



# Parent Family Guidebook



**CAL STATE**  
**EAST BAY**



# 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](mailto:parents@csueastbay.edu)  
[www.csueastbay.edu/parents](http://www.csueastbay.edu/parents)

**Center for International Education**  
510-885-2880  
[cie@csueastbay.edu](mailto:cie@csueastbay.edu)  
[www.csueastbay.edu/cie](http://www.csueastbay.edu/cie)

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# Welcome

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



# 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



Bill Johnson  
Vice President, University  
Advancement



Dr. Jo Volkert  
Interim 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. George Low  
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



## CAL STATE EAST BAY

### 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

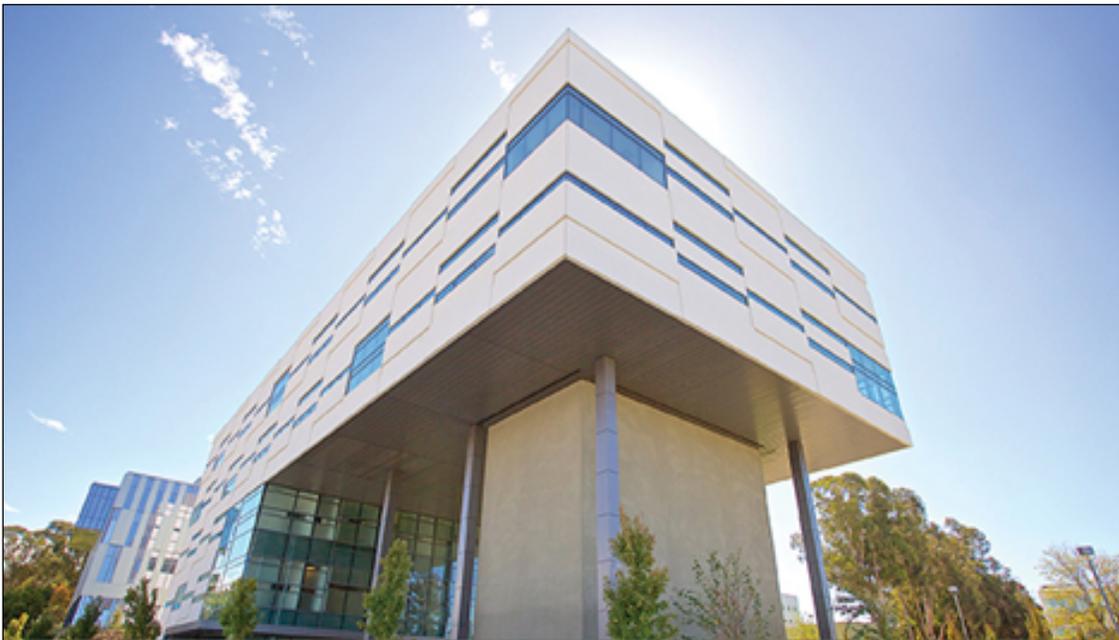
The *Princeton Review* has rated Cal State East Bay a "Best in the West" and the College of Business and Economics as one of the nation's 300 "Best Business Schools". Cal State East Bay has been chosen as a "Publisher's Pick" by *The Hispanic Outlook in Higher Education* for the advancement of Hispanic 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 most 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.

# International Student Advising



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>



# Colleges and Departments

## College of Letters, Arts, and Social Sciences (CLASS)

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

Music Building 1501

Open Monday - Friday 8:00 a.m. - 5:00 p.m.

Phone: 510-885-3161

E-mail: [class\\_ssc@csueastbay.edu](mailto:class_ssc@csueastbay.edu)

### 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)

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

Valley Business Technology 129

Open Monday – Friday 8:00 a.m. – 5:00 p.m.

