Dear Faculty Colleagues:

WELCOME to California State University, Northridge! You are joining a dynamic university that cares deeply about student success and you are at the very core of achieving that goal. Students are likely to spend more time with faculty than with any other university personnel. This puts you in a position of great influence and great responsibility.

The Division of Student Affairs is here to help you help our students reach their educational goals, participate in enriching activities, and cope with the personal changes and life challenges that they will face along the way. The purpose of this guide is to serve as an orientation and reference to resources available to you as you teach, advise and support our students. Additionally, the guide provides information on resources that you can access for your own benefit.

I hope you will call upon Student Affairs departments and offices without hesitation.

Best Wishes,

William Watkins
Vice President for Student Affairs and Dean of Students
(818) 677-2391
william.watkins@csun.edu
Table of Contents

Part I: Services to Enhance Student Success
   1. Advice on Student Adjustment Issues
   2. Advice on Student Living in Campus Residence Halls
   3. Working with Students who have Disabilities
   4. Working with Students who are Deaf or Hard of Hearing
   5. Guest Lectures
   6. Co-curricular and Instructional Support

Part II: Referring Students for Assistance
   1. Health
   2. Coping
   3. Finances
   4. Choosing a Major/Career Development
   5. Employment
   6. Student Legal Support Clinic
   7. Housing and Food Insecurity

Part III: Student Conduct and Records
   1. Guidelines for dealing with disruptive students
   2. Student Disciplinary Procedures
   3. Reporting Academic Dishonesty
   4. Academic Grievance and Grade Appeals
   5. Privacy of Student Records (FERPA)

Part IV: High Impact Practices that Promote Student Learning
   1. Study Abroad or as an Exchange Student
   2. Leadership and Service Opportunities

Part V: Services for You
   1. Health and Fitness
   2. Family
   3. Hosting/Attending Conferences and Meetings
   4. Services within the University Student Union
Part I: Services to Enhance Student Success

This section details services provided by Student Affairs that you may need as you work directly with students.

1. Advice on Students Adjustment Issues
   a. Mental health issues
      Contact: University Counseling Services
      (818) 677-2366
   b. Career development related issues
      http://www.csun.edu/career/
      Contact: Career Center
      (818) 677-2878

2. Advice concerning Students Living in Campus Residence Halls
   Contact: Student Housing and Conference Services
   Melissa Giles
   (818) 677-2160

3. Working with Students who have Disabilities
   a. Faculty Guide to Accommodating Students with Disabilities.
      Publication available at:
   b. Consultation on providing academic accommodations.
      Contact: Disabilities Resources and Educational Services
      http://www.csun.edu/dres/
      (818) 677-2684

4. Working with Students who are Deaf or Hard of Hearing
   a. General consultation
      Contact: National Center on Deafness
      http://ncod.csun.edu/
      (818) 677-2611
   b. Captioning of videos used in class
      Contact: scott.selna@csun.edu

5. Guest Lectures Covering the Following Topics:
   a. Financial aid, budgeting, managing debt, credit cards, and student loans
      Contact: Financial Aid
      For students: (818) 677-4085
      Administrative line for faculty use only (818) 677-2085 (Ask for Linda Brignoni)
   b. Study abroad opportunities and/or International Students discussing their country and experiences
      Contact: International Exchange Student Center
      http://www.csun.edu/international/
      (818) 677-3053
   c. Health education presentations
d. Perceptions of students with disabilities and related topics Contact: Disability Resources and Educational Services (818) 677-2684

e. Ethics and academic integrity
   Contact: Office of the Vice President for Student Affairs Director of Student Conduct and Ethical Development (818) 677-2391

f. Mental health subjects such as: depression, suicide, date rape and sexual assault, eating disorders, gender differences, stress management, academic self-esteem, etc.
   Contact: University Counseling Services
   (818) 677-2366

g. Career development and employment Contact: Career Center
   http://www.csun.edu/career/
   (818) 677-2878

6. Co-curricular and Instructional Support
   a. Accessing volunteer project opportunities
      Contact: Matador Involvement Center
      https://www.csun.edu/mic/volunteer (818) 677-5111

   b. Planning and coordinating Dig L.A. class field trips and activities Contact: Student Development and Int'l Programs http://www.csun.edu/osid/digla/
      (818) 677-2393

   c. Funding for instructionally related activities Contact: Associated Students
      (818) 677-2477

   d. Computer Training Lab with 20 computers
      Contact: University Student Union Meeting Services
      (818) 677-3644

   e. Internships
      Contact: Career Center, Janice Potzmann
      http://www.csun.edu/career/internships-guidelines
      (818) 677-2320

   f. Career Library and Resources Contact: Career Center
      (818) 677-2878
      University Hall, 105
Part II: Referring Students for Assistance

Students may approach you with concerns. This section provides suggestions on how and where to refer students.

