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# Student Services

## Division of Student Affairs

The Division of Student Affairs is a student-centered partner in the SDSU learning community. Education is enhanced, both inside and outside of the classroom, through quality services and programs that advance student access, learning, and retention.

The division contributes to academic and personal success, encourages independent civic responsibility, and promotes the welfare of all students. Student Affairs helps connect students to the university and to their future, building bridges that foster retention and loyalty beyond graduation.

The Division of Student Affairs consists of the following areas:

- Career Services
- Counseling & Psychological Services
- Educational Opportunity Programs/ Ethnic Affairs (EOP)
- Financial Aid and Scholarships
- Fraternity and Sorority Life
- Intercultural Relations/Cross-Cultural Center
- International Student Center/Study Abroad
- New Student and Parent Programs
- Ombudsman
- Residential Education Office
- Student Disability Services
- Student Health Services
- Student Life and Leadership
- Student Rights and Responsibilities
- Student Testing, Assessment and Research

## Career Services

**Student Services, Room 1200**  
**Telephone: 619-594-6851**  
**<http://career.sdsu.edu>**

Career Services is the central campus resource for career development, planning, and employment opportunities. In person and online services provide students the means to build successful careers.

- **Career Counseling** – Career counseling is the cornerstone of successful career planning. Career counselors work with students to identify key strengths, interests, and opportunities. They also empower students by helping them to develop core career-related competencies such as effective communication, resume development, job search strategies and interviewing. Career counselors assist students in areas as broad as how to manage their SDSU careers and as specialized as completing a mock interview for a job or graduate school. Surveys of recent SDSU graduates show that students who work with the career center and participate in an internship secure full-time positions following graduation at higher rates than students who only completed an internship.

The career center houses a space for career research called the Career Resource Room. Here students can access information about items ranging from choosing a major, to taking career assessments, to locating jobs and internships. The Career Resource Room holds hundreds of print and media resources for students to use. This room also has computers for career-related pursuits, and a staff of student assistants to guide students in their use of the resources.

- **Career Fairs and On-Campus Interviews** – Career Services hosts a series of career fairs each year. These fairs can be large events, where hundreds of employers visit campus to recruit SDSU students. They can also be on a smaller scale where a college or school works with Career Services to target select employers to meet with SDSU students. In addition to career fairs, Career Services brings hundreds of employers to campus each year to conduct on-campus

interviews. On-campus interviews provide a select opportunity for students to meet employers on campus at Career Services and interview for full-time and internship opportunities. On-campus interviews information and sign-ups are available via Aztec Career Connection (see below for more information about this online system).

- **Campus Connections** – Career Services works with a range of on-campus areas, such as departmental internship coordinators, Residential Education, Student Disability Services, Student Organizations, Academic Advising, college faculty, and Associated Students. In working with these areas, Career Services empowers students by providing them with accurate, up-to-date information and referrals. Career Services engages in collaborative projects that support the campus and contribute to keeping everyone connected.
- **Aztec Career Connection** – For students, developing successful careers requires an online portal for navigating and harvesting opportunities. Career Services provides such a resource via Aztec Career Connection (<http://career.sdsu.edu>). This robust online resource lists extensive jobs and internships, and houses on-campus interviewing. To register, use your SDSU RedID as your username and password and create an account. Aztec Career Connection also has career resources reserved for SDSU students.

These include:

- A free online assessment, TypeFocus;
  - A practice interviewing system, Perfect Interview;
  - A world-class career resource system, Vault;
  - A resource for working and living abroad, Going Global.
- **About the Center** – Career Services is open 8:00 a.m. to 4:30 p.m., Monday through Friday. Walk-In appointments are held daily. For current hours, please visit the center's Web site. SDSU alumni are offered services for a fee. For more information, please contact our center.

## Counseling and Psychological Services (C&PS)

**Calpulli Center, Room 4401**  
**Telephone: 619-594-5220**  
**<http://www.sdsu.edu/cps>**

Counseling and Psychological Services (C&PS) provides a variety of services to enrolled SDSU students.

Individual counseling services are designed for students who can benefit from short-term therapy. Often, a few individual meetings with a therapist can help better identify, understand, and resolve emotional barriers that may be interfering with personal well-being and academic success. These confidential services are for SDSU students at no cost. If a student's situation requires longer-term therapy, referrals can be made to off-campus resources.

C&PS groups and workshops address issues common to most university students. As appropriate, students are encouraged to participate in these interactive and dynamic forums:

- Alcoholics Anonymous
- Communication Skills
- Grief and Loss
- Managing and Expressing Strong Feelings
- Managing Depression
- Managing Test Anxiety
- Relationship Skills
- Resilience
- Stress Management
- Substance Use/Abuse

Telephone consultation services are also provided. If a student has a personal concern, or is concerned about a friend, a therapist will talk directly with the student by telephone for a brief consultation. This conversation will allow the therapist to hear concerns and help identify the best way to help. Faculty and staff may also avail themselves of this service when concerned about a student. Therapists are generally available for business consultation during business hours from 9:30 to 4:00, with the exception of the noon hour. Referrals to San Diego's free 24-hour counseling access line at 1-800-479-3339 are also provided.

