

The CSUEB Student Support Chart: Who Should I Call?

Updated: July 2026

Who To Call	Area of Knowledge
Academic Advising x5-3621 Jennifer Aure, Director	Questions about tutoring; learning/study skills; exploring major/career options and assistance with academic counseling/planning.
Academic Programs & Graduate Services x5-3716	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 x5-3868 Pamela Baird, Director Rochelle Thompson, Asst Dir	Questions about disabilities (physical, cognitive, emotional, social, or sensory); academic accommodations or campus accessibility for individuals with disabilities.
Campus Diversity & Inclusion Kathleen Wong(Lau), Chief Diversity Officer, 5-2809 Cookie Garrett, Diversity & Inclusion Student Affinity & Resource Centers, 5-7069	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, 5-2789 Clark Boothby, Director	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 x5-3865 Alta Fortenberry, Director	Questions related to payments on student accounts (tuition, Housing, etc.) and/or refunds. Also distribute payroll checks.
Civil Rights Office x5-2788 (Title IX/DHR) JoLani Hironaka, Director	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 x x5-3700 Lorraine Holmes	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 x3735 Shauna Olson Hong, Director	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 x5-2784 Mariaelena Gonzalez, Director	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 x5-7444 My-Lan Huynh, Director John Buchanan, Ass Director	Concerns or questions regarding Housing/Housing selection and placement, meal plans, conference housing, transition periods, early arrivals, keys and any other facilities questions related to on-campus housing facilities. Questions related to students' campus living situation, residence hall programs and events, student concerns (e.g. roommate issues, family issues, etc.).
Human Resources/Payroll Svs x5-3634	Assists with recruitment, selection and payroll questions.
Parking/Alt Transportation x5-3790 Brenda Amaral, Director	Questions related to parking permits, parking lots, parking citations and EZ Pass service.
Registrar's Office x5-2784 Karen Mucci, Registrar	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)
Risk Management x5-3833 Tom Poon, Director	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.
Student Affairs x5-3646 AVP Mark Almeida, VPSA AVP Martin Castillo, VPSA	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) x5-3674 Rachel Brunson, Director	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 x5-3763 Heather Gardley, Director	Questions or consult 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 x5-2917 Jose Padilla, Director	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 x3735 Annie Marlis, Director	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 x5-7080 Jen Luna, Director	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 x5-3791 Omar Miakhail, Chief of Police	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.

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

Key for Other Resources: AS = Accessibility Services; CA = Confidential Advocate; FA = Financial Aid; IN=Instructor; SWS = Student Wellbeing Services; REG = Registrar; SCAA = Stud Ctr for Acad Achievement; SCRR = Student Conduct, Rights & Responsibilities; VA=Veterans Affairs

Specific Student Problem For ALL emergencies, call x3791 (UPD) immediately	Who to Refer to or Consult With							
	Acad Advisor	Student Affairs x3646	Counseling Services x3735	Department Chair	Civil Rights (Title IX/DHR) x4918	Assoc Dean	University Police x3791	Other See key below
1= best option(s) 2=next best option(s) 3=third best option(s) <i>Disclaimer: All situations are not uniform. This chart is to provide possible options.</i>								
Student has Academic Problem								
Exploring major options	1			2				
Trouble organizing or staying focused on academic tasks	1							3 SCAA
Trouble performing academic work in spite of adequate effort	1							2 SCAA
Failing or poor performance possibly due to emotional distress	1		3					
Failing or poor performance due to possible learning or attention problems								1 AS
Not attending class and not responding to email/calls	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 SWS
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; SWS = Student Wellbeing Services; REG = Registrar; SCAA = Stud Ctr for Acad Achievement; SCRR = Student Conduct, Rights & Responsibilities; VA=Veterans Affairs