

# TITLE VI PROGRAM

**Developed: April 2017**  
**Approved by: California State University, Northridge**  
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## I. Introduction

### Section 1: About the University

California State University, Northridge (CSUN) is an urban, comprehensive university that delivers award-winning undergraduate and graduate programs to nearly 40,000 students annually and counts more than 330,000 alumni who elevate Southern California and beyond. Since its founding in 1958, CSUN has made a significant and long-term economic impact on California, generating nearly \$1.9 billion in economic impact and more than 11,700 jobs each year. Serving more students on Pell Grants than any other institution in California, CSUN is also a social elevator and one of the most diverse universities in the country. CSUN ranks 13th in awarding bachelor's degrees to traditionally underserved students and enrolls the largest number of Deaf and Hard-of-Hearing students of any U.S. state university. One of the largest universities in the nation, CSUN is situated on a 356-acre campus in the heart of Los Angeles' San Fernando Valley.

### Section 2: About the Title VI Program

Title VI (codified at 42 U.S.C. §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964. Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.<sup>1</sup>

CSUN ensures compliance with Title VI and related statutes and regulations to the end that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Members of CSUN community have a right to work, live, and learn in an environment free of discrimination, and the University is committed to maintaining an environment where no student, employee, visitor, or recipient of services and/or benefits provided by the University is subjected to discrimination on the basis of race, color, or national origin in any University program or activity. CSUN's non-discrimination policy is codified in [California State University Executive Order 1096](#) (for university employee and third party complainants) and [California State University Executive Order 1097](#) (for university student complainants).

In addition to receiving federal financial assistance, CSUN is a grant recipient of the Los Angeles County Metropolitan Transportation Authority (METRO). The grant funds were used solely to construct the CSUN Transit Station which offers public transportation passengers a convenient on-campus location to be dropped off or picked up on weekdays.

In accordance with Section 601 of the Title VI of the Civil Rights Act of 1964 and Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency), CSUN is required to prepare and submit this Title VI Program which comprises documents, plans, maps, policies and standards that demonstrate CSUN's compliance with and commitment to Title VI and the principles of equity and inclusion. CSUN also recognizes the need for services and material for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

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<sup>1</sup> Overview of Title VI of the Civil Rights Act of 1964: <https://www.justice.gov/crt/fcs/TitleVI-Overview>

CSUN's Title VI Program is a collaborative effort and developed by various campus stakeholders who participated in drafting, reviewing and compiling statistical data. Data in support of this plan were gathered from multiple sources, including but not limited to, CSUN Office of Institutional Research, CSUN Parking and Transportation Department, CSUN Office of Equity and Diversity, CSUN Office of Student Affairs, Census 2010, and American Community Survey (ACS).

Under the direction of the University's Chief Diversity Officer, CSUN's Director of Equity and Diversity oversees the administration and management of Title VI related activities, including this Title VI Program. The Director of Equity and Diversity is Susan Hua, and she can be contacted at (818) 677-2077. CSUN's Title VI Program information, including its non-discrimination policies and procedures for filing a complaint is readily available and found on the [Office of Equity and Diversity's](http://www.csun.edu/eqd/title-vi-program) website: [www.csun.edu/eqd/title-vi-program](http://www.csun.edu/eqd/title-vi-program).

## II. General Requirements

### Section 3: Notice to the Public

Members of the CSUN community have a right to work, live, and learn in an environment free of discrimination based on a protected status, including **race, color, and national origin**. CSUN is committed to maintaining an environment where no student, employee, visitor, or recipient of services or benefits provided by the University is excluded from participation in, denied the benefits of, or subjected to discrimination in any University program or activity.

Related federal statutes and state law further those protections to include age, disability, gender, gender identity/expression, genetic information, marital status, medical condition, sexual orientation, and veteran or military status.

CSUN is committed to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect. We embrace and encourage our community differences, advancing the belief that every member of our campus community plays an integral role in contributing to our diversity and in addressing fundamental issues of bias and exclusion.

The following Exhibits 1, 2 are CSUN's Notices to the Public of their rights under Title VI as well as the locations of the notices.

## Exhibit 1: Title VI Notice to the Public – English/Spanish



### TITLE VI NOTIFICATION

California State University, Northridge (CSUN) ensures that no person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

If you feel you have experienced discrimination in the level and/or quality of transportation services and transit-related benefits that you have received, you may file a complaint with the Office of Equity and Diversity at CSUN. For more information on CSUN's Title VI policy, you may call 818.677.2077 or visit [www.csun.edu/eqd/title-vi-program](http://www.csun.edu/eqd/title-vi-program). A complainant may file a complaint in writing at the following address: Equity and Diversity, 18111 Nordhoff Street, Northridge, CA 91330-8208, Attention: Title VI, or via email [equityanddiversity@csun.edu](mailto:equityanddiversity@csun.edu).

A complainant may also file a Title VI complaint directly with the Federal Transit Administration by writing to the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building 90, 7th Street, Suite 15-300, San Francisco, CA 941003.

A complainant may also file a Title VI complaint directly with Los Angeles County Metropolitan by writing to Transportation Authority, Attention: Customer Relations, One Gateway Plaza, Los Angeles, CA 90012-2952 or via email: [customerrelations@metro.net](mailto:customerrelations@metro.net). Telephone: 213.922.4845, Speech and hearing impaired: Use California Relay 711

### NOTIFICACIÓN DE TÍTULO VI

California State University, Northridge (CSUN) asegura que ninguna persona por raza, color ó origen nacional será objeto de discriminación en el nivel y calidad de los servicios de transporte y beneficios relacionados con el tránsito.

Si cree que ha experimentado discriminación en el nivel y / o la calidad de los servicios de transporte y los beneficios relacionados con el tránsito que ha recibido, puede presentar una queja ante La Oficina de Equidad y Diversidad en CSUN. Para obtener más información sobre la política de Título VI de CSUN, puede llamar al 818.677.2077 o visitar [www.csun.edu/eqd/title-vi-program](http://www.csun.edu/eqd/title-vi-program). Un reclamante puede presentar una queja por escrito en la siguiente dirección: Equity and Diversity, 18111 Nordhoff Street, Northridge, CA 91330-8208, Attention: Título VI, o correo electrónico: [equityanddiversity@csun.edu](mailto:equityanddiversity@csun.edu).

Un reclamante también puede presentar una queja de Título VI directamente con la Administración Federal de Tránsito, escribiendo al U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building 90, 7th Street, Suite 15-300, San Francisco, CA 941003.

Un reclamante también puede presentar una queja de Título VI directamente con Relaciones con el Cliente de Metro por escrito en la siguiente dirección: Autoridad de Transporte Metropolitano del Condado de Los Ángeles, A la atención de: Atención al cliente, Uno Gateway Plaza, Los Ángeles, CA 90012-2952 o Correo electrónico: [customerrelations@metro.net](mailto:customerrelations@metro.net). Teléfono: 213.922.4845, problemas de habla y audición: Uso de Retransmisión de California 711

## Exhibit 2: List of Locations Where Title VI Notice Is Posted

Location Name	Location Office/Address	Building
CSUN Transit Center	Intersection of Vincennes Street & Darby Ave., Northridge	Shelters (4)
Office of Equity and Diversity	Front Office/Outside Bulletin Board	University Hall 285
Office of Human Resources	Front Office/Outside Bulletin Board	University Hall 160
Division of Administration & Finance	Front Office	University Hall 330
Department of Police Services	Corner of Darby Ave. & Prairie Street, Northridge	DPS
Department of Facilities Planning	Front Office/Reception	University Hall 325
Klotz Student Health Center	CSUN Campus	AK
Disability Resources & Education Services	Front Office/Reception	Bayramian Hall 110

### Section 4: Title VI Complaint Procedures

In operating a federally-assisted program, CSUN is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Particularly with respect to race, color, or national origin, CSUN cannot:

- Deny program services, aids, or benefits;
- Provide a different service, aid, or benefit, or provide services in a manner different than they are provided to others; or
- Segregate or treat individuals differently in any manner related to the receipt of any service, aid, or benefit.

At California State University Northridge, discrimination prohibited by Title VI is addressed in California State University Executive Order 1096 (for university employees and third parties) and California State University Executive Order 1097 (for university students).