Crisis intervention services are also available at C&PS. For students who are in need of immediate assistance because of a severe emotional crisis that may be life threatening, or otherwise require immediate attention, urgent appointments may be provided. Examples of urgent situations may include: thinking about suicide, a recent victim of assault, grieving the recent loss of a friend or family member.

The Center for Well-Being offers resources designed to help students help themselves. Seven stations are set up to promote health and personal growth, including a Meditation Station, hands-on activities that promote relaxation and stress reduction, pamphlets, books, audio and video tapes addressing topics such as: adult children of alcoholics, adults molested as children, assertiveness, coming out, concentration, depression, eating disorders, loneliness, motivation, relationships, self-confidence, sexual assault, stress reduction, suicide prevention, time management. The Alpha Chamber "Egg Chair" can teach your body and mind to relax. The "Egg Chair" provides an environment where students experience deep relaxation, both mentally and physically.

The C&PS peer educators offer students who are selected, trained and supervised an opportunity to provide peer education to other students. The C&PS student advisory board members provide advocacy for students' mental health needs, a service sponsored by SDSU Associated Students.

## Educational Opportunity Program/ Ethnic Affairs (EOP)

**Student Services, Room 2109**  
**E-Mail: [eop-sdsu@mail.sdsu.edu](mailto:eop-sdsu@mail.sdsu.edu)**  
**<http://eop.sdsu.edu>**

The Educational Opportunity Program/Ethnic Affairs (EOP) is an undergraduate program designed to admit, retain, and graduate historically low income, first generation, disadvantaged college students. Eligible first time freshman and transfer students must be California residents and can only be admitted into the program prior their first semester of attendance at SDSU. It is the purpose of the program to support those students who have the interest and motivation to obtain a college education, but who have not been able to realize their full potential due to economic or educational factors.

Student services are provided throughout their undergraduate studies and are designed to ensure academic success. Comprehensive student services provided include outreach, recruitment, pre-admission counseling, first contact program orientation, summer bridge program, personal counseling, academic advising, probation counseling, career guidance, individual tutoring, academic skills workshops, mentoring program, and an EOP grant. EOP advocates for multi- and cross-cultural activities to enhance the campus climate and increase the awareness of diversity on the campus.

EOP is a program in high demand with a limited number of admission spaces. Applicants who submit all required documents by the established deadlines will be reviewed based on their admission status and eligibility to our program. To apply to EOP, check the appropriate box on the CSU application on CSU Mentor, and complete the online EOP application. You may check the EOP Web site for updated information on all of our programs.

## Fraternity and Sorority Life

**(In the Office of Life and Leadership)**  
**Student Services, Room 1661**  
**Telephone: 619-594-5221**  
**<http://www.greeklife.sdsu.edu>**

Fraternity and Sorority Life oversees all aspects of Greek Life. Greek-letter social organizations create smaller communities within the larger university environment for the purposes of facilitating personal growth, leadership development, and academic support. Fraternities and sororities also offer students opportunities for friendship, small group living, campus involvement, community service, participation in social and recreational activities, and alumni networking. At SDSU there are 16 general fraternities, 10 general sororities, 10 culturally based fraternities, and 14 culturally based sororities. Membership recruitment drives (sometimes referred to as "rush") occur at the beginning of each semester. The general fraternities and sororities and one of the culturally based fraternities operate chapter houses where members can reside. New members should generally not plan on living in the chapter houses until their second year.

## Housing Administration and Residential Education

**6050 Montezuma Road**  
**Telephone: 619-594-5742**  
**<http://www.sdsu.edu/housing>**

The Office of Housing Administration (OHA) and the Residential Education Office (REO) at SDSU are committed to fulfilling the university's mission of "educating the whole person" by offering students a living environment conducive to academic and personal success. According to research findings of the American Council on Education and research at SDSU, students who live in residence halls have a better chance of succeeding in college; therefore, the university encourages students to live on campus at least two years while studying at SDSU. There are a variety of living environments convenient to campus facilities, to suit the varying needs of a diverse and dynamic student population. An active residence hall student government provides residents a chance to gain leadership experience and become involved with their on-campus community.

### Residence Halls

The university recommends you live in a traditional residence hall your freshman year, a suite-style facility during your sophomore year, and in an on-campus apartment for your junior and senior years. As a first year student, being an active member in your community and an academically focused student will make your transition to college smoother. The university recommends freshmen live in an academically focused Residential Learning Community (RLC). Each RLC is designed around a major or theme. The combination of classes is designed to fit the majors within the theme floor as well as the university's Major Academic Plan (MAP). Students with an interest in the theme from any major may enroll in the community with approval. Current learning communities include: the Business Floor, Discover San Diego, Emerging Leaders Program, Health and Healing Professions, Journalism, Performing Arts, Physical Fitness (P-Fit P-Act), Social Activism and Global Environments (SAGE), Future Teachers Floor, Toltec House for Undeclared Majors, Women in Science and Engineering, Science, Technology and Math Floor for Men, and the Zapotec Honors House (these areas may vary from year to year so check the university Web site for updates). Eight co-educational residence halls/complexes house about 4,400 students. All residents have access to residential dining at The Cuicacalli Dining Room.