Tips on providing referrals:
- Listen to the student's concerns
- Come from the point of view that you are concerned
- Ask if they have sought assistance
- If they have not sought assistance, suggest that they consider seeking assistance that you recommend
- If they have sought assistance, the student might require referrals to another office
- Avoid blaming

For students who need help with…

1. Health

   **Primary Care Clinicians and Specialists, including:**
   - Chiropractor
   - Dental Clinic
   - Dermatologist
   - Ear, Nose & Throat Specialist
   - Immunization and Travel Services
   - Massage Therapy
   - Men's Health Clinic
   - Optometry Clinic
   - Orthopedist
   - Physical Therapist
   - Podiatrist
   - Sports Medicine Specialist
   - Urologist
   - Women's Health/Gynecologist

   **General Services:**
   - Birth control counseling
   - HIV testing
   - Laboratory and X-ray
   - Nutrition counseling
   - Pharmacy
   - Smoking cessation
   - Substance abuse counseling

   Contact: Klotz Student Health Center
   [http://www.csun.edu/shc/](http://www.csun.edu/shc/)
   For medical appointments: (818) 677-3666
   For counseling appointments: (818) 677-3685

2. Drug Free Campus Information:

2. Coping
   a. Personal decision making and crisis management
Contact: University Counseling Services  
http://www.csun.edu/counseling/services/  
(818) 677-2366

b. Transition issues, homesickness, roommate issues  
Contact: Student Housing and Conference Services  
(818) 677-6116

c. Support for Veteran Students  
Veteran’s Resource Center.  
http://vrc.csun.edu/  
(818) 677-4672

d. Support for LGBTQ Community  
Pride Center.  
https://www.csun.edu/pride  
(818) 677-4355

e. Support for Undocumented Students  
Dream Center  
https://www.csun.edu/csun-eop/csun-dream-project-information  
(818) 677-7069

3. Finances
   a. Loans, scholarships, grants, employment, debt management, and credit card problems  
Contact: Financial Aid  
(818) 677-2085  
http://www.csun.edu/financialaid
   b. Managing My Finances: expenses, debt management, credit card problems, etc.  
https://www.csun.edu/financialaid/financial-literacy-program
   c. Emergency Financial Support  
Matacare Grant  
https://www.csun.edu/financialaid/matacare-emergency-grant
   d. Funding for student research, scholarly projects, and conference attendance (ARRA and IRA)  
Contact: Associated Students  
(818) 677-2477

4. Choosing a Major / Career Development
   • Direction and decision making  
   • Clarifying life and career goals  
   • Connecting life and career plans  
   • Acquiring employability skills  
   • Career inventories and assessments  
   • Options and decisions about graduate school  
Contact: Career Center  
(818) 677-2878

5. Employment
   a. Job/internship listings, job fairs, recruiting events  
Contact: Career Center  
(818) 677-2878
Contact: University Student Union
6. Student Legal Support Clinic
   Schedule Appointments On-line at: www.slotted.co/slsc
   Contact email: Email: communitylawyering@swlaw.edu

7. Housing and Food Insecurity
   a. Food Pantry
      https://www.csun.edu/mic/csun-food-pantry
      Email: csunfoodpantry@csun.edu
      (818) 677-2730

2. Family
   a. Children’s summer camp grade K-7 with pool, indoor/outdoor play, food service, and field trips
      Contact: University Student Union Sunny Days Camp
      (818) 677-2194
   b. Live theatrical entertainment
      The Soraya
      https://www.thesoraya.org/
      818-677-3000
   c. Discounted tickets available for both on and off campus events, attractions, and transportation
      Contact: A.S. Ticket Office
      http://www.csun.edu/as/ticket-office
      (818) 677-2488