CSUN's Director for the Office of Equity and Diversity is responsible for Title VI compliance, including the fair and impartial investigation of discrimination complaints. Please contact:

Office of Equity & Diversity  
 California State University, Northridge  
 18111 Nordhoff Street, Northridge, CA 91330  
 Phone: (818) 677-2077 (8:00 a.m. – 5:00 p.m. Monday – Friday)  
 Email: [equityanddiversity@csun.edu](mailto:equityanddiversity@csun.edu)  
 Website: [www.csun.edu/eqd/title-vi-program](http://www.csun.edu/eqd/title-vi-program)

The complaint procedures, as outlined below are also available in detail on the California State University website: <https://www.calstate.edu/eo/EO-1096-rev-10-5-16.html> and on the CSUN Office of Equity and Diversity website: <http://www.csun.edu/eqd/discrimination-harassment-retaliation>.

A complainant may file a complaint directly with the:

U.S. Department of Transportation  
Federal Transit Administration  
Office of Civil Rights IX  
San Francisco Federal Building 90  
7<sup>th</sup> Street, Suite 15-300  
San Francisco, California, 941003

Or:

Los Angeles Metro  
Attention: Director, EEO & Civil Rights, M/S99-21-4  
One Gateway Plaza  
Los Angeles, California, 90012

If information is needed in another language, contact:  
(818) 677-2077

#### **Sección 4: Título VI procedimientos**

En la operación de un programa federalmente asistido, CSUN es necesaria para cumplir con el Título VI de la ley de derechos civiles de 1964 y asegurar que los servicios y beneficios se proporcionan sobre una base no discriminatoria. Particularmente con respecto a raza, color u origen nacional, CSUN no puede:

- Negar los servicios del programa, ayudas o beneficios;
- Proporcionar un servicio diferente, ayuda o beneficio, o servicios de una manera diferente que se proporcionan a los demás; o
- Separar o tratar a individuos diferentemente de cualquier manera relacionados con el recibo de cualquier servicio, ayuda o beneficio.

En el estado de California Universito Northridge, discriminación prohibida por el título VI se aborda en California estado Universidad Decreto 1096 (para empleados de la Universidad y de terceros) y Universidad de estado de California orden ejecutiva 1097 (para universitarios).

Director de CSUN para la oficina de equidad y diversidad es responsable del cumplimiento del título VI, incluyendo la investigación justa e imparcial de las denuncias de discriminación. Póngase en contacto con:

Oficina de equidad y diversidad  
California State Universito, Northridge  
18111 Nordhoff Street, Northridge, CA 91330  
Teléfono: (818) 677-2077 (8:00 – 17:00 lunes a viernes)  
Correo electrónico: [equityanddiversity@CSUN.edu](mailto:equityanddiversity@CSUN.edu)  
Sitio web: [www.CSUN.edu/EQD/title-VI-Program](http://www.CSUN.edu/EQD/title-VI-Program)

Los procedimientos, como se describe a continuación también están disponibles en detalle en la Página Web de la Universidad Estatal de California: <https://www.calstate.edu/EO/EO-1096-Rev-10-5-16.html> y en la Web de CSUN oficina de equidad y diversidad:

<http://www.CSUN.edu/EQD/Discrimination-harassment-retaliation>

Un demandante puede presentar una queja directamente con la:

Departamento de transporte de  
Administración de tránsito federal  
Oficina de derechos civiles IX  
San Francisco Federal Building 90  
7<sup>th</sup> Street, Suite 15-300  
San Francisco, California, 941003

O:

Metro de los Ángeles  
Atención: Director de igualdad y los derechos civiles, M/S99-21-4  
Un Gateway Plaza  
Los Ángeles, California, 90012

Si necesita información en otro idioma, comuníquese con:  
(818) 677-2077

## **Section 5: How to File a Complaint - Employees and Third Parties**

[CSU Executive Order 1096](#) was established to provide *employees and third parties* who are not eligible to file a discrimination, harassment or retaliation complaint or grievance under a collective bargaining agreement, the opportunity to file formal complaints alleging violations of CSU system-wide policies against discrimination, harassment or retaliation. The executive order is also available to employees in bargaining units whose collective bargaining agreements have incorporated the CSU system-wide complaint procedure for such purposes.

### **Procedure Timeline:**

Executive Order 1096 provides a system wide procedure for handling allegations of Discrimination, Harassment, Retaliation, Sexual Misconduct, Dating and Domestic Violence, and Stalking by certain individuals (see Article III C. 1. Filing a Complaint.) Below is a summary of the Executive Order 1096 procedure timeline. For a full understanding and complete text, please consult Executive Order 1096.

- **Immediately following an act/action/incident that falls under Executive Order 1096** or as soon as possible thereafter, Complainants who believe they are or may have been victims of Discrimination, Harassment, Retaliation, Sexual Misconduct, Dating or Domestic Violence or Stalking, may initiate the **Article III. Campus Procedure for Responding to Complaints** to receive information about the procedures that exist for resolving such matters. All incidents should be reported even if a significant amount of time has passed. However, delaying a report or Complaint may impede the ability to conduct an investigation or take appropriate remedial actions.

**For the purpose of this Executive Order, Working Days** are defined as Monday through Friday, excluding all official holidays or Campus closures at the Campus where the Complaint originated or at the Chancellor's Office (CO) where the Complaint Appeal is reviewed.

- **Within ten (10) Working Days after receipt of a Complaint**, an intake interview shall be conducted with the Complainant.
- **Within ten (10) Working Days** after reviewing all written Complaints and the information received during the intake interview, the Discrimination/Harassment/Retaliation (DHR) Administrator or Title IX Coordinator will notify the Complainant that the Complaint has been accepted for investigation and the timeline for completion of the investigation. If the DHR

Administrator or Title IX Coordinator determines the Complainant has failed to state a Complaint within the scope of this Executive Order, s/he will provide the Complainant with written notice of this determination within **ten (10) Working Days**. The DHR Administrator or Title IX Coordinator will also inform the Complainant that if additional information is provided, the Complaint will be reviewed again.

- **Within sixty (60) Working Days after the intake interview**, the Investigator shall complete the investigation, write and submit an investigation report to the campus designated DHR Administrator or Title IX Coordinator. If this timeline is extended pursuant to Article V. E, it shall not be extended for a period longer than an additional **thirty (30) Working Days** from the original due date.
- **Within ten (10) Working Days of receiving the investigation report**, the DHR Administrator or Title IX Coordinator shall review the investigation report and notify the Parties in writing of the investigation outcome. If the DHR Administrator or Title IX Coordinator performed the investigation, s/he shall notify the Parties in writing of the investigation outcome within **ten (10) Working Days** of completing the investigation report. The Notice shall indicate whether or not this Executive Order was violated and the Complainant's and Respondent's right to file an Appeal under this policy.
- **Within ten (10) Working Days after the date of the Notice of Investigation Outcome**, the Complainant may file a written appeal with the CO.
- **Within thirty (30) Working Days after receipt of the written Appeal**, the CO designee shall respond to the appealing party, unless the timeline has been extended pursuant to Article IV. G or Article V. E. A separate notification shall be provided to the non-appealing party, indicating whether or not the allegations were substantiated on Appeal by a Preponderance of the Evidence.
- **Closure.** The CO Appeal Response is final and concludes the Complaint and Appeal process under this Executive Order.

**Pursuant to EO 1096, Article V. E, the timelines noted above may be extended as follows:**

The timeline for the procedures contained within this Executive Order may be extended for any reason deemed to be legitimate by the Campus investigator/CO Appeal reviewer or by mutual agreement of the Parties. The timelines stated within this Executive Order will be automatically adjusted for a reasonable time period that should not exceed an additional **thirty (30) Working Days** for a Campus investigation or an additional **thirty (30) Working Days** for a reopened Campus investigation under Article IV. The Complainant and Respondent shall receive written notification of any period of extension.

## **Sección 5: Cómo presentar una queja - empleados y terceras partes**

[CSU Decreto 1096](#) fue establecido para proporcionar a *los empleados y terceros* que no pueden archivar una discriminación, acoso o represalias queja o queja en una negociación colectiva acuerdo, la posibilidad de presentar quejas formales que se alegaban violaciones del sistema CSU - políticas de amplia contra la discriminación, acoso o represalias. La orden ejecutiva también está disponible para empleados en unidades de negociación cuyos acuerdos de negociación colectiva han incorporado el sistema CSU-ancho procedimiento de queja para tales efectos.

