

**ACADEMIC ISSUES**

- Programs for athletes.
- Their staff can assist you in referring students to appropriate advisors.
- Contact the Student-Athlete Resource Center (SARC) at 916-278-7796.
- Several lectures. Who can I talk to about this?
- I have a student-athlete in my class and she is going to miss.
- Information on the reinstatement process. Information can also be found.
- Direct the student to the Academic Advising and Career Center in Lassen.
- Dismissed?
- Where can a student get help if they have been disqualified or.
- To report cheating or plagiarism concerns?
- The staff at the Counter can guide the student.
- Based on the student’s particular situation, other offices may also need.
- Direct the student to the Student Services Counter in Lassen Hall.
- His fees. Which office can help him?
- A student is being dropped from my class because he didn’t pay.
- www.csus.edu/fsmp.
- A number of offices on campus can assist you depending on the.
- Direct the student to their Major Department office first. Also, contact.
- Guidance on how to address the topic with the student and also how.
- SSWD staff can work to provide.
- What can I do?
- I think one of my students has an unidentified learning disability.
- FAQS – THE ABC’S OF HELPING STUDENTS

**BEHAVIORAL CONCERNS**

- Are there counselors on campus?
- Who do I call to report behavior.
- Public safety officers are available to you.
- Sacramento State Police has a 24/7 dispatch center that, when notified,
- Will the police remove a violent student from my classroom?
- Any kind of behavior that makes a student a danger or a threat.
- Carolina State Police.
- A student tells me he is being beaten or a victim of domestic abuse.
- Who should I call?
- What counseling, health services, or other personal care services.
- How can a student get help with study skills and time management?
- How can a student get involved in campus organizations?
- Student Organizations and Leadership (SOAL), located on the third floor of the.
- Campus Union, can assist students with campus involvement. Students can.
- The Parents and Families Program works to help parents and family.
- University Union, can assist students with campus involvement. Students can.
- Check with the following offices: Career Center/Academic Advising,
- CAPS, EOP , SSWD, SARC, and/or PARC for a list of current workshops and.
- Yes. Violence is not tolerated in the classroom. Anyone encountering.
- A student’s parents are calling me and asking questions about the.
- SOAL at 916-278-6595 or visit the website at www.csus.edu/soal.
- University Union, can assist students with campus involvement. Students can.
- Call the Campus Violence and Sexual Assault Support Services at.
- What do I do if a student is suicidal?
- A student tells me he is being beaten or a victim of domestic abuse.
- Oregon and domestic violence.
- A student tells me he is being beaten or a victim of domestic abuse.
- What type of situations as well as in situations where you have questions.
- It could be at risk. The suicide hotline can help you in these.
- 1-800-273-TALK (8255). If a student mentions being suicidal but then.
- Suicide hotline 1-800-273-TALK (8255). Suicidal.
- Examples of student behaviors that need immediate attention and.
- Sacramento State Police.
- A student tells me he is being beaten or a victim of domestic abuse.
- Where do I report?
- School officials.
- What should I report?
- Who should I call?
- If the student.
- Pacific Islander Domestic Violence center) at 916-428-3271. If the student.
- Call the Campus Violence and Sexual Assault Support Services at.
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FACULTY ROLE IN RETENTION

The CSU Chancellor’s Office has set the expectation that each campus will raise graduation rates by eight percentage points by 2015-16 and will also reduce by half the existing gap in degree attainment by the CSU’s underrepresented minority students. Sacramento State’s Graduation Initiative is a campus-wide plan that stems directly from the CSU mandate. As part of the larger Graduation Initiative, Sacramento State is working to define and develop the faculty role in retention and graduation efforts.

As faculty members, you play a critical role in the area of student retention since you work to keep students academically engaged and connected to myriad classroom and out-of-classroom activities that promote learning.

As faculty you are already helping students connect with the University, and you may already be participating in graduation initiative efforts in one, some, or many of the following ways:

- Encouraging regular class attendance
- Increasing class participation
- Engaging in Early Alert activities for students who are at risk of failing
- Participating in campus-wide training and workshops on advising
- Participating as Faculty Advisors at the Advising Center
- Pursuing Departmental Academic Advising roles
- Encouraging students to meet with faculty during office hours
- Providing students with information about campus resources
- Encouraging students to participate in campus activities, organizations, and events
- Participating in campus workgroups, committees, and panels
- Learning about campus educational equity efforts
- Developing educational activities that work to facilitate interdisciplinary collaboration and learning
- Learning about and engaging in mentoring opportunities through Cooper-Woodson, the Faculty-Student Mentor Program (FSMP), and other campus programs
- Participating in activities that work to increase and maintain a diverse faculty on campus

There may be other ways that you are helping retention efforts here at Sacramento State as well.

Thank you for your hard work and continuing efforts.