Phone: 510-885-3323

E-mail: [cbe\\_ssc@csueastbay.edu](mailto:cbe_ssc@csueastbay.edu)

### Departments:

Accounting & Finance

Economics

Management

Marketing & Entrepreneurship

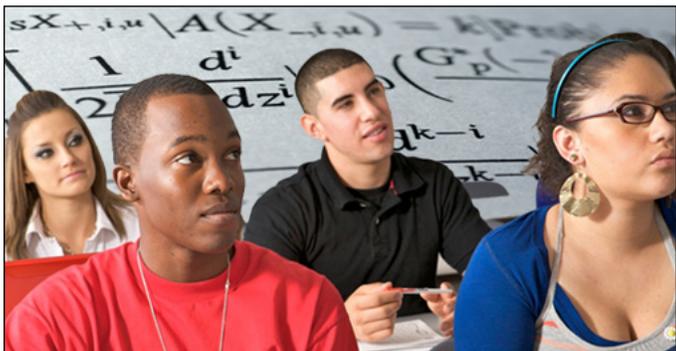
### BSBA Online Program:

Valley Business Technology 459

510-885-3376

[cbe\\_bsba\\_online@csueastbay.edu](mailto:cbe_bsba_online@csueastbay.edu)

# Colleges and Departments



[csueastbay.edu/ceas](http://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](http://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](http://csueastbay.edu/concord)

4700 Ygnacio Valley Road, Concord, CA

Academic Service Center

Open Monday - Thursday

Phone: 925-602-6700

E-mail: [cccinfo@csueastbay.edu](mailto: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 help 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



## Athletics

[eastbaypioneers.com](http://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

## **Student Accounts:**

### **NetID, E-mail, BayCard and MyCSUEB**

#### **First: Activate NetID**

Learn how to activate your NetID at the NetID web site [csueastbay.edu/its/netid/](http://csueastbay.edu/its/netid/)

#### **Second: Set up student Horizon Student E-mail**

[horizon.csueastbay.edu](http://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.

A student may choose to have their student e-mail forwarded to a personal e-mail account. They should not opt out of University e-mails as long as they plan to remain a student at Cal State East Bay to ensure they receive all official communications from the University.

#### **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.

To obtain the student BayCard with photo, students should visit the Library's main Circulation Desk at the Hayward Campus, or visit the Academic Service Center lobby at the Concord Campus. They must bring a valid Driver's License or Passport. Admitted students must have an activated NetID to obtain a BayCard.

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](mailto:baycard@csueastbay.edu) or call 510-885-CARD

#### **Fourth: Use MyCSUEB to enroll in classes and keep track of your academic record**

[my.csueastbay.edu](http://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 and Student Center for Academic Achievement

## Blackboard Learning Management System

[bb.csueastbay.edu](http://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/](http://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

### **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](mailto: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](mailto: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](mailto: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 and Pioneer Bookstore

## 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.

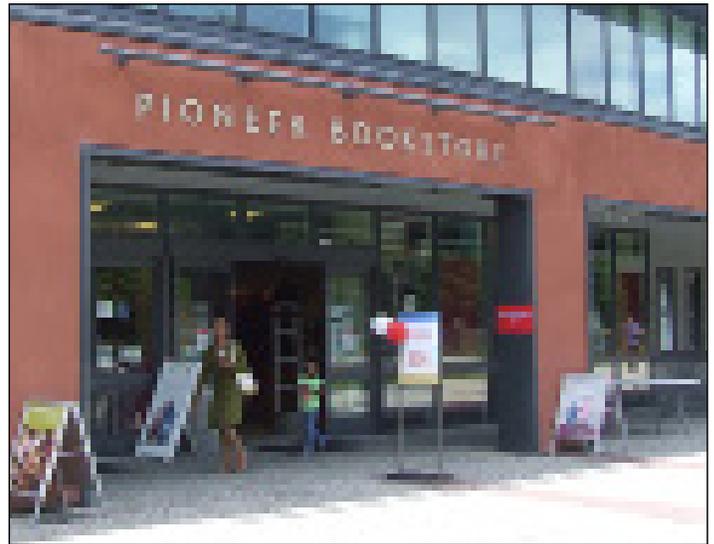
1. Accept Admission Offer in [MyCSUEB](#)
2. Submit all required documents
3. Complete items on admitted student checklist
4. Check your enrollment appointment time in MyCSUEB
5. Browse the class schedule
6. Enroll in classes and check for holds
7. Review fee payment information and deadlines

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](mailto:reg@csueastbay.edu).

For questions about paying your fees, contact the Accounting Office at 510-885-3767 or e-mail [studentfinance@csueastbay.edu](mailto:studentfinance@csueastbay.edu)



## Pioneer Bookstore

[bkstr.com/csueastbayhaywardstore/home](http://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; Paying Fees

## 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](http://my.csueastbay.edu)

## How to Pay Student Fees

[csueastbay.edu/fees](http://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](http://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](#).