### **Línea de tiempo del procedimiento:**

Decreto 1096 proporciona un procedimiento de todo el sistema para el manejo de las denuncias de discriminación, acoso, represalias, mala conducta Sexual, datación y violencia doméstica y acecho por ciertos individuos (véase el artículo III C. 1. Presentando una queja). A continuación es un resumen de la cronología del procedimiento Decreto 1096. Para un entendimiento completo y el texto completo, consulte Decreto 1096.

- **Inmediatamente después de un acto/acción/incidente que cae bajo decreto 1096** o tan pronto como sea posible después de eso, los denunciantes que creen que son o que hayan sido víctimas de discriminación, acoso, represalias, mala conducta Sexual, el fechar o violencia doméstica o acecho, puede iniciar el **artículo III. Campus procedimiento para responder a las quejas** para recibir información acerca de los procedimientos que existen para resolver estos asuntos. Todos los incidentes deben ser informados aunque ha pasado una cantidad significativa de tiempo. Sin embargo, retrasar un informe o denuncia puede impedir la capacidad de llevar a cabo una investigación o tomar acciones correctivas apropiadas.

**A los efectos de este decreto, días laborables** se definen como del lunes al viernes, excluyendo los festivos o el cierre de Campus en el Campus donde se originó la queja o en oficina del Canciller (CO) donde se revisa el recurso de queja.

- **Dentro de diez 10 días laborables después del recibo de una queja**, se realizará una entrevista con el autor.
- **Dentro de diez 10 días de trabajo** después de revisar todas las quejas escritas y la información recibida durante la entrevista, la discriminación/acoso/venganza (DHR) administrador o Coordinador del Título IX notificará a la organización querellante que la queja ha sido aceptada para la investigación y el plazo de ejecución de la investigación. Si el DHR administrador o Coordinador del Título IX determina que el demandante no ha podido una denuncia en el ámbito de esta orden del Ejecutivo del estado, él proporcionará a la organización querellante aviso de esta determinación dentro de **10 diez días de trabajo** por escrito. El DHR administrador o Coordinador del Título IX también informará a la organización querellante que si se proporciona información adicional, la queja será revisada otra vez.
- **Dentro de sesenta 60 días hábiles después de la entrevista de admisión**, el investigador deberá completar la investigación, escribir y presentar un informe de investigación del campus señalado DHR administrador o Coordinador del Título IX. Si esta línea de tiempo se amplía en virtud del artículo V. E, no se prorrogará por un período más largo que un adicional de **treinta 30 días hábiles** desde el vencimiento original fecha.
- **Dentro de diez 10 días hábiles de recibir el informe de investigación**, el DHR administrador o Coordinador del Título IX revisará el informe de la investigación y notificar a las partes por escrito de los resultados de la investigación. Si la investigación que realiza la DHR administrador o Coordinador del Título IX, él o ella notificará a las partes por escrito de los resultados de la investigación dentro de **diez 10 días laborables** de haber completado el informe de investigación. El aviso deberá indicar si o no esta orden ejecutiva fue violado y el demandante y el demandado el derecho de presentar una apelación bajo esta política.
- **Dentro de diez 10 días hábiles después de la fecha del aviso de resultado de investigación**, el denunciante puede presentar una apelación por escrito con el CO.
- **Dentro de treinta 30 días laborables después del recibo de la apelación por escrito**, el CO designado deberá responder a la parte apelante, salvo que la línea de tiempo se ha extendido en virtud del artículo IV. G o artículo V. E. Se proporcionará una notificación separada a la parte de no apelar, indicando o no las denuncias fueron confirmadas en apelación por una preponderancia de la evidencia.
- **Cierre.** La respuesta de la apelación del CO es final y concluye el proceso de queja y apelación bajo esta orden del Ejecutivo.

**Conformidad con la EO 1096, artículo V. E, pueden ampliarse los plazos señalados como sigue:**

La línea de tiempo para el procedimientos contenidos en este Decreto podrán ser prorrogados por ningún motivo considerados legítimos por el revisor de apelación Campus investigador/CO o por mutuo acuerdo de las partes. Los plazos se detallan en este decreto se ajustará automáticamente durante un período de tiempo razonable que no excederá de un adicional **treinta 30 días hábiles** para la investigación de un Campus o un adicional **30 treinta días hábiles** para una investigación reabierta del Campus bajo artículo IV. El demandante y el demandado deberán recibir notificación escrita de cualquier período de prórroga.

**Section 6: How to File a Complaint – Students**

[CSU Executive Order 1097](#) was established to provide *students* a process to address alleged violations of the University’s non-discrimination policy.

Pursuant to Executive Order (EO) 1097, a “Student”, defined as an applicant for admission to the CSU, an admitted CSU Student, an enrolled CSU Student, a CSU extended education Student, a CSU Student between academic terms, a CSU graduate awaiting a degree, a CSU Student currently serving a suspension or interim suspension, and a CSU Student who withdraws from the University while a disciplinary matter (including investigation) is pending, may file a Complaint related to Discrimination, Harassment, Retaliation, Sexual Misconduct, Dating or Domestic Violence or Stalking.

- **Immediately following an act/action/incident that falls under Executive Order 1097** or as soon as possible thereafter, Students who believe they are or may have been victims of Discrimination, Harassment, Retaliation, Sexual Misconduct, Dating or Domestic Violence or Stalking, may initiate the **Article III. Campus Procedure for Responding to Complaints** to receive information about the procedures that exist for resolving such matters. All incidents should be reported even if a significant amount of time has passed. However, delaying a report or Complaint may impede the ability to conduct an investigation or take appropriate remedial actions.

**For the purpose of this Executive Order, Working Days** are defined as Monday through Friday, excluding all official holidays or Campus closures at the Campus where the Complaint originated or at the Chancellor’s Office (CO) where the Complaint Appeal is reviewed.

- **Within ten (10) Working Days after receipt of a Complaint**, an intake interview shall be conducted with the Complainant.
- **Within ten (10) Working Days** after reviewing all written Complaints and the information received during the intake interview, the Discrimination/Harassment/Retaliation (DHR) Administrator or Title IX Coordinator will notify the Complainant that the Complaint has been accepted for investigation and the timeline for completion of the investigation. If the DHR Administrator or Title IX Coordinator determines the Complainant has failed to state a Complaint within the scope of this Executive Order, s/he will provide the Complainant with written notice of this determination within **ten (10) Working Days**. The DHR Administrator or Title IX Coordinator will also inform the Complainant that if additional information is provided, the Complaint will be reviewed again.
- **Within sixty (60) Working Days after the intake interview**, the Investigator shall complete the investigation, write and submit an investigation report to the campus designated DHR Administrator or Title IX Coordinator. If this timeline is extended pursuant to Article V. E, it shall not be extended for a period longer than an additional **thirty (30) Working Days** from the original due date.
- **Within ten (10) Working Days of receiving the investigation report**, the DHR Administrator or Title IX Coordinator shall review the investigation report and notify the Parties in writing of

the investigation outcome. If the DHR Administrator or Title IX Coordinator performed the investigation, s/he shall notify the Parties in writing of the investigation outcome within **ten (10) Working Days** of completing the investigation report. The Notice shall indicate whether or not this Executive Order was violated and the Complainant's and Respondent's right to file an Appeal under this policy.

- **Within ten (10) Working Days after the date of the Notice of Investigation Outcome**, the Student may file a written Appeal with the CO.
- **Within thirty (30) Working Days after receipt of the written Appeal**, the CO designee shall respond to the appealing party, unless the timeline has been extended pursuant to Article IV. G. or Article V. E. A separate notification shall be provided to the non-appealing party, indicating whether or not the allegations were substantiated on Appeal by a Preponderance of the Evidence.
- **Closure.** The CO Appeal Response is final and concludes the Complaint and Appeal process under this Executive Order.

**Pursuant to EO 1097 Article V. E, the timelines noted above may be extended as follows:**

The timeline for the procedures contained within this Executive Order may be extended for any reason deemed to be legitimate by the Campus investigator/CO Appeal reviewer or by mutual agreement of the Parties. The timelines stated within this Executive Order will be automatically adjusted for a reasonable time period that should not exceed an additional **thirty (30) Working Days** for a Campus investigation or an additional **thirty (30) Working Days** for a reopened Campus investigation under Article IV. The Complainant and Respondent shall receive written notification of any period of extension.

## **Sección 6: Cómo presentar una queja – estudiantes**

[CSU Decreto 1097](#) fue establecido para proporcionar a *los alumnos* un proceso para hacer frente a presuntas violaciones de la política de no discriminación de la Universidad.

