policies and Regulations (pertaining to students) and addressing conduct incidents. Report student conduct violations. Questions about Clery reportable crimes
Student Equity and Success (SEAS) Programs 510-885-2917	Assists with access and retention of historically low-income, first generation and educationally disadvantaged students. Provides oversight for all SEAS Programs including EOP; EXCEL (TRIO); GANAS; PIAA; Renaissance Scholars (foster youth) and Sankofa.
Student Health Services 510-885-3735	Provides basic medical services to students and promotes wellness. Providers may refer students to specialists and hospitals in the surrounding area when necessary.
Student Wellbeing Services 510-885-7080	Helps students make healthier choices by offering a wide range of health education and prevention services. Provides support for some of our most at-risk students by addressing basic needs/emergency funding, housing/food insecurity and other various crisis situations.
University Police 510-885-3791	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.