On the east side of campus are Zura Hall, a nine-story high-rise; eight-story Tenochca; Cuicacalli, a complex of two, six-story halls featuring suite style living; and Maya and Olmeca Halls, a complex of two, three-story, red brick halls. On the west side are 11-story Chapultepec Hall and nine-story University Towers. Each red-brick hall accommodates approximately 210 students. High-rises house from 350 to 680 students each.

Cuicacalli Suites offer SDSU students a unique suite-style residence hall option where nine to ten residents share a suite with double and single rooms and two full-size bathrooms. Cuicacalli accommodates 800 residents. University Towers (UT) offers students a mini-suite option with two double rooms sharing one bathroom. UT houses 560 residents.

Each hall offers double occupancy accommodations for single students. In most halls single rooms are very limited except Cuicacalli Suites. Apartment-style living is also available. The 90-unit Villa Alvarado apartment complex accommodates 345 students in furnished two bedroom units (four residence per apartment). The 175-unit Aztec Corner apartment complex accommodates 606 students in furnished one and two bedroom units (two to four residents per apartment). The license agreement includes a meal plan, except for residents of Villa Alvarado and Aztec Corner. First-time freshmen assigned to either Villa Alvarado or Aztec Corner are required to have a meal plan. Continuing SDSU and transfer students residing in Villa Alvarado or Aztec Corner are not required to have a meal plan.

Piedra del Sol is an apartment complex that offers two, three, and four bedrooms in a 66-unit complex. Apartments are unfurnished and no residential program is offered. Freshmen are not eligible to live at Piedra del Sol. The Piedra del Sol apartments are designed for returning SDSU students who want a truly independent lifestyle, with preference given to graduate and upper division students.

For the 2009-2010 academic year, the costs for room and board range from \$6,872 to \$14,344 depending on double or single occupancy and the meal plan selected.

Applicants are encouraged to request an on-campus housing license agreement once they have applied for admission to SDSU and have received their SDSU RedID number. Students can do this by going to the "Admission Status" section of their WebPortal account and indicating their interest in on-campus housing. Priority for on-campus housing will be based on the date the admitted student's complete SDSU Student Housing License Agreement and initial \$800 payment are received.

First-time freshmen are guaranteed housing if the student submits a completed SDSU Student Housing License Agreement and \$800 initial payment no later than May 1, 2010.

If you are looking for housing options while you attend SDSU, you will find information and assistance at the Office of Housing Administration (OHA). Visit <http://www.sdsu.edu/housing> for a description of the various housing options and more information on the housing application process.

Which residence hall is right for you? Where should you live? The university recommends freshman students choosing to live on campus live in a residential learning community. Your residence hall choice is an important academic decision. Try our selection process designed for freshman students – Find The Hall That's Right For You – on our Web site at <http://www.sa.sdsu.edu/housing/find-your-hall.html>.

### **Emerald Isle Apartments**

Emerald Isle is a small, older, unfurnished complex located immediately adjacent to the campus and is an affordable living option for graduate students. The complex offers 20 studios, two (one-bedroom) apartments and two (two-bedroom) apartments. Amenities include a laundry facility, parking (at an additional charge), and a barbecue area. There is no residence life program offered in this complex.

### **Aztec Corner East Apartments**

Aztec Corner East apartments are an option for upper division and graduate students looking for independent apartment-style living. Each fully furnished one- and two-bedroom apartment is rented by the space and each bedroom accommodates two (double) or three (triple) residents. There is no residence life program offered in this complex.

## **Intercultural Relations/ Cross-Cultural Center**

**Aztec Center, Room 202**

**Telephone: 619-594-7057**

**<http://www.sa.sdsu.edu/intercultural>**

The Office of Intercultural Relations/Cross-Cultural Center researches, designs, and implements unique programs that promote the appreciation of cultural diversity and fosters intercultural and cross-cultural understanding.

Intercultural Relations provides programs and services that support the academic mission of the university by enhancing the educational, personal, cultural, and social development of students. Intercultural Relations strives to build positive advocacy and collaborative relationships with the general student body with a special emphasis towards underrepresented student populations.

Many of the programs and services expand students' cultural horizon while honoring their respective cultural experiences. Intercultural Relations works in conjunction with a number of university departments and colleges to conduct programs related to recruitment, orientation, retention, and graduation in addition to academic, personal, professional and cultural development, which foster skills and strategies for being successful at SDSU.