# Honors Programs

## University Honors Program (UHP)

[csueastbay.edu/academic/academic-support/university-honors/](http://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](https://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](https://csueastbay.campusdish.com) or in person at the Dining Commons.

# Accessibility Services



## Accessibility Services [csueastbay.edu/as](http://csueastbay.edu/as)

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 Wellness

## Student Health and Counseling Services (SHCS)

[csueastbay.edu/shcs](http://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

## 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](#).

# Student Conduct, Rights and Responsibilities

## Student Conduct, Rights and Responsibilities

[csueastbay.edu/students/campus-life/student-life/sdja/index.html](http://csueastbay.edu/students/campus-life/student-life/sdja/index.html)

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

# Campus Safety, Parking and Transportation

## 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](mailto: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](mailto: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.

## 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>

## 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.

## Recreation and Summer Programs for Children

The City of Hayward has recreational parks that sponsor sports, summer camp, and art programs. Visit these web sites for more information:

- <http://www.cityofhayward.com/community/recreation.html>
- <http://www.hard.dst.ca.us/index.html>
- <http://www.ebparks.org>
- <http://www.citysearch7.com>

## Resources

Academic Advising & Career Education	<a href="https://csueastbay.edu/aace">csueastbay.edu/aace</a>
Accessibility Services	<a href="https://csueastbay.edu/as">csueastbay.edu/as</a>
BayCard / Student ID	<a href="https://csueastbay.edu/baycard">csueastbay.edu/baycard</a>
Bookstore	<a href="https://csueastbay.edu/bookstore">csueastbay.edu/bookstore</a>
Center for International Education	<a href="https://csueastbay.edu/cie">csueastbay.edu/cie</a>
Concord Campus	<a href="https://csueastbay.edu/concord">csueastbay.edu/concord</a>
CSUEB Mobile App	<a href="https://m.csueastbay.edu">m.csueastbay.edu</a>
Freshman/General Education Advising	<a href="https://csueastbay.edu/ge">csueastbay.edu/ge</a>
Hayward Campus	<a href="https://csueastbay.edu">csueastbay.edu</a>
Honors Program	<a href="https://csueastbay.edu/honors">csueastbay.edu/honors</a>
Housing and Residence Life	<a href="https://csueastbay.edu/housing">csueastbay.edu/housing</a>
Library & Learning Commons	<a href="https://library.csueastbay.edu">library.csueastbay.edu</a>
Online Campus	<a href="https://csueastbay.edu/online">csueastbay.edu/online</a>
Parent and Family Programs	<a href="https://csueastbay.edu/parents">csueastbay.edu/parents</a>
Parking & Transportation	<a href="https://csueastbay.edu/parking">csueastbay.edu/parking</a>
Registrar/ Student Records	<a href="https://csueastbay.edu/registrar">csueastbay.edu/registrar</a>
Student Center for Academic Achievement	<a href="https://csueastbay.edu/scaa">csueastbay.edu/scaa</a>
Student Conduct, Rights & Responsibilities	<a href="https://csueastbay.edu/sdja">csueastbay.edu/sdja</a>
Student Health & Counseling Services	<a href="https://csueastbay.edu/shcs">csueastbay.edu/shcs</a>
Study Abroad/National Student Exchange	<a href="https://csueastbay.edu/cie/studyabroad">csueastbay.edu/cie/studyabroad</a>
Transfer Student Programs	<a href="https://csueastbay.edu/transfers">csueastbay.edu/transfers</a>
University Course Catalog	<a href="https://csueastbay.edu/ecat">csueastbay.edu/ecat</a>
University Police Department	<a href="https://csueastbay.edu/upd">csueastbay.edu/upd</a>
Veteran Services Program & Benefits	<a href="https://csueastbay.edu/veterans">csueastbay.edu/veterans</a>

# General Tips

## 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/](https://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](https://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/](https://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](https://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

I-20 - Certificate of Eligibility for Nonimmigrant (F1) Student Status (document issued by CSUEB to provide supporting information on a student's visa status)

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

SEVP - Student and Exchange Visitor Program, a program within the US Immigration and Customs Enforcement to manage foreign students and exchange visitors in the United States through SEVIS

