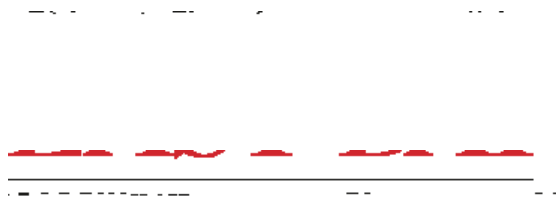


# Parent Family Guidebook



## **Table of Contents**

Welcome .....

# 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

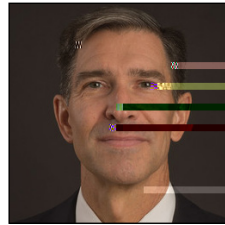
Different courses at Cal State East Bay teach all six of these abilities, but students learn some of them even more effectively outside the classroom. Students must be able to communicate and collaborate in

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



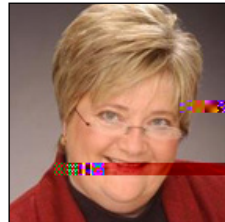
# University Leadership



**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**



## 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 Studie.m.

# Colleges and Departments



## College of Education and Allied Studies (CEAS)

[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

Advisors are Anant A. Fotudha, Adyā R. Q. J. (A) C. J. @3

## 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 students understand and complete all General Education and graduation requirements, and also assist 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 offered 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.



# 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.

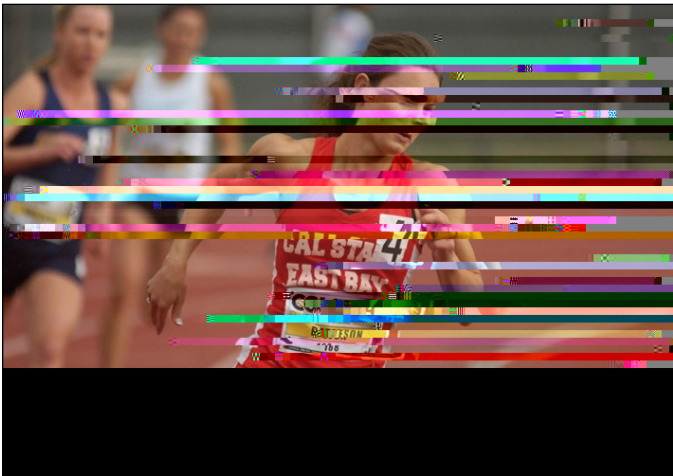
# Athletics

## **Pioneer Championships**

CSUEB is a member of the California Collegiate Athletic Association (CCAA) which has won 152 NCAA championships in its 75-year history, the most of any Division II conference.

Since 1961, the Pioneers have won a total of six team national collegiate championships and seven individual national championships. Cal State East Bay has produced over 250 All-Americans and has won 80 conference championships in NCAA Divisions II and III, as well as in the National Association of

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# 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 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 their 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 has various

## **Blackboard Learning Management System**

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

Blackboard is a software application that provides

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# Student Service Centers

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# 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

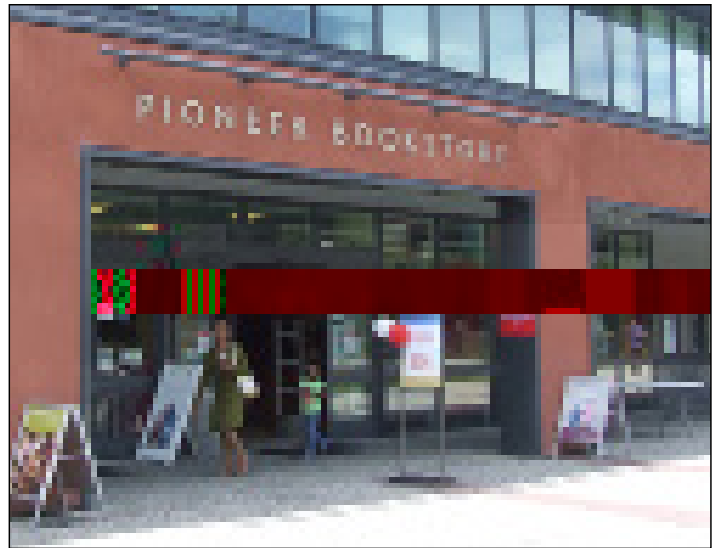
The MyCSUEB system has everything needed to enroll in classes.

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 Student Financial Services at 510-885-3767 or e-mail [student\\_nance@csueastbay.edu](mailto:student_nance@csueastbay.edu)



## Pioneer Bookstore

[bkstr.com/csueastbayhaywardstore/home](http://bkstr.com/csueastbayhaywardstore/home)

Visit the Pioneer Bookstore for book rental or



# Honors Programs

## University Honors Program (UHP)

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# Student Housing and Campus Dining