## **International Student Center (ISC)**

**International Student Center**

**Telephone: 619-594-1982**

**<http://www.sdsu.edu/isc>**

The International Student Center (ISC) advances San Diego State University as a global university by serving as a crossroads for international students seeking educational opportunities at SDSU, and for SDSU students seeking educational opportunities in other countries. The ISC offers a full range of programs and services to a variety of communities on and off campus in an effort to foster student success, global perspectives, intercultural awareness, and international goodwill.

### **International Students**

Working closely with almost 1,900 international students from more than 92 countries spanning the globe, the ISC provides support services that meet the logistical, regulatory, cultural, academic, and personal development needs unique to SDSU's most diverse student community.

The International Student Center coordinates a variety of activities designed to foster intercultural goodwill, understanding, and friendship. One such activity is provided by the Intercultural Ambassadors Program through which selected international students make home-country presentations in San Diego schools. The International Partners Program provides service-learning opportunities for international students in the San Diego community by linking students and local community service organizations. In addition, the ISC invites faculty, staff, and the community to become American friends to international students new to SDSU and to participate in the many events listed in the ISC calendar of intercultural activities. These include the International Coffee Hour, International Peace Village, Intercultural Workshops, and International Film Festivals.

### **International Student Exchanges**

In addition to the CSU International Programs, San Diego State University also sponsors semester abroad, dual degree programs, and travel-study programs. SDSU has also entered into special institutional arrangements with selected universities that provide both undergraduate and graduate students the opportunity for study, research, and internships abroad. Currently San Diego State University has student agreements with many international partners. SDSU's International Student Center assists students who wish to participate in an exchange or other SDSU program. For detailed information, contact the International Student Center at 619-594-1982.

For more information about the university's international programs, contact the Office of International Programs, 619-594-1354. E-mail: [oiip@mail.sdsu.edu](mailto:oiip@mail.sdsu.edu) or visit our Web site at <http://oiip.sdsu.edu>.

### Study Abroad Students

The International Student Center provides services to all students who want to study abroad as part of their educational experience at SDSU. The ISC serves as SDSU's study abroad resource center and it acts as a window to the world for students beginning the journey. When students have questions about how to study abroad, what opportunities are available, or how to prepare for their time abroad, the ISC becomes their one-stop shop.

The ISC administers SDSU's reciprocal student exchange programs, providing various support services for participants in the 108 agreements SDSU has signed with institutions around the world.

The ISC serves as SDSU's liaison with the CSU International Programs Office (see the CSU International Programs listing) which offers CSU students the traditional year of study abroad experience. The ISC coordinates all promotion, recruitment, selection, processing, and orientation for the participants from SDSU.

The ISC also assists, in coordination with SDSU's Risk Management Program, that all SDSU students who study or travel in other countries are adequately insured and prepared for maintaining optimal health and safety abroad, and for planning how to respond to a wide range of possible emergencies.

The ISC plays a central role in SDSU's efforts to dramatically increase study abroad enrollment. In the last six years, the number of SDSU students studying abroad has increased more than 500 percent (from 167 to over 1,400 students), ranking us in the top two institutions in the United States in our category (source: IIE 2006).

### The California State University International Programs

Developing intercultural communication skills and international understanding among its students is a vital mission of The California State University (CSU). Since its inception in 1963, the CSU International Programs has contributed to this effort by providing qualified students an affordable opportunity to continue their studies abroad for a full academic year. More than 15,000 CSU students have taken advantage of this unique study option.

International Programs participants earn resident academic credit at their CSU campuses while they pursue full-time study at a host university or special study center abroad. The International Programs serves the needs of students in over 100 designated academic majors. Affiliated with more than 70 recognized universities and institutions of higher education in 20 countries, the International Programs also offers a wide selection of study locales and learning environments.

**Australia.** Griffith University, Macquarie University, Queensland University of Technology, University of Queensland, University of Western Sydney, Victoria University

**Canada.** The universities of the Province of Quebec including: Bishop's University, Concordia University, McGill University, Université Laval, Université de Montréal, Université du Québec system

**Chile.** Pontificia Universidad Católica de Chile (Santiago)

**China.** Peking University (Beijing)

**Denmark.** Denmark's International Study Program (international education affiliate of the University of Copenhagen)

**France.** Institut des Etudes Françaises pour Étudiants Étrangers, L'Académie d'Aix-Marseille (Aix-en-Provence), Universités de Paris III, IV, VI, VII, VIII, IX, X, XI, XII, XIII, Institut Catholique de Paris, Université de Marne-La-Vallée, Université de Versailles-Saint-Quentin-en-Yvelines, and Université Evry

**Germany.** University of Tübingen and a number of institutions of higher education in the Federal State of Baden-Württemberg