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

# Mobile App and Social Media

## Campus Mobile App

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

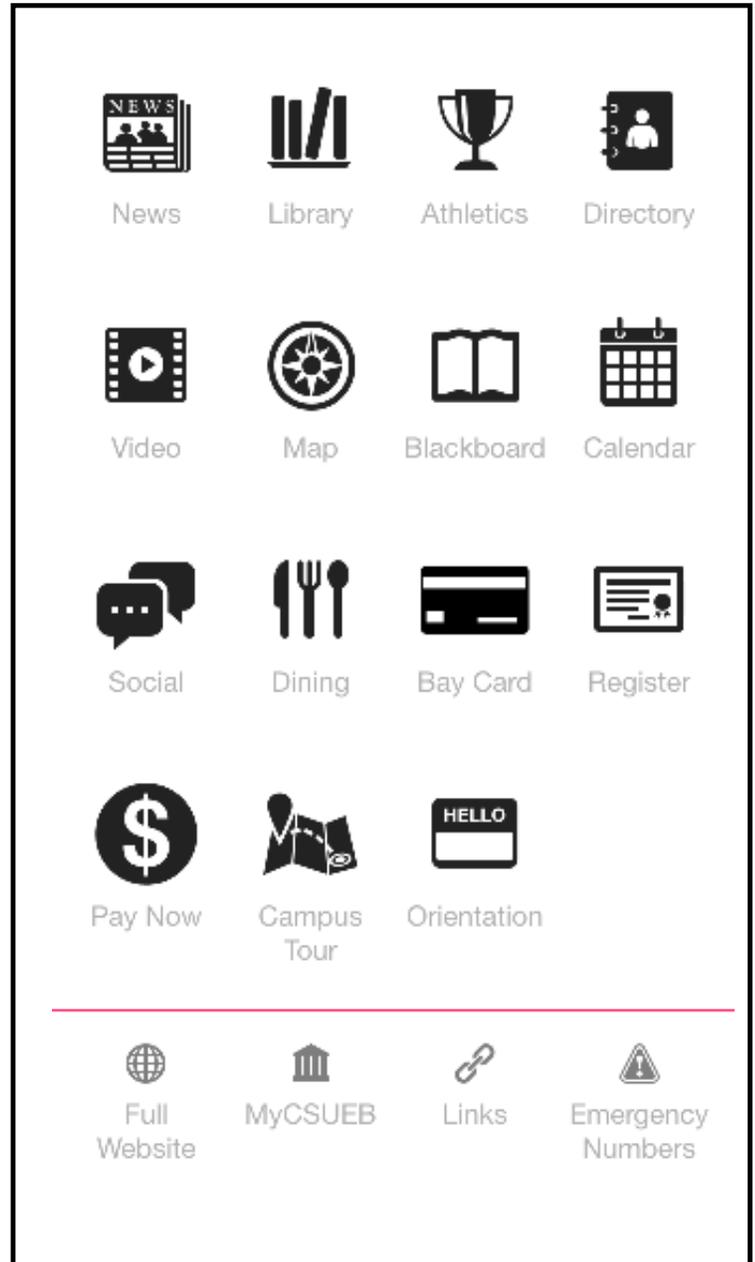
Make it easier to get around campus with our mobile apps. Students may download:

- 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](http://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.



# Contact Us

Visit our web sites and follow us on social media:

## Parent and Family Programs

[www.csueastbay.edu/parents](http://www.csueastbay.edu/parents)

E-mail: [parents@csueastbay.edu](mailto:parents@csueastbay.edu)

[www.csueastbay.edu/parents](http://www.csueastbay.edu/parents)

Facebook: [www.facebook.com/csuebparent](http://www.facebook.com/csuebparent)



## Center for International Education

[www.csueastbay.edu/cie](http://www.csueastbay.edu/cie)

E-mail: [cie@eastbay.edu](mailto:cie@eastbay.edu)

Facebook: [www.facebook.com/CSUEBCIE](http://www.facebook.com/CSUEBCIE)

Weibo: [www.weibo.com/csuebchat](http://www.weibo.com/csuebchat)

WeChat: QQ503421502



## Cal State East Bay

[www.csueastbay.edu](http://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.