Conformidad con el Decreto Ejecutivo (EO) 1097, un "estudiante", definido como un candidato para admisión a CSU, un alumno admitido de la CSU, un estudiante matriculado de la CSU, un CSU extendido educación estudiante, un estudiante de CSU entre términos académicos, un graduado CSU un grado, un estudiante de CSU actualmente cumpliendo una suspensión o la suspensión provisional, en espera y un estudiante de CSU que se retira de la Universidad mientras un asunto disciplinario (incluyendo la investigación) está pendiente, puede presentar una queja relacionada con la discriminación, acoso, represalias, mala conducta Sexual, el fechar o violencia doméstica o acecho.

- **Inmediatamente después de un acto/acción/incidente que cae bajo el Decreto 1097** o tan pronto como sea posible después de eso, los estudiantes que creen que son o que hayan sido víctimas de discriminación, acoso, represalias, mala conducta Sexual, el fechar o violencia doméstica o acecho, puede iniciar el **artículo III. Campus procedimiento para responder a las quejas** para recibir información acerca de los procedimientos que existen para resolver estos asuntos. Todos los incidentes deben ser informados aunque ha pasado una cantidad significativa de tiempo. Sin embargo, retrasar un informe o denuncia puede impedir la capacidad de llevar a cabo una investigación o tomar acciones correctivas apropiadas.

**A los efectos de este decreto, días laborables** se definen como del lunes al viernes, excluyendo los festivos o el cierre de Campus en el Campus donde se originó la queja o en oficina del Canciller (CO) donde se revisa el recurso de queja.

- **Dentro de diez 10 días laborables después del recibo de una queja**, se realizará una entrevista con el autor.
- **Dentro de diez 10 días de trabajo** después de revisar todas las quejas escritas y la información recibida durante la entrevista, la discriminación/acoso/venganza (DHR) administrador o Coordinador del Título IX notificará a la organización querellante que la queja ha sido aceptada para la investigación y el plazo de ejecución de la investigación. Si el DHR administrador o Coordinador del Título IX determina que el demandante no ha podido una denuncia en el ámbito de esta orden del Ejecutivo del estado, él proporcionará a la organización querellante aviso de esta determinación dentro de **10 diez días de trabajo** por escrito. El DHR administrador o Coordinador del Título IX también informará a la organización querellante que si se proporciona información adicional, la queja será revisada otra vez.
- **Dentro de sesenta 60 días hábiles después de la entrevista de admisión**, el investigador deberá completar la investigación, escribir y presentar un informe de investigación del campus señalado DHR administrador o Coordinador del Título IX. Si esta línea de tiempo se amplía en virtud del artículo V. E, no se prorrogará por un período más largo que un adicional de **treinta 30 días hábiles** desde el vencimiento original fecha.
- **Dentro de diez 10 días hábiles de recibir el informe de investigación** , el DHR administrador o Coordinador del Título IX revisará el informe de la investigación y notificar a las partes por escrito de los resultados de la investigación. Si la investigación que realiza la DHR administrador o Coordinador del Título IX, él o ella notificará a las partes por escrito de los resultados de la investigación dentro de **diez 10 días laborables** de haber completado el informe de investigación. El aviso deberá indicar si o no esta orden ejecutiva fue violado y el demandante y el demandado el derecho de presentar una apelación bajo esta política.
- **Dentro de diez 10 días hábiles después de la fecha del aviso de resultado de investigación**, el estudiante puede presentar una apelación por escrito con el CO.
- **Dentro de treinta 30 días laborables después del recibo de la apelación por escrito**, el CO designado deberá responder a la parte apelante, salvo que la línea de tiempo se ha extendido en virtud del artículo IV. G. o artículo V. E. Se proporcionará una notificación separada a la parte de no apelar, indicando o no las denuncias fueron confirmadas en apelación por una preponderancia de la evidencia.
- **Cierre.** La respuesta de la apelación del CO es final y concluye el proceso de queja y apelación bajo esta orden del Ejecutivo.

**En virtud del artículo 1097 EO V. E, podrán ampliarse los plazos señalados como sigue:**

La línea de tiempo para el procedimientos contenidos en este Decreto podrán ser prorrogados por ningún motivo considerados legítimos por el revisor de apelación Campus investigador/CO o por mutuo acuerdo de las partes. Los plazos se detallan en este decreto se ajustará automáticamente durante un período de tiempo razonable que no excederá de un adicional **treinta 30 días hábiles** para la investigación de un Campus o un adicional **30 treinta días hábiles** para una investigación reabierto del Campus bajo artículo IV. El demandante y el demandado deberán recibir notificación escrita de cualquier período de prórroga.

### Exhibit 3: Complaint Form – Employees and Third Parties

CSUN OFFICE OF EQUITY AND DIVERSITY

#### Discrimination & Harassment Complaint Form

Please indicate **your** status or affiliation with CSUN:

- Current Staff                       Former Staff  
 (Paid) Student Assistant     Applicant for employment     Other (explain): \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Work Ext: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Email: \_\_\_\_\_

Employee ID: \_\_\_\_\_ Position Title: \_\_\_\_\_

Department: \_\_\_\_\_ Bargaining Unit: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Have you brought this matter to the attention of any other department(s) at the university? If so, please list the name(s) and department(s) of all other persons whom you have discussed this matter.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TYPE OF COMPLAINT** (check one or more):

- |   |   |
|---|---|
| <input type="checkbox"/> Age                                  | <input type="checkbox"/> Pregnancy              |
| <input type="checkbox"/> Ancestry                             | <input type="checkbox"/> Race                   |
| <input type="checkbox"/> Color                                | <input type="checkbox"/> Religion               |
| <input type="checkbox"/> Disability                           | <input type="checkbox"/> Retaliation            |
| <input type="checkbox"/> Gender/Gender Identity or Expression | <input type="checkbox"/> Sex                    |
| <input type="checkbox"/> Genetic Information                  | <input type="checkbox"/> Sexual Harassment      |
| <input type="checkbox"/> Marital Status                       | <input type="checkbox"/> Sexual Orientation     |
| <input type="checkbox"/> Medical Condition                    | <input type="checkbox"/> Veteran Status         |
| <input type="checkbox"/> National Origin                      | <input type="checkbox"/> Other (explain): _____ |

CSUN OFFICE OF EQUITY AND DIVERSITY



## Exhibit 4: Complaint Form – Employees and Third Parties/Spanish



### Empleados (no cubiertos por un convenio colectivo), los solicitantes de empleo o de terceros

#### Discriminación, Acoso y Represalias Denuncia

La Oficina de Equidad y Diversidad investiga las quejas traídas por los estudiantes, Facultad, personal, los aspirantes para el empleo y terceros que creen han sido discriminados o acosado sobre la base de un "Status de protegidos" que incluye raza, color, religión, origen nacional, ascendencia, edad, género, identidad/expresión de género, sexo, orientación sexual, estado civil, incapacidad de embarazo, condición médica, información genética o condición de veterano.

Universidad de estado de California (CSU) Orden Ejecutiva 1096 se creó para proporcionar un procedimiento de todo el sistema de CSU empleados, empleado los solicitantes y terceros para presentar quejas por violaciones de las políticas CSU que prohíben la discriminación, acoso y represalias, que no son elegibles para presentar una queja o reclamo bajo un acuerdo de negociación colectiva, o cuyo convenio colectivo incorpora procedimientos de quejas de todo el sistema CSU para tales fines.

Orden Ejecutiva 1096: <https://www.calstate.edu/eo/EO-1096.html>

Para presentar una queja con la Universidad, completar y traer este formulario personalmente a la oficina de equidad y diversidad o llamar para hacer arreglos para reunirse con un investigador de la equidad y la diversidad.

#### La Oficina de Equidad y Diversidad

Teléfono: (818) 677-2077

Correo electrónico: [equityanddiversity@csun.edu](mailto:equityanddiversity@csun.edu)

#### Localización de la oficina

University Hall (UN)

Habitación 285

Aunque la Universidad no puede prometer confidencialidad completa debido a la obligación de la Universidad de actuar en situaciones que presentan una posible amenaza a la seguridad y bienestar de la comunidad del campus, información relativa a la denuncia será salvaguardada en la medida posible y no será divulgada más allá con aquellos que tienen un legítimo necesita saber.

No dude en contactar con nuestra oficina si usted tiene alguna pregunta sobre el proceso de presentación o investigar las denuncias de discriminación, acoso y represalias.