**Ghana.** University of Ghana, Legon

**Israel.** Tel Aviv University, The Hebrew University of Jerusalem, University of Haifa

**Italy.** CSU Study Center (Florence), Università degli Studi di Firenze, La Accademia di Belle Arti Firenze

**Japan.** Waseda University (Tokyo)

**Korea.** Yonsei University (Seoul)

**Mexico.** Instituto Tecnológico y de Estudios Superiores de Monterrey, Campus Querétaro

**New Zealand.** Lincoln University (Christchurch), Massey University (Palmerston North)

**South Africa.** University of Kwazulu Natal, Nelson Mandela Metropolitan University

**Spain.** Universidad Complutense de Madrid, Universidad de Granada

**Sweden.** Uppsala University

**Taiwan.** National Taiwan University (Taipei), National Tsing Hua University

**United Kingdom.** Bradford University, Bristol University, Hull University, Kingston University, Sheffield University, University of Wales Swansea

International Programs pays all tuition and administrative costs for participating California resident students to a similar extent that such funds would be expended to support similar costs in California. Participants are responsible for all state university fee and program fees, personal costs, such as transportation, room and board, and living expenses. Financial aid, with the exception of Federal Work-Study, is available to qualified students.

To qualify for admission to the International Programs, students must have upper division or graduate standing at a CSU campus by the time of departure. Students at the sophomore level may, however, participate in the intensive language acquisition programs in France, Germany, and Mexico. California Community Colleges transfer students are eligible to apply directly from their community colleges. Students must also possess a current cumulative grade point average of 2.75 or 3.0, depending on the program for which they apply. Some programs also have language study and/or other coursework prerequisites.

Additional information and application materials may be obtained from the International Student Center or by writing to the California State University International Programs, 401 Golden Shore, Sixth Floor, Long Beach, California 90802-4210. Visit the Web site at:

<http://www.calstate.edu/ip>

### New Student and Parent Programs

**Student Services, Room 1602**

**Telephone: 619-594-1509**

**<http://www.sa.sdsu.edu/nspp>**

The Office of New Student and Parent Programs provides programs and services that help all new students and their families connect to SDSU. As a department within the Division of Student Affairs, our programs assist students and parents in understanding the goals and expectations of this dynamic university community, and introduces the valuable services and programs available on campus. Research has shown that students who make a connection early in their college career, who are given proper tools to navigate the university, and who have involved parents, are more likely to be academically successful, and have a better all-around college experience.

We support new SDSU students in the achievement of their academic goals and enrich their university experience through quality programs in preparation for their academic journey. We provide programs and services to parents of SDSU students through our Aztec Parent Programs. Our programs include: New Student Orientation, New Student and Family Convocation, Welcome Week, Campus Tours, the SDSU Ambassadors, the Aztec Parents Association, and Family Weekend.

#### New Student Orientation

The office coordinates all orientation programs for newly admitted students and their parents. All incoming freshmen and transfer students are expected to attend New Student Orientation. At orientation, students receive academic advising and assistance in selecting their courses. They learn about what it means to be a member of the SDSU community and how to get involved. The separate but concurrent Parent Orientation helps parents of new students understand policies, graduation requirements, and issues facing college students today.

### New Student and Family Convocation

Convocation is a ceremony to honor a new beginning. Held shortly before classes begin each fall, it is a time to officially welcome all new students and their families to our university community. Each year, thousands of new students and their families mark the important transition of attending SDSU by attending this ceremonial event.

### Welcome Week

Welcome Week is a special tradition at SDSU. It is filled with fun and informative events for all students – new freshmen and transfer students; commuter students and those living on campus; and returning students. Welcome Week is considered a “must” for students who want to really know SDSU and its resources. Welcome Week features interactive activities, entertainment, college tips and special events for students to enjoy, and is held at the beginning of each fall semester.

### Campus Tours

The two-hour program includes a 40 to 60-minute walking tour and a 60-minute interactive presentation. The walking tours highlight various landmarks at SDSU including Hepner Hall, Hardy Tower, and the Library Info Dome. It encompasses the main part of the campus including narration on the history and traditions of the university, student life, and student services. Walking tours are conducted by the SDSU Ambassadors, current students specially trained to share their university experience with prospective students and their guests.

The 60-minute interactive presentation is provided by an SDSU admissions representative. During the presentation, you will learn about academic life at SDSU; admissions requirements; and SDSU's student services. Campus information packets will be provided during the presentation.

Campus tours are conducted daily during the academic year and on a reduced schedule during winter break, spring break, and the summer. For more information about campus tours, contact the SDSU Ambassadors at 619-594-6868. Reservations are required and can be made online at <http://www.sdsu.edu/campustours>.

### The SDSU Ambassadors

The SDSU Ambassadors are the official student representatives, tour guides, and orientation leaders of San Diego State University. The Ambassadors are carefully selected and trained in order to represent SDSU at new student orientation programs and at campus and community events. To find out how to become an Ambassador please contact the Ambassadors at 619-594-6868 or via e-mail at [ambassad@mail.sdsu.edu](mailto:ambassad@mail.sdsu.edu).

