11 Student Questions About Academic Issues Everyone Should Be Able To Answer

1. **How do I find out who my academic advisor is?** Visit the Center for Advising, Career and Student Success webpage: csumb.edu/advising. The “Meet the Staff” page indicates which staff members work with which majors. The Center for Advising, Career, and Student Success is located on the third floor of the library.

2. **How can I find my faculty’s contact information (office hours, location, email, phone number)?** Visit the A to Z directory for location, email and telephone numbers. Refer to the syllabus and/or ask the department administrative support coordinator for office hours.

3. **How do I drop/add classes?**
   
   **Reply:** Do you need to drop a single class or do you need to withdraw from all of them?

   - **For a single class**, go to the website and search “add/drop a class” to find detailed steps. The steps are different for fall/spring and winter/summer.
   - **If you need to withdraw from all your classes**, you must submit the appropriate withdrawal form to the Office of Undergraduate & Graduate Studies located in the Administration Building (Bldg. 1). Forms can be found at csumb.edu/ougs/how-withdraw

4. **How do I register for winter and summer classes?** For current CSUMB students, the process is the same for as for fall and spring. For non-current CSUMB students visit the Extended Education website for a detailed step by step guide. [https://csumb.edu/eecreditcourses/summer-registration](https://csumb.edu/eecreditcourses/summer-registration)

5. **Where do I go for tutoring?** The Academic Skills Achievement Program (ASAP). ASAP is located in the Library, second floor, room 2125

6. **How do I change my major?** You must meet with an academic advisor to change majors. You may, with approval of the degree program, change a major at any time. Please contact the Center for Advising, Career & Student Success on the third floor of the library.

7. **How do I get on the Deans’ list?** Semester honors are awarded and the notation "Dean’s List" is posted to the permanent academic record for undergraduate students earning a 3.50 grade point average. To be eligible, students must complete a minimum of 12 letter-graded units with no incomplete grades, no grade lower than "C" and be in good standing.

8. **What do I do if I am having an issue with an instructor?** Try talking to the instructor to resolve the problem. If this does not work, please contact the chair of the department that offers the class.

9. **How do I apply to graduate?** Visit the website and search “apply to graduate” or visit the Commencement webpage: csumb.edu/commencement

10. **Where do I drop off my transcript? Where do I get a copy of my transcript?** Drop off your transcript at Admissions on the 2nd Floor of the Student Services Bldg (bldg 47). You can print unofficial transcripts you from CMS. You can order official transcripts from the National Student Clearinghouse, visit the website Home page> Academics > Classes & Planning for more information.

11. **What can I do to help get a job after graduation and/or get into graduate school?** Contact the career development center (831) 582-3845 or career_development@csumb.edu to schedule an appointment to meet with a career advisor. It is located on the third floor of the library.
11 Student Questions About Student Affairs Issues Everyone Should Be Able To Answer

1. Where do I go for mental health (academic, personal, social, spiritual, and physical) support on campus?
   Personal Growth & Counseling Center (PGCC) located in the Health & Wellness Services Bldg (bldg 80)

2. Where do I go to register a disability or ask for accommodations?
   Contact Student Disabilities and Resources (SDR) located in the Health & Wellness Services Bldg (bldg 80)

3. Where do I find my financial aid counselor?
   Financial Aid counselors are assigned by last name. To see who yours is, check the financial aid website (csumb.edu/financialaid) and click on “contact.”

4. When is the FAFSA deadline?
   The FAFSA deadline can be found on the Financial Aid webpage: csumb.edu/financialaid

5. How do I apply for scholarships?
   Visit the financial aid webpage for a list of scholarships available to students.

6. Where do I find information regarding parking permits?
   Do a search on the CSUMB website for “parking permits.” https://csumb.edu/parking/buy-permit-0?_search=parking

7. Where do I go for questions related to housing?
   Visit the housing website: csumb.edu/housing. The Housing Office is in the Student Center.

8. Are there any services offered to students who have night classes and are worried about safety?
   There is a night walk service. Escorts will be provided on foot and are available 24 hours a day, seven days a week. The service is provided by CSO's Monday through Friday evenings from 5pm to midnight during the fall and spring semesters, and police officers during the times CSO's are not staffed. Call 831.655.0268 to request a night walk.

9. How do I get involved with clubs on campus?
   Visit Student Activities and Leadership Development webpage for information on CSUMB's clubs, there are over 100.

10. Does CSUMB have intramural sports?
    Yes! Please see csumb.edu/intramurals/about-us.

11. Is there an ATM on campus?
    An ATM is located at the Student Center (bldg 14, where Starbucks, Housing and Associated Students are located)