**CSUN Oficina de Equidad y Diversidad**

**Denuncia Acoso y Discriminación Forma**

Por favor, indique su estado o afiliación con CSUN:

- Personal Actual                       Ex Personal  
 (Pagado)Estudiante Asistente    Solicitante de empleo    Otros (explicar): \_\_\_\_\_

Nombre: \_\_\_\_\_ Apellido: \_\_\_\_\_  
Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_

Dirección postal: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Zip: \_\_\_\_\_ Correo electrónico: \_\_\_\_\_

ID de Empleado: \_\_\_\_\_ Título del Puesto: \_\_\_\_\_

Departamento: \_\_\_\_\_ Unidad de negociación: \_\_\_\_\_

Nombre Supervisor: \_\_\_\_\_

Han traído este asunto a la atención de cualquier otros departamentos en la Universidad? Si es así, por favor indique los nombres y departamentos de todas las personas que han tratado este asunto.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TIPO DE QUEJA (Marque uno o más):**

- |  |   |
|--|---|
| <input type="checkbox"/> Edad                                      | <input type="checkbox"/> Embarazo                 |
| <input type="checkbox"/> Ascendencia                               | <input type="checkbox"/> Raza                     |
| <input type="checkbox"/> Color                                     | <input type="checkbox"/> Religión                 |
| <input type="checkbox"/> Discapacidad                              | <input type="checkbox"/> Venganza                 |
| <input type="checkbox"/> Género/La Identidad de Género o Expresión | <input type="checkbox"/> Sexo                     |
| <input type="checkbox"/> Genético Información                      | <input type="checkbox"/> Acoso Sexual             |
| <input type="checkbox"/> Estado Civil                              | <input type="checkbox"/> Orientación Sexual       |
| <input type="checkbox"/> Condición médica                          | <input type="checkbox"/> Sustantivo Veterano (-a) |
| <input type="checkbox"/> Origen Nacional                           | <input type="checkbox"/> Otro (explíquelo): _____ |



## Exhibit 5: Complaint Form – Students



OFFICE OF EQUITY & DIVERSITY

### Student & Applicant Complaint Form

(Discrimination, Harassment or Retaliation)

University Hall, Rm. 285, Phone: (818) 677-2077, Fax: (818) 677-4802, Mail Code: 8208

[Executive Order 1097](#) was established to provide students and applicants for admission (“applicants”), a systemwide procedure to file complaints alleging violations of the California State University (CSU) systemwide policy prohibiting discrimination, harassment and retaliation against students and applicants by the CSU and/or CSU employees. Students or applicants who file a complaint are required to cooperate with the investigation/review, including, but not limited to, attending meetings, being forthright and honest during the process and keeping confidential the existence and details of the investigation/review.

**INSTRUCTIONS: Please fill in all of the information requested below as completely as possible.**

**CSU Campus:** \_\_\_\_\_  
 Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
 Work Phone: \_\_\_\_\_ Cell Phone: : \_\_\_\_\_ Home Phone: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_ Zip Code: \_\_\_\_\_  
 Best Time to Call: \_\_\_\_\_ AM  \_\_\_\_\_ PM  Email: \_\_\_\_\_  
 Are you currently a CSU student? Yes  No  Last Registration Date: \_\_\_\_\_  
 Currently a CSU Admission Applicant? Yes  No  Last CSU application Date: \_\_\_\_\_

**Indicate the Type of Complaint being filed:**

Discrimination  Harassment  Retaliation   
 (If you are filing a discrimination complaint, indicate the protected status(es) that was/were the basis(es) of the alleged discrimination or harassment. Please select all that apply).

Race  Color  National Origin  Religion  Gender   
 Age  Disability  Gender Identity  Gender Expression  Sexual Orientation

Date of Incident: \_\_\_\_\_ Approximate Time of Incident: \_\_\_\_\_ AM  \_\_\_\_\_ PM   
 Location of Incident: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Approximate Time of Incident: \_\_\_\_\_ AM  \_\_\_\_\_ PM   
 Location of Incident: \_\_\_\_\_

**1. Identify the employee(s) of the University against whom your allegations are made: their position/ job title and their relationship to you (e.g. Instructor, etc.). Attach additional pages if necessary.**

Accused Employee(s) Name: \_\_\_\_\_  
 Position/job Title: \_\_\_\_\_ Relationship to You: \_\_\_\_\_

Accused Employee(s) Name: \_\_\_\_\_

Position/job Title: \_\_\_\_\_ Relationship to You: \_\_\_\_\_

Accused Employee(s) Name: \_\_\_\_\_

Position/job Title: \_\_\_\_\_ Relationship to You: \_\_\_\_\_

**2. Describe the incident(s) or event(s), date(s), time(s), and location(s) giving rise to your complaint. Attach additional pages to this form if necessary.**

**3. If you are filing a harassment complaint, please explain why this conduct was offensive to you.**

**4. Describe the specific harm you have suffered resulting from the incident(s). Attach additional pages to this form if necessary.**

**5. To whom have you gone for resolution of the complaint?**

**6. What did you or others do to try to resolve this complaint? What was the outcome?**

**7. Identify individuals who may have observed or witnessed the incident(s) that you described.**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: : \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_ Zip Code: \_\_\_\_\_

Best Time to Call: \_\_\_\_\_ AM  PM  Email: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: : \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_ Zip Code: \_\_\_\_\_

Best Time to Call: \_\_\_\_\_ AM  PM  Email: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: : \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_ Zip Code: \_\_\_\_\_

Best Time to Call: \_\_\_\_\_ AM  PM  Email: \_\_\_\_\_

**8. Do you have any documents that support your allegation?** Yes  No  *(Please list & attach a copy)*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**9. Describe how you would expect the complaint to be resolved. Be as specific as possible.**

You may elect to have an advisor present at meetings/interview(s). If you indicate you will have an advisor, you are authorizing that individual to accompany you to any meetings and/or interview(s) regarding this complaint. The role of advisor is limited to observing and consulting with you.

**10. If you will be accompanied by an advisor, provide the name, address and telephone number of your advisor.**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Cell Phone: : \_\_\_\_\_ Home Phone: \_\_\_\_\_

**AUTHORIZATION:**

I certify that the information given in this complaint is true and correct to the best of my knowledge or belief.

**Signature of Student/Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name of Student/Applicant:** \_\_\_\_\_

## Exhibit 6: Complaint Form – Students/Spanish



### Los Estudiantes y Los Estudiantes Solicitantes

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#### Discriminación, Acoso y Denuncia Represalias

La Oficina de Equidad y Diversidad investiga las quejas traídas por los estudiantes, Facultad, personal, los aspirantes para el empleo y terceros que creen han sido discriminados o acosado sobre la base de un "Status de protegidos" que incluye raza, color, religión, origen nacional, ascendencia, edad, género, identidad/expresión de género, sexo, orientación sexual, estado civil, incapacidad de embarazo, condición médica, información genética o condición de veterano.

Universidad de estado de California (CSU) Orden Ejecutiva 1097 fue establecido para proporcionar a estudiantes CSU y los solicitantes de admisión a CSU (solicitantes"), un procedimiento de todo el sistema para presentar quejas por violaciones de la política de la CSU que prohíben la discriminación, acoso y represalias contra los estudiantes y los solicitantes por el CSU, un empleado de la CSU, otro estudiante o un tercero.

Por favor mira: Orden Ejecutiva 1097: <https://www.calstate.edu/eo/E0-1097.pdf>

Para presentar una queja con la Universidad, completar y traer este formulario personalmente a la oficina de equidad y diversidad o llamar para hacer arreglos para reunirse con un investigador de la Equidad y Diversidad.

**La Oficina de Equidad y Diversidad**

Teléfono: (818) 677-2077

Correo electrónico: [equityanddiversity@csun.edu](mailto:equityanddiversity@csun.edu)

**Localización de la oficina**

University Hall (UN)

Habitación 285

Aunque la Universidad no puede prometer confidencialidad completa debido a la obligación de la Universidad de actuar en situaciones que presentan una posible amenaza a la seguridad y bienestar de la comunidad del campus, información relativa a la denuncia será salvaguardada en la medida posible y no será divulgada más allá con aquellos que tienen un legítimo necesita saber.

No dude en contactar con nuestra oficina si usted tiene alguna pregunta sobre el proceso de presentación o investigar las denuncias de discriminación, acoso y represalias.