### The Aztec Parents Association

SDSU values parents as partners. The better informed parents are about SDSU, the better resource and coach they can be for their students. The Aztec Parents Association encourages parents to stay involved in their student's education and support programs and services for SDSU students. The Aztec Parents Association is a parent's personal connection to SDSU. The following programs and services are provided to the parents of SDSU students:

- On-campus liaison, giving parents a direct connection to the university when they have a question or need assistance.
- *News for Aztec Parents* magazine for parents and families of SDSU students, mailed directly to their home twice a year.
- E-mail communication regarding important university information.
- Parent Orientation – Parent Orientation runs concurrently with New Student Orientation in the summer. Parent Orientation will educate parents on SDSU's programs and services and how to contribute to the personal development and academic success of students.
- Family Weekend – Each fall, the Aztec Parents Association sponsors Family Weekend. Family Weekend is a time to celebrate family, friends, and SDSU! Plan to join your student and other Aztec parents to experience college life, Aztec football, and more!
- Aztec Parents Fund – The goal of Aztec Parents Fund is to enhance programs and services that directly benefit students, such as safety, wellness, leadership, and much more.
- Special campus and travel discounts.

## Ombudsman

**Student Services, Room 1105**

**Telephone: 619-594-6578**

**<http://www.sa.sdsu.edu/ombuds>**

Becoming a student at SDSU also means becoming a member of a special community that includes students, faculty, staff, and administrators. As a member of this community, students are responsible for knowing and complying with established rules and regulations.

The ombudsmen are independent and impartial agents who help individuals and groups seeking the resolution and correction of complaints. The ombudsmen act as liaisons between students and the university, assisting students through formal grievance procedures and functioning to mediate and reinforce other means of redress when possible. This office does not supplant existing avenues of redress. It exists to encourage appropriate and timely access to those existing processes that may best resolve the problem.

Examples of student complaints that have been resolved through this process include disputes over grades, faculty or staff conduct, academic disputes, appeals or waivers, administrative policies, and institutional compliance with federal and state nondiscrimination laws. Should a complaint not be resolved at the referral level, the ombudsmen may act as mediators and suggest compromise solutions between parties. If the problem is still unresolved, the student may file a grievance with the student grievance committee. No student grievance can be filed with this committee later than the last day of the semester (excluding summer term) after the semester during which the student was allegedly aggrieved.

## Student Disability Services (SDS)

**Calpulli Center, Room 3101**

**Telephone: 619-594-6473**

**TDD: 619-594-2929**

**<http://www.sa.sdsu.edu/sds>**

Student Disability Services provides support services for students with mobility limitations, learning disabilities, hearing or visual impairments, psychological disabilities, attention deficit disorder, and other disabilities. Counselors are available to assist students in making personal, academic, and vocational choices, and show how best to utilize campus facilities. Prior to receiving assistance, appropriate medical documentation must be submitted to Student Disability Services.

Services available to SDS students include an assistive computer technology lab (the High Tech Center) where students may use standard or assistive computer technology for assignments and may receive tutoring assistance with their writing. Other services available when appropriate include priority registration for students with special needs; close-in parking; transportation on campus and information about off-campus transportation; government benefits counseling; accessibility information; library study rooms; reader services and assistance with books on tape; sign language interpreters or real-time captioning for deaf students; accommodated testing assistance; loan of educational support equipment (tape recorders, amplification equipment, wheelchairs, etc.); tutoring and notetaking services, referral to off-campus agencies for mobility orientation, financial benefits; and other services.

In addition, SDS offers special sections of classes aimed at helping students achieve academic success and fulfill university requirements. Rhetoric and Writing Studies 305W is designed to help students satisfy the upper division writing requirement. Rhetoric and Writing Studies 98A is designed to teach students effective test preparation, notetaking, and other strategies to help them improve their academic performance.

## Student Health Services

**Calpulli Center**  
**Telephone: 619-594-5281**  
<http://shs.sdsu.edu>

All regularly enrolled SDSU students have prepaid a health fee as part of their tuition and fees which entitles them to basic medical services. Some services, including annual Pap smears and pharmacy, require a minimal fee. We accept California's Family PACT program that covers the costs of contraception and sexually transmitted disease testing and treatment. Charges associated with these services are dramatically lower than those found elsewhere. This care is provided at Student Health Services, located in Calpulli Center, where health care providers offer a wide range of programs and services.

Services include medical care by physicians board certified in family medicine, internal medicine, orthopedics, psychiatry, dermatology, and preventive medicine, and by certified primary care nurse practitioners; laboratory, x-ray, eye care, and dental services; a pharmacy which dispenses prescriptions and over-the-counter items at cost; physical therapy; health-related counseling and campuswide health education programming offered by the Health Promotion Department. Students are responsible for the cost of their medical care.