3. Hosting / Attending Conferences and Meetings
   a. Facilities for meetings and conferences
      Contact: University Student Union Meeting Services
      http://www.csun.edu/usu/reservations
      (818) 677-3644
   b. Summer conference spaces and housing
      Contact: Student Housing
      Conference and Hospitality Services
      http://www.csun.edu/housing/conference-services
      (818) 677-6106
   c. Attend the Technology and Persons with Disabilities Conference for free
      Contact: Center on Disabilities
      http://www.csun.edu/cod/conference/index.php
      (818) 677-2684

4. Services within the University Student Union
   a. Associated Students Ticket Office
      http://www.csun.edu/as/ticket-office
      (818) 677-2488
   b. ATMs
      http://usu.csun.edu/services/
   c. USU Dining Options:
Part III: Student Conduct and Records

1. Guidelines for Dealing with Disruptive Students
   Contact: Office of the Vice President for Student Affairs (818) 677-2391

2. Student Disciplinary Procedures
   Available on the CSUN website at:
   http://www.csun.edu/sites/default/files/discipline_procedure_flowchart.pdf

3. Reporting Academic Dishonesty
   Faculty Policy on Academic Dishonesty:
   http://www.csun.edu/sites/default/files/update_on_faculty_policy_on_academic_dishonesty.pdf
   Standards for Student Conduct: http://www.csun.edu/sites/default/files/standards_student_conduct.pdf
   Student Misconduct Complaint Form: http://www.csun.edu/sites/default/files/student_misconduct.pdf

4. Academic Grievance and Grade Appeals
   Forms and Procedures are available on the Student Affairs Website at:
   http://www.csun.edu/studentaffairs/forms/appeals.htm

5. Privacy of Student Records (FERPA)
   Access and privacy regulations can be found on the Student Affairs website at:

Part IV: High Impact Practices that Promote Student Learning
The research shows that students who are involved in educationally purposeful, out-of-class activities are more likely to persist and be successful. If possible, encourage your students to engage in some of the listed opportunities.

1. **Study Abroad or as an Exchange Student**  
   Contact: International & Exchange Student Center  
   [http://www.csun.edu/international/abroad/](http://www.csun.edu/international/abroad/)  
   (818) 677-3053

2. **Leadership and Service Opportunities**  
   a. Peer educators  
      Contact: University Counseling Services  
      [http://www.csun.edu/counseling/peer-education](http://www.csun.edu/counseling/peer-education)  
      (818) 677-2366
   
   b. Peer educators  
      Contact: Klotz Student Health Center  
      [http://www.csun.edu/shc/get-involved](http://www.csun.edu/shc/get-involved)  
      (818) 677-3685
   
   c. Residence Hall student government and paraprofessional staff  
      Contact: Student Housing  
      (818) 677-2160
   
   d. USU governing board and services  
      Contact: University Student Union  
      (818) 677-2491
   
   e. University student government and services  
      Contact: Associated Students  
      [http://www.csun.edu/as/student-government](http://www.csun.edu/as/student-government)  
      (818) 677-2477
   
   f. Orientation Leaders  
      Contact: The Office of Student Involvement and Development  
      [http://www.csun.edu/nso/leaders/](http://www.csun.edu/nso/leaders/)  
      (818) 677-2393
   
   g. University Ambassadors  
      Contact: Student Outreach and Recruitment  
      (818) 677-2967
   
   h. Health profession internships  
      Contact: Klotz Student Health Center  
      (818) 677-3685
   
   i. Community oriented volunteer opportunities  
      Contact: Matador Involvement Center (MIC)  
      [http://www.csun.edu/mic/volunteer](http://www.csun.edu/mic/volunteer)  
      (818) 677-5111
   
   j. Student clubs, organizations, & fraternity/sorority life  
      Contact: Matador Involvement Center (MIC)  
      [https://www.csun.edu/mic/club-and-organizations-directory](https://www.csun.edu/mic/club-and-organizations-directory)  
      (818) 677-5111
Part V: Services for You

The services listed in this section might be beneficial to you personally. Some may be fee based.

Health and Fitness
a. Free weights, machines, boxing, classes, and pool Contact: Student Recreation Center
http://www.csun.edu/src
(818) 677-5434

b. Medical Services
   o Urgent Care first aid services
   o Personal services requiring an appointment:
     ▪ Chiropractic Services
     ▪ Dental Services
     ▪ Immunizations
     ▪ Massage Therapy
     ▪ Nutrition Counseling
     ▪ Optometry Services

Contact: Klotz Student Health Center
http://www.csun.edu/shc/
(818) 677-3666