La Oficina de Equidad y Diversidad

## Estudiante y Formulario Solicitante (Discriminación, Acoso y Denuncia Represalias)

University Hall, Rm. 285, Teléfono: (818) 677-2077, Fax: (818) 677-4802, Código de Correo: 8208

Decreto 1097 fue establecido para proporcionar a los estudiantes y los solicitantes de admisión ("aspirantes"), un procedimiento de todo el sistema para presentar quejas por violaciones de la política de todo el sistema de la Universidad de estado de California (CSU) prohibición de discriminación, acoso y represalias contra los estudiantes y los solicitantes por el CSU o CSU empleados. Los estudiantes o aspirantes que presenten una queja deben cooperar con la investigación y revisión, incluyendo pero no limitado a, asistir a las reuniones, ser franca y honesta durante el proceso y mantener confidencial la existencia y detalles de la investigación y revisión.

**INSTRUCCIONES: Por favor complete toda la información solicitada a continuación tan completamente como sea posible.**

CSU Campus: \_\_\_\_\_  
 Apellido: \_\_\_\_\_ Nombre: \_\_\_\_\_ Inicial del segundo nombre: \_\_\_\_\_  
 Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_  
 Dirección postal: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Mejor momento para llamada:  AM  PM Correo electrónico: \_\_\_\_\_  
 Es usted actualmente un estudiante CSU?  Si  No Fecha de la última inscripción: \_\_\_\_\_  
 En la actualidad un solicitante de admisión de CSU?  Si  No Fecha de la última CSU solicitud: \_\_\_\_\_

**Indicar el tipo de demanda se:**

Discrimination  Harassment  Retaliation

(Si usted presenta una queja por discriminación, indican la status(es) protegida que fue/fueron el basis(es) de la supuesta discriminación o acoso. Por favor seleccione todas las que apliquen).

Raza  Edad  
 Color  Discapacidad  
 Origen Nacional  Genético Información  
 Religión  La Identidad de Género o Expresión  
 Género  Orientación Sexual

Fecha del incidente: \_\_\_\_\_ Tiempo aproximado de incidente: \_\_\_\_\_  AM  PM  
 Ubicación del incidente: \_\_\_\_\_

**1. Identificar el empleado (s) de la Universidad contra quien se hacen sus alegatos: su posición de empleo título y su relación con usted (por ejemplo, Instructor, etcetera). Adjunte páginas adicionales si es necesario.**

Nombre del empleado acusado(s): \_\_\_\_\_  
 Posición/título profesional: \_\_\_\_\_ Relación contigo: \_\_\_\_\_

2. Describir el incidente o evento, fecha, hora y localización dando lugar a su queja. Adjunte páginas adicionales a este formulario si es necesario.

3. Si usted presenta una queja de acosamiento, explique por qué esta conducta fue ofensiva para usted.

4. Describir el daño específico que han sufridas como resultado del incidente. Adjunte páginas adicionales a este formulario si es necesario.

5. ¿A quien ha llegado para la resolución de la queja?

6. ¿Qué hicieron usted u otras personas para tratar de resolver esta queja? ¿Cuál fue el resultado?

7. Identificar a individuos que hayan observado o fue testigo del incidente que usted describe.

Apellido: \_\_\_\_\_ Nombre: \_\_\_\_\_ Inicial del segundo nombre: \_\_\_\_\_  
Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_  
Dirección postal: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Mejor momento para llamada: \_\_\_\_\_ AM PM Correo electrónico: \_\_\_\_\_

Apellido: \_\_\_\_\_ Nombre: \_\_\_\_\_ Inicial del segundo nombre: \_\_\_\_\_  
Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_  
Dirección postal: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Mejor momento para llamada: \_\_\_\_\_ AM PM Correo electrónico: \_\_\_\_\_

Apellido: \_\_\_\_\_ Nombre: \_\_\_\_\_ Inicial del segundo nombre: \_\_\_\_\_  
Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_  
Dirección postal: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_  
Mejor momento para llamada: \_\_\_\_\_ AM PM Correo electrónico: \_\_\_\_\_

8. ¿Tienes todos los documentos que apoyen su denuncia?  Sí  No (por favor la lista y adjunte una copia)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

9. Describir cómo cabría esperar la queja se resuelva. Sea tan específico como sea posible.

Usted puede elegir tener un asesor presente en las reuniones / interview(s). Si usted indica que usted tendrá un asesor, autoriza a esa persona para acompañarte a las reuniones y/o entrevistas con respecto a esta queja. El papel del asesor se limita a observar y consultar con usted.

10. Si será acompañado por un asesor, proporcionar el número de nombre, dirección y teléfono de su asesor.

Apellido: \_\_\_\_\_ Nombre: \_\_\_\_\_ Inicial del segundo nombre: \_\_\_\_\_

Teléfono del trabajo: \_\_\_\_\_ Teléfono Celular: \_\_\_\_\_ Teléfono del hogar: \_\_\_\_\_

**AUTORIZACIÓN:**

Declaro que la información contenida en esta queja es verdadera y correcta al mejor de mi conocimiento o creencia.

Firma del estudiante/solicitante: \_\_\_\_\_ Fecha: \_\_\_\_\_

## Section 7: Recording Investigations, Complaints, and Lawsuits

In order to comply with Executive Orders 1096 & 1097, and [Executive Order 1031](#), (supersedes Executive Order 1027) the CSU Records/Information Retention and Disposition Schedule, CSUN's Office of Equity & Diversity is responsible for maintaining a list of any active investigations.

- The date of the complaint filing, investigation, lawsuit;
- A summary of the allegations;
- The status of the investigation, lawsuit, or complaint; and
- Actions taken by CSUN in response to the investigation, lawsuit, or complaint

In 2014, the Office of Equity & Diversity investigated 14 Title VI-related allegations. Of those cases investigated, 1 was substantiated.

In 2015, the Office of Equity & Diversity investigated 9 Title VI-related allegations. Of those cases, 2 were substantiated.

In 2016, the Office of Equity & Diversity investigated 7 Title VI-related allegations. Of those case, none were substantiated.

## III. Inclusive Public Participation

[Facilities Planning, Design & Construction \(FPDC\)](#) is responsible for the planning, development, design, construction, and inspection of campus facilities. The mission of FPDC is to support CSUN faculty, administrative staff, and students with the development of physical environments that support and enhance the University's mission.

The CSUN FPDC staff work closely with CSUN community members in all aspects of project development. From site selection, to the design and construction of sustainable campus facilities, to meeting tight budget requirements, collaboration plays a critical role in our work as we strive to provide innovative and cost-effective design and solutions to the CSUN community.

In a presentation to the San Fernando Valley Governance council, CSUN revealed the proposal for a Transportation Center on Vincennes Street between Darby St and Etiwanda Ave. "The Transit Center will most likely look like that of North Hollywood Red Line Station. The Center gives access to Metro, LADOT and other bus services." The transit center includes bicycle parking and a CSUN Tram stop as well. **Source:** [California State University, Northridge - Wikipedia](#). Retrieved June 2014, World Wide Web.

In addition, Los Angeles Metro already included bus line changes to serve the Transit Center in its June 2010 service changes. Public participation for the CSUN transit center was accomplished by sending mailers, open forums and allowing for comments period. Public participation is ongoing. Changes to the center facility itself, will be completed as described above through FPDC. This includes, but not limited to, providing special public meetings and time for public comments. Other ancillary changes, such as, service changes, fare changes, will be accomplished through student open forums, Division of Student Affairs website and employee and student notifications via email.

CSUN public forums are generally hosted on campus in ADA compliant and accessible buildings. CSUN has partnered with community based organizations at locations accessible by public transit and during different times of the day and week. Since CSUN values inclusion, all meetings are accessible to the public regardless of disability, cultural, economic, historically or other barriers that may prevent minority persons from effectively participating.

Since the opening of the CSUN Transit Center in June 2012, there has been ongoing engagement with

students and employees who utilize the center. For example, CSUN Parking and Transportation staff verifies the number of employees utilizing the center by gathering survey data. This survey is completed annually in accordance with the Transportation Survey required by South Coast Air Quality Management District (SCAQMD) Rule 2022.

Students are engaged when changes are made to the Metro pass services. An example of a recent engagement in 2016 was the change to the student Metro U-Pass. The Metro U-Pass is a reduced-fare transit pass, offering student unlimited rides to campus, work, shopping or anywhere they choose on any of Metro's bus or rail lines.