### **REQUIRED: Proof of Immunity Against Measles, Rubella, and Hepatitis B**

All new or readmitted students born on or after January 1, 1957 must provide proof of immunity against measles and rubella (German measles) during their first semester at SDSU. The **minimum** requirement is proof of at least one immunization for measles and rubella given after the first birthday and after 1968. (*All students are encouraged to consider a second measles immunization.*)

Students may fulfill the immunization requirement by bringing or sending medical documentation as proof of immunization to **Student Health Services**. Positive laboratory evidence of measles and rubella is also a way to prove immunization status. Students may also receive immunization at a cost at Student Health Services. For more information, call 619-594-5281.

**Important:** Students who have not complied with this California State University mandate prior to the registration deadline will **not** be able to register for their second semester.

### **Hepatitis B**

All new students who will be 18 years of age or younger at the start of their first term must provide proof of immunity against hepatitis B during their first semester at SDSU. Hepatitis B vaccination consists of three timed doses of vaccine over a minimum four to six month period. (*All students are encouraged to consider immunization against Hepatitis B.*)

Students may fulfill the immunization requirement by bringing or sending medical documentation of immunization or positive laboratory evidence of hepatitis B to Student Health Services. Students may also receive low cost immunization at Student Health Services. For more information, call 619-594-5281.

**Important:** Students who do not comply with this California State University mandate during their first semester at SDSU will **not** be allowed to register for a second semester until they provide proof of immunity or begin the immunization series. Students who have not completed the immunization series by the end of their third semester will no longer be able to attend SDSU. Students must provide proof of completion of the vaccine series to Student Health Services.

Immunization documentation can be mailed to SDSU Student Health Services, Immunization Program, 5500 Campanile Drive, San Diego, CA 92182-4701, brought to the Calpulli Center information window OR faxed to 619-594-7469 (include name, address, telephone number, date of birth, and SDSU RedID number).

In addition to demonstrating immunity to measles and rubella at Student Health Services, some students may be further required to present documentation to other campus officials. Students subject to this additional screening include:

- Students who reside in campus residence halls;
- Students who obtained their primary and secondary schooling outside the United States;
- Students enrolled in dietetics, medical technology, nursing, physical therapy and any practicum, student teaching, or fieldwork involving preschool-age children and/or school-age children or taking place in a hospital or health care setting.

### **Meningococcal Disease**

Each incoming freshman who will be residing in on-campus housing will be required to return a form indicating that they have received information about meningococcal disease and the availability of the vaccine to prevent one from contracting the disease and whether or not he or she has chosen to receive the vaccination.

Although immunization against this infection is not a requirement, all entering freshmen, particularly those living in residence halls, are urged to consider vaccination. The current vaccine is fairly effective against the majority of the strains of this bacterium, but unfortunately its immunity effect declines over a few years. Luckily, the risk of becoming infected with meningococcus also declines with age. Consequently, there is less of a reason to immunize older students, although they may do so if they desire. The meningococcal vaccine is available at Student Health Services at a reduced cost.

### **Strongly Recommended Health Screening**

Immunization from the following diseases may also protect students against potentially severe infections: tetanus, diphtheria, pertussis (whooping cough), polio, mumps, chicken pox (varicella) and Hepatitis A. Like measles, these too can be particularly harmful in the college-age group. These immunizations are available at reduced cost at Student Health Services. Flu shots are available annually, as well.

Entering students from developing countries are also strongly encouraged to have a screening test for tuberculosis (TB). The TB skin test is offered free at Student Health Services.

### **Appointments**

Students without acute or urgent problems are encouraged to make appointments in advance. Those with problems requiring immediate medical attention can make same-day appointments. All appointments can be made by either calling Student Health Services or visiting the Information Booth on the first floor of Calpulli Center. Student Health Services is open twelve months of the year. Services are available from 8:30 a.m. to 4:30 p.m., Monday, Tuesday, Wednesday, Friday, and on Thursday from 9:15 a.m. to 4:30 p.m. All medical care provided at Student Health Services is **strictly confidential**. No one, on or off campus, other than Student Health Services staff, has access to medical record information without written permission from the student.

### **Student Health Advisory Board**

Students can participate in the clinic activities and offer important feedback about services through membership on the Student Health Advisory Board (SHAB) sponsored by Associated Students. Members not only work with clinic staff on a variety of health education projects, but also act as liaison between the SDSU student body and Student Health Services. SHAB keeps Student Health Services staff focused and current on major student health issues. Membership from all academic majors is encouraged.

### Accidents and Student Insurance Coverage

First aid is also provided to faculty, staff, and campus guests for accidents and injuries occurring on campus with the understanding that individuals requiring any care beyond first aid will be transferred to the most appropriate medical facility. First aid is defined as one-time treatment that typically does not require a physician, laboratory, x-ray, or pharmacy services. Accidents requiring treatment and/or transportation to Student Health Services or a local hospital should be reported immediately to the SDSU University Police; telephone 619-594-1991.