## **Student Housing & Residence Life**

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

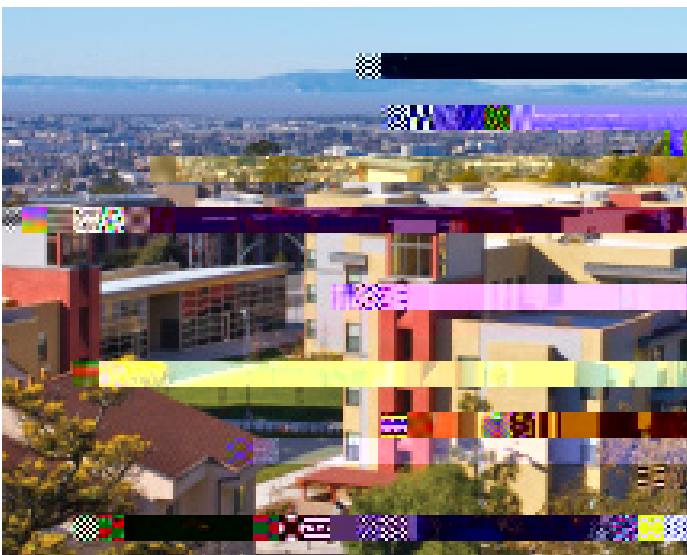
Students can make the most of their college experience by living on campus where they have access to activities, events, learning resources and advisers. Visit the housing web site to learn about options for housing on or off campus. If a student is interested in living on campus, the housing application 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 spacious 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.





# 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

Cal State East Bay 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 two-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 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)

Office of Student Conduct, Rights and Responsibilities  
Student C3-10.2 (o)16.9 (n)14.9 (d)18.5 (u)12 (cS)10.4 (d)-10 ( )TJETEMC /Span 4MC5 (1019 BDC

# 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](#)

# Resources

Academic Advising & Career Education

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

Accessibility Services

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

BayCard / Student ID

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

Bookstore

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

Concord Campus

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

CSUEB Mobile App

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

EOP

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

EXCEL

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

Freshman/General Education Advising

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

GANAS

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

Hayward Campus

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

Honors Program

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

Housing and Residence Life

[csueastbay.edu/housing](http://csueastbay.edu/housing) -70.5 (s)-60 (t)-57.5 (b)0.3 (g)

Library & Learning Commons

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

Online Campus

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# 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.
- Be prepared to see less of your student this summer. They will likely be spending as much time as possible with friends. Please allow them this special time together.
- 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

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## Abbreviations/Acronyms

AACE - Academic Advising and Career Education

APASS - Asian Pacific American Student Success

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

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

EOP - Educational Opportunity Program

EXCEL - A federally-funded student support program

FAFSA - Free Application for Federal Student

# 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;

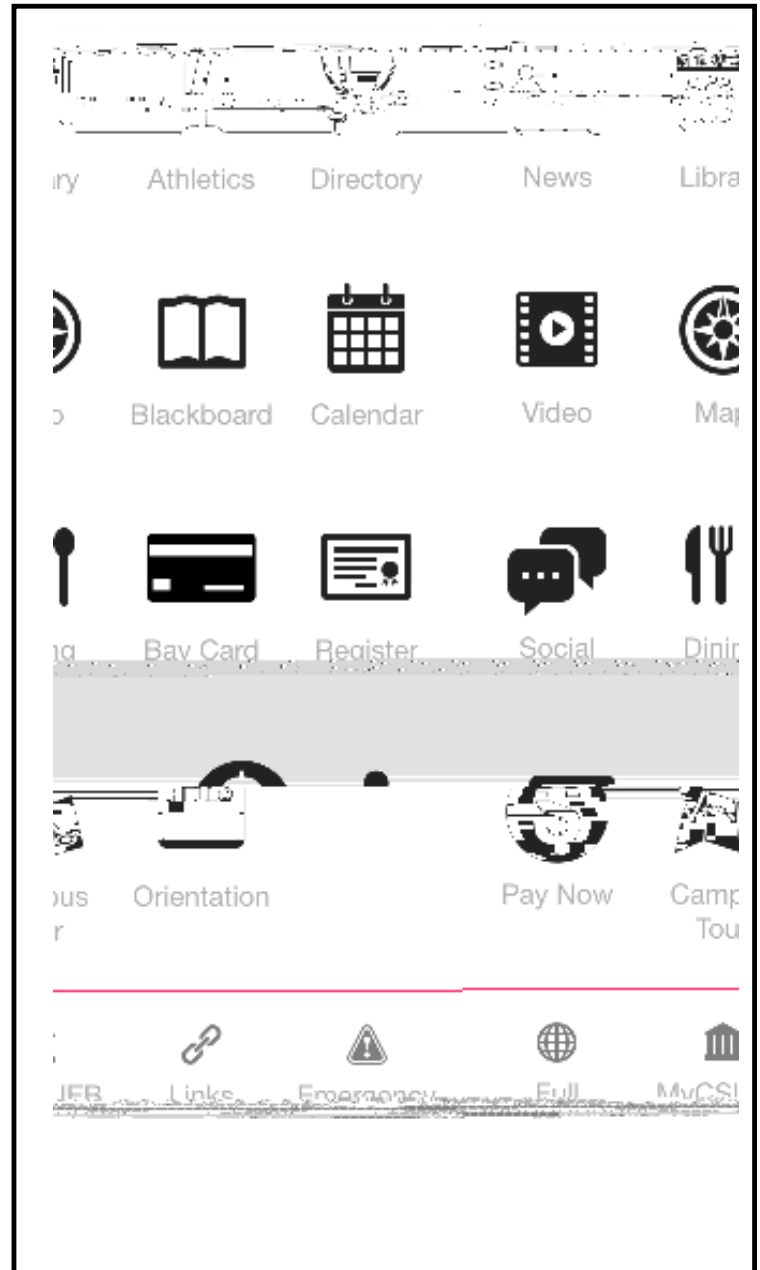
Available on Google and the Apple App Store

- 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.



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