CSUN continues to form partnerships with community based organizations that assists in connecting CSUN with the San Fernando Valley and beyond. This is evidenced through the Office of Community Engagement, which supports CSUN's mission to cultivate civic responsibility among students, faculty, and staff by facilitating service learning classes, promoting co-curricular engagement activities, implementing community based research, and fostering sustainable community partnerships.

Another example is the Neighborhood Partners in Action (NPA). An initiative of the CSUN Institute of Community Health and Wellbeing, NPA plays a vital role in assisting the Canoga Park neighborhood to identify their needs as a community. The NPA's objective is to partner with communities' most pressing needs. The ultimate goal is for community-based organizations, businesses, leaders, residents and neighborhoods to optimize their effectiveness in strengthening community identity and improving quality of life.

## **Section 8: Environmental Review Process**

An Environmental Impact Report (EIR) was submitted as a part of the [2005 Master Plan Update](#) (February 2006). Included in the report are sign in sheets from the November 29, 2005 Public Meeting (3.0-129 – 3.0 – 135). Outlined in this document is also the regulatory requirement for FPDC to “address the potential significant environmental effects associated with the adoption and subsequent implementation of the [CSUN 2005 Master Plan](#) (Master Plan or proposed project). The Master Plan encompasses the California State University, Northridge campus in the City of Los Angeles community of Northridge.” As noted in the 2005 Master Plan, “input from campus and community during the early stages of the Master Plan process identified a need to encourage the use of public transit to and from the campus in order to better manage campus transportation issues and to help reduce parking demand and traffic congestion.”

See **Attachments A-E** for additional.

## **Section 9: Written Comments and Responses to Public Comments**

The EIR also includes a list of public agencies that submitted written comment letters on the draft EIR. Copies of the each comment letter and a written response to each specific comment are provided.

FPDC also maintains a website for the published draft EIF and the final. In addition, the [campus master plan map](#) provides a pictorial view of buildings, campus boundaries and parking, including, the CSUN Transit Center.

## **IV. Language Assistance Plan**

Language Assistance for CSUN is developed in conjunction with data and information about key characteristics of CSUN's students, faculty members and course sections from the [Office of Institutional Research](#). The CSUN Office of Institutional Research (IR) is the only official source for university data.

The Office of Institutional Research at Cal State Northridge (IR) provides the analytic, research, and descriptive data needed by the university's divisions, colleges, departments, and offices as they strive to implement their strategic plans and fulfill the campus's mission.

The in-depth reports prepared by IR draw on information about the university's past, present, and surrounding community to provide insight into CSUN's success in enabling its diverse students to complete their studies and succeed in this century's multinational, electronic world.

The Office also acts as a data steward, with responsibility for ensuring the accuracy and integrity of the wide-ranging information under its control. It assists in transforming the student, faculty, and curricular data stored in the university's multiple databases into information useful to various academic and other campus units, helping to resolve data extraction and reporting problems in the process.

Finally, IR responds to requests for statistical information from on- and off-campus agencies, groups, and individuals.

## **Section 10: Purpose of the Language Assistance Plan**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Once critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit centers. Therefore, CSUN must ensure that this group has adequate access to its programs and activities, including public participation opportunities.

In 2000, United States President Bill Clinton signed the federal Executive Order 13166 titled “Improving Access to Services for persons with Limited English Proficiency”. The Executive Order requires each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency is also directed to work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries. To this end, each agency must prepare a plan to improve access to its federally conducted programs and activities (i.e., the services it provides directly to the public) by eligible LEP persons. (Transportation.gov U.S. Department of Transportation, 2016)

In addition, FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. California State University, Northridge, language assistance plan (LAP) includes two sections. The first section consists of a four factor analysis and implementation plan that complies with the requirements of the DOT LEP guidance. The second section of this document discusses the results of the Four-Factor Analysis and the implementation of the Language Assistance Plan.

## **Section 11: Four Factor Analysis**

In developing the plan, CSUN reviewed a Four Factor Analysis as required by U.S. DOT. This considers the following:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by CSUN.
- 2) The frequency with which LEP persons come into contact with CSUN programs, activities, or services;
- 3) The nature and importance of the programs, activities or services provided by CSUN to the population; and
- 4) The resources available to CSUN for LEP outreach, as well as the costs associated with that outreach.

A summation of these considerations is provided in the following section.

**1) The number or proportion of LEP persons eligible to be served or likely to be encountered by CSUN.**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter CSUN's transit center. It is noteworthy that while CSUN has a diverse student, faculty and staff population, the language of instruction is English speaking. Staff must be English speaking and have functional level of literacy skills in English.

In an effort to help determine the proportion of LEP persons who may encounter the CSUN transit center, the following analysis was developed. The analysis relies solely on the U.S. Census Bureau 2011-2015 American Community Survey (ACS) data, from which inferences can be made.

- a) The methodology entailed using the data from the United States Census Bureau "American Fact Finder" web portal data from 2011-2015 for people residing in Los Angeles County CCD, including, and the San Fernando Valley (SFV) CCD, which is the location of the CSUN campus. This analysis seemed logical and reasonable considering there is a high likelihood that the majority of the transit center passengers are local students, or students living in or around the San Fernando Valley. To further support the rationale of the data sourced, the [CSU Local Admission and Service Areas](#) matrix outlines CSUN service areas on Attachment B.
- b) Using the American Fact Finder website, a query of the San Fernando Valley, Los Angeles County...Language Spoken at Home for the Population 5+ Yrs" was developed/downloaded.
- c) A selection for the associated records of the populations identified by the ACS as people living in the SFV and Los Angeles County CCD, with such records labeled by ACS as people that "Speak only English", and Speak English "very well" and Speak English "less than very well" (see chart below – the entire chart is Attachment J) was sorted respectively.
- d) Based on the Speak English "less than very well" label, a percentage of the total population was determined.
- e) From the data utilized, it was determined that only one LEP population, Spanish or Spanish Creole, would most likely need language services. Therefore, based on the data analysis and Safe Harbor Provision, notices to the public and the complaint forms have been translated and posted in Spanish.

(Attachment L to this Plan contains the entire chart)