SDSU students are regarded by the university as adults. Accordingly, students are responsible for their own safety and health in connection with participation in campus activities and should exercise good judgment and due care at all times.

Specific questions regarding insurance coverage for campus programs, institutional safety regulations, and potential risks inherent in academic programs and student activities should be directed to the responsible faculty or staff member in charge of the activity.

Students participating in required or elective academic programs such as internships or practica through either nursing/allied health training, or in a teacher training program are covered under the university's Workers' Compensation program provided an internship agreement between the university and the facility has been executed by an authorized representative of the university. The university is providing Student Professional Liability insurance to its students who are enrolled in these programs. This coverage is provided through Lloyd's of London. Students needing proof of this coverage for their participation in an institution's affiliation program can obtain a copy of the certificate of liability from their professor.

The university does not provide liability, accident, or health coverage to students. Through the Associated Students, a supplemental health insurance policy is available and recommended to students having no private medical or accident insurance coverage. The insurance includes hospitalization benefits and specified medical and surgical services. The policy may be purchased per semester or on a yearly basis. An open enrollment period is available the beginning of each semester and the policy may be purchased at

<http://www.csuhealthlink.com>.

The university makes no warranties as to the nature or quality of the coverage or the financial integrity of the insurers. The information on the availability of coverage is provided as a convenience to students.

## Student Life and Leadership

**Student Services West, Room 1661**

**Telephone: 619-594-5221**

- **Civic Learning and Community Engagement** – offers programs and resources to SDSU students, faculty, staff, and community members interested in participating in community service and service-learning. <http://www.sa.sdsu.edu/ccbsl>
- **Fraternity and Sorority Life** – is currently comprised of 46 social fraternities and sororities, including both general and culturally based organizations, represented by four governing councils. For more information, refer to *Fraternity and Sorority Life* in this section of the catalog or <http://www.greeklife.sdsu.edu>
- **Leadership Programs** – personal growth events and activities, including the Leadership Certificate Program, leadership and personal growth workshops, a special leadership class for credit, and the Quest for the Best Vice Presidential Student Service awards.
- **Student Organizations and Activities** – facilitates on-campus status for student organizations, implementation of policies and procedures with regard to student activities, and approval of all on-campus activities, including fundraising events. <http://www.sacl.sdsu.edu/studentorgs>

## Student Rights and Responsibilities

**Student Services, Room 1604**

**Telephone: 619-594-3069**

**<http://www.sa.sdsu.edu/srr>**

The Center for Student Rights and Responsibilities incorporates compliance and judicial procedures, two distinct components. The center serves to clarify for students their role as members of the campus community, setting forth what is expected of them in terms of behavior and contributions to the success of the university. This center also serves to further San Diego State University's commitment to maintaining a campus environment free from harassment and promoting a policy of non-discrimination.

The center is charged with investigating complaints filed by students alleging discrimination or sexual harassment, providing sexual harassment prevention workshops, reviewing university policy, monitoring campus disputes, and serving as a resource to the administration on issues of regulatory law, constitutional law, and risk management.

The judicial component is responsible for acting on behalf of the university president regarding all aspects of student discipline. The center receives reports of alleged student misconduct relative to Title 5, *California Code of Regulations*, and investigates complaints in order to determine whether university disciplinary action is to be pursued. University disciplinary action may run concurrently with civil or criminal action initiated by the court system. Campus related violations include both academic and non-academic misconduct.

To review SDSU's Statement of Student Rights and Responsibilities, visit <http://www.sa.sdsu.edu/srr>.

## Student Testing, Assessment and Research (STAAR)

**Student Services, Room 2549**

**Telephone: 619-594-5216**

**FAX: 619-594-5036**

**<http://www.sa.sdsu.edu/testofc/index.html>**

The Student Testing, Assessment and Research (STAAR) Office is an important resource for the entire university community, serving both students and faculty by administering and analyzing paper and pencil and computer-based tests for the purposes of admission, class placement, competency for graduation, licenses, and credentials. Test scoring and analysis services are also provided for classroom tests. Additionally, the office also conducts a comprehensive program to measure the needs, attitudes, perceptions, behaviors of students, identify factors affecting retention, progression to degree, academic success, and assesses the effectiveness of Student Affairs programs and services.

Test dates for San Diego State University competency and placement tests are listed in the Test Information section of the current *Class Schedule* and on our Web site. Advance reservations as well as fee payments are required for most tests. The Student Testing, Assessment and Research Office will provide students with test dates and registration procedures for major national examinations in the form of a bulletin of information or with the address of the testing service. Reservations for computer-based tests can be made at the Student Testing, Assessment and Research Office, 619-594-0968. Students who are interested in assessments for counseling or career planning must contact Counseling & Psychological Services or Career Services respectively. Special arrangements for disabled students are made through Student Disability Services.

Although competency test requirements are monitored by various offices on campus, the Student Testing, Assessment and Research Office will attempt to assist students in signing up for the required examinations or refer them to the proper agency.