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over

2011-2015 American Community Survey 5-Year Estimates

GEO.display-label				Los Angeles CCD, Los Angeles County, California		San Fernando Valley CCD, Los Angeles County, California	
HD01_VD01	Estimate; Total:	Language	LEP Factors	2,403,152	%	1,718,712	%
HD01_VD04	Estimate	- Spanish or Spanish Creole	- Speak English less than "very well"	500,352	20.82%	273,405	15.91%
HD01_VD05	Estimate	- Korean	- Speak English less than "very well"	53,522	2.23%	15,229	0.89%
HD01_VD74	Estimate	- Chinese	- Speak English less than "very well"	27,617	1.15%	6,993	0.41%
HD01_VD66	Estimate	- Tagalog	- Speak English less than "very well"	16,494	0.69%	16,690	0.97%
HD01_VD94	Estimate	- Persian	- Speak English less than "very well"	11,475	0.48%	14,468	0.84%
HD01_VD48	Estimate	- Russian	- Speak English less than "very well"	11,054	0.46%	11,538	0.67%
HD01_VD73	Estimate	- Armenian	- Speak English less than "very well"	8,421	0.35%	69,805	4.06%
HD01_VD67	Estimate	- Japanese	- Speak English less than "very well"	7,304	0.30%	2,802	0.16%
HD01_VD33	Estimate	- Vietnamese	- Speak English less than "very well"	4,315	0.18%	6,320	0.37%
HD01_VD06	Estimate	- Thai	- Speak English less than "very well"	3,571	0.15%	4,398	0.26%
HD01_VD07	Estimate	- Arabic	- Speak English less than "very well"	3,544	0.15%	5,649	0.33%
HD01_VD45	Estimate	- French (incl. Patois, Cajun)	- Speak English less than "very well"	2,911	0.12%	1,407	0.08%
HD01_VD50	Estimate	- Other Indic languages	- Speak English less than "very well"	2,562	0.11%	3,954	0.23%
HD01_VD35	Estimate	- Other Asian languages	- Speak English less than "very well"	2,226	0.09%	2,152	0.13%
HD01_VD87	Estimate	- African languages	- Speak English less than "very well"	2,164	0.09%	565	0.03%
HD01_VD47	Estimate	- Mon-Khmer, Cambodian	- Speak English less than "very well"	1,960	0.08%	779	0.05%
HD01_VD108	Estimate	- Hebrew	- Speak English less than "very well"	1,937	0.08%	2,453	0.14%
HD01_VD18	Estimate	- Other Pacific Island languages	- Speak English less than "very well"	1,856	0.08%	1,061	0.06%
HD01_VD19	Estimate	- Other Indo-European languages	- Speak English less than "very well"	1,179	0.05%	1,090	0.06%
HD01_VD71	Estimate	- Hindi	- Speak English less than "very well"	1,006	0.04%	1,469	0.09%
HD01_VD114	Estimate	- Italian	- Speak English less than "very well"	1,000	0.04%	724	0.04%
HD01_VD12	Estimate	- Portuguese or Portuguese Creole	- Speak English less than "very well"	955	0.04%	562	0.03%
HD01_VD46	Estimate	- Urdu	- Speak English less than "very well"	849	0.04%	839	0.05%
HD01_VD54	Estimate	- German	- Speak English less than "very well"	722	0.03%	469	0.03%
HD01_VD60	Estimate	- Serbo-Croatian	- Speak English less than "very well"	693	0.03%	267	0.02%
HD01_VD81	Estimate	- Other Slavic languages	- Speak English less than "very well"	643	0.03%	718	0.04%
HD01_VD96	Estimate	- Other and unspecified languages	- Speak English less than "very well"	619	0.03%	1,304	0.08%
HD01_VD115	Estimate	- Polish	- Speak English less than "very well"	554	0.02%	413	0.02%
HD01_VD88	Estimate	- Hungarian	- Speak English less than "very well"	457	0.02%	566	0.03%
HD01_VD89	Estimate	- Greek	- Speak English less than "very well"	406	0.02%	264	0.02%
HD01_VD15	Estimate	- Scandinavian languages	- Speak English less than "very well"	341	0.01%	122	0.01%
HD01_VD83	Estimate	- Gujarati	- Speak English less than "very well"	244	0.01%	578	0.03%
HD01_VD97	Estimate	- French Creole	- Speak English less than "very well"	208	0.01%	64	0.00%
HD01_VD63	Estimate	- Yiddish	- Speak English less than "very well"	146	0.01%	81	0.00%
HD01_VD75	Estimate	- Other West Germanic languages	- Speak English less than "very well"	116	0.00%	282	0.02%
HD01_VD08	Estimate	- Laotian	- Speak English less than "very well"	90	0.00%	93	0.01%
HD01_VD57	Estimate	- Hmong	- Speak English less than "very well"	85	0.00%	16	0.00%
HD01_VD62	Estimate	- Other Native North American langu.	- Speak English less than "very well"	42	0.00%	0	0.00%
HD01_VD39	Estimate	- Navajo	- Speak English less than "very well"	0	0.00%	0	0.00%

**2) The frequency with which LEP persons come into contact with CSUN programs, activities, or services;**

Students, faculty and staff and the community use the transit center for bus and shuttle services. Eligible staff and students can purchase Metro passes at a discounted rate. Some staff who commute from the Antelope Valley and surrounding areas can purchase and load cards from the Parking and Transportation Department. Questions or concerns that may arise regarding the passes, bus and shuttle routes are directed to the Parking and Transportation Department Coordinator.

The University, based on the demographic data available, was unable to determine the number of LEP persons eligible that come into contact with CSUN programs, activities, or services. As noted previously, CSUN employees that use the transit center are surveyed annually, no Parking and Transportation staff have noted contact with LEP individuals utilizing the center.

**3) The nature and importance of the programs, activities or services provided by CSUN to the population; and**

The [CSUN Transit Station](#) is an excellent example of the University's commitment to encourage the campus community to use transit as a commute mode to access the campus. The station, which has become a bustling hub, improves transportation services to students by providing convenient access to CSUN. The station offers CSUN students and local public transportation passengers a convenient on-campus location to be dropped off or picked up on weekdays. In addition, the station helps relieve car traffic on campus and the need for more parking structures.

The three bus lines that use the CSUN Transit Station offer easy travel solutions from 4 directions (north, south, east, and west). The bus lines that serve the CSUN Transit Station are:

- Metro Bus Line 167 (accessing Plummer Street)
- Metro Bus Line 744 (Rapid) (accessing Reseda, Ventura, and Sepulveda Boulevards)
- AVTA Express Line 787 (accessing Palmdale/Lancaster)
- CSUN Metrolink Shuttle (accessing the Northridge Metrolink Station)

All bus services operating at the CSUN Transit Station run Monday through Friday, except Metro Line 167). The CSUN Transit Station is not open on weekends. Metro Line 167 stops at Reseda/Plummer, 7 days a week.

**4) The resources available to CSUN for LEP outreach, as well as the costs associated with that outreach.**

[CSUNs Office of Equity & Diversity](#) affirms the University's commitment to the core principles of diversity and inclusion, to the policies and practices that ensure equitable consideration and opportunity in education and employment, and to a culture that embraces a multiplicity of talents, knowledge, beliefs, abilities and experiences.

We value inclusion as a necessary condition for achieving institutional excellence, and we strive to provide leadership that extends beyond the fulfillment of basic regulatory requirements. Every member of our campus community plays an integral role in contributing to our diversity and in addressing fundamental issues of bias and exclusion.

When an interpreter is needed, in person or on the telephone, CSUN staff will first attempt to determine what language is required. Staff will utilize the various resources available, including, but not limited to, assistance from the Tseng College of Speech-Language Pathology Assistant program and bi-lingual (English and Spanish) staff in the Parking and Transportation Department.

Based on the number of eligible LEP persons that are Spanish, CSUN will be providing vital notices to the public in Spanish.

## **Section 12: Language Assistance Measures**

At a minimum, the required Transit Center notices and complaint forms will be published in English and Spanish. The Office of Equity and Diversity website will also contain the notice and complaint forms and instructions for filing a complaint.

In addition, CSUN will continue to make translation services available when the need for such services has been identified or requested. Staff in the Office of Equity and Diversity who may be assisting LEP persons are trained on how to handle a language assistance request and documenting the request.

In accordance with the California State University system wide policies prohibiting discrimination, harassment and retaliation, “shall be made readily available to all Students, CSU employees, and Third Parties, utilizing multiple media of communication, including Student orientations and catalogs, new employee orientations, Campus websites and publications, and the offices of Equity and Diversity, Student Affairs, Student Judicial Affairs, Disabled Student Services, Auxiliary Service Organizations, Academic Affairs, Extended Education and Human Resources.”

Language assistance measures currently used or planned to be used by CSUN to address the needs of LEP persons include, but not limited to, the following:

- Marketing materials regarding how to file complaints, etc. will be translated and posted in or around the Office of Equity and Diversity
- Upon request, oral translators will be made available, based on availability
- Posting notices in appropriate languages will be made available at the Office of Equity and Diversity
- Bilingual staff
- Office of Equity and Diversity and Transportation Services websites presence will accommodate persons with disabilities, training and education, quick links to resources for filing complaints, and transportation assistance

## **Section 13: Monitoring and Updating the Language Assistance Plan**

CSUN’s Language Assistance Plan is designed to be easily updated. At a minimum, the University will follow the Title VI Program update schedule of submission every 3 years.

## **V. Adoption of Policy Governing Title VI**

The Executive Orders 1096 and 1097 that provide the governance for the Title VI is a system-wide policy widely vetted among CSU constituencies. Before final Chancellor’s approval and signature, the executive orders were reviewed by the CSU system officers as well as the Office of Audit and Advisory Services. Both Executive Orders 1096 and 1097 were signed and by the Chancellor June 2014 and disseminated to the CSU campuses shortly thereafter for adoption.

CSUN’s Title VI Program, along with the Language Assistance Plan, can be found on the CSUN website under the Office of Equity & Diversity (<http://www.csun.edu/eqd/title-vi-program>). Any person, including

social service, non-profit, and law enforcement agencies and other community partners with Internet access will be able to access the plan. Copies of the Language Assistance Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

As a sub-recipient of federal dollars, CSUN is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. CSUN assures that it will comply with all requirements of Federal Transit Administration Civil Rights procedures and Title VI of the Civil Rights Act of 1964, and enforce standard Title VI assurances for contractors.

The CSUN Title VI Plan was reviewed, edited and approved by the Interim Chief Diversity Officer on June 26, 2017. A copy of the signed approval is included in Attachment J.

Any questions regarding this plan should be directed to the CSUN Office of Equity & Diversity:

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