CAMPUS RESOURCES FOR STUDENTS

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<th>Program/Department</th>
<th>Contact Information</th>
<th>How They Can Help</th>
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<tr>
<td><strong>Academic Advising</strong></td>
<td>Lassen Hall, Room 1013 (916) 278-6351 <a href="mailto:advising@csus.edu">advising@csus.edu</a> <a href="http://www.csus.edu/acad">www.csus.edu/acad</a></td>
<td>The Academic Advising Center offers new student orientation, mandatory first-year advising, and advising on General Education and graduation requirements for all students. Through individual appointments and group advising sessions and presentations, the professional staff, faculty advisors, and student interns work to help students understand the University’s academic requirements as well as its policies and procedures.</td>
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<tr>
<td><strong>Academic Probation, Disqualification, Dismissal</strong></td>
<td>Lassen Hall, Room 1013 (916) 278-7839 <a href="http://www.csus.edu/acad">www.csus.edu/acad</a></td>
<td>The Academic Probation, Disqualification, Dismissal Program notifies students of their academic status at the end of each semester. Students can come to the Academic Advising and Career Center in Lassen Hall, Room 1013, where they will be provided information on the University reinstatement process.</td>
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<tr>
<td><strong>Business Educational Equity Programs (BEEP)</strong></td>
<td>Tahoe Hall, Room 1037 (916) 278-BIZZ or (916) 278-5875 <a href="http://www.cba.csus.edu/biz">www.cba.csus.edu/biz</a></td>
<td>The Business Educational Equity Programs (BEEP) is designed to provide academic support to Business and Pre-Business Administration majors. Support is provided in a wide range of courses through tutoring services. The goal is connect students to tutoring where they historically struggle. In addition, the Program works to promote student success through the Business Student Ambassador Program, which offers individual and personal outreach to new business students. In general, the program helps students navigate campus resources, as well as resources in the College of Business Administration during their first semester as a business student at Sac State.</td>
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<td><strong>Campus Police</strong></td>
<td>Public Safety Building 1 (916) 278-6851 or 911 from a campus phone <a href="http://www.csus.edu/aba/police">www.csus.edu/aba/police</a></td>
<td>The Campus Police Officers have peace officer authority anywhere in the State of California. They receive the same basic training as city and county peace officers throughout the state, plus additional training to meet the unique needs of a campus environment.</td>
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<td><strong>College Assistance Migrant Program (CAMP)</strong></td>
<td>River Front Center 1 (916) 278-7241 <a href="http://www.csus.edu/camp">www.csus.edu/camp</a></td>
<td>The College Assistance Migrant Program (CAMP) is a unique educational program that works to help students from migrant and seasonal farm worker backgrounds succeed at Sacramento State. CAMP works to facilitate the transition from high school to college and offers first-year support services to help students develop the skills necessary to graduate from college.</td>
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<td><strong>College of Education Educational Equity Program (COE)</strong></td>
<td>Eureka Hall, Room 212 (916) 278-4324 <a href="http://www.edweb.csus.edu/equity">www.edweb.csus.edu/equity</a></td>
<td>The College of Education Educational Equity Program (COE) works to support students in many ways including: career decisions and selecting a major, academic and personal advising, faculty and peer mentoring, information about and assistance with the credential application process, financial aid and scholarship information, tutoring referrals, and transfer student advising.</td>
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<td>Counseling and Psychological Services (CAPS)</td>
<td>The Well, Second Floor (916) 278-6461 <a href="http://www.csus.edu/psysrv">www.csus.edu/psysrv</a></td>
<td>Counseling and Psychological Services (CAPS) works to help students cope with stress and/or troubling personal problems that may interfere with their academic life.</td>
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<td>DEGREES</td>
<td>Lassen Hall, Room 2205 (916) 278-6183 <a href="http://www.csus.edu/degreesproject">www.csus.edu/degreesproject</a></td>
<td>The DEGREES Project is armed to provide students with comprehensive program support through the connection of students to campus resources and services. Components of the program include mentoring, tutoring, disability testing, advising, enrichment activities, and academic and social support. Students participating in the program are paired with a DEGREES Project coach that partners with students for success. The goal of the program is to work to close the achievement gap and to bolster campus graduation rates through the increased utilization of high impact practices.</td>
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<td>Educational Equity Programs (EEP)</td>
<td>Lassen Hall, Room 2205 (916) 278-6183 <a href="http://www.csus.edu/saseep">www.csus.edu/saseep</a></td>
<td>Arts and Letters, Supplemental Instruction Program (SI) College of Business, Business Educational Equity Programs (BEEP) College of Education, Education Equity Program (COE) College of Engineering and Computer Science, MESA/Engineering Program (MEP) College of Health and Human Services, Health and Human Services Educational Equity Program College of Natural Sciences and Mathematics, Science Educational Equity Program (SEE) College of Social Sciences &amp; Interdisciplinary Studies, Cooper-Woodson College Enhancement Program</td>
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<td>Faculty Student Mentor Program (FSMP)</td>
<td>Lassen Hall, Room 2205 (916) 278-6183 <a href="http://www.csus.edu/fsmp">www.csus.edu/fsmp</a></td>
<td>The Faculty Student Mentor Program (FSMP) is one of several educational equity programs designed to help provide students with the academic support and encouragement needed to meet their educational goals. Students from low-income and first-generation backgrounds are eligible to participate. FSMP works to provide key elements of support to promote goal attainment and degree completion. Teams of faculty and peer mentors from the respective Colleges assist students with their integration into campus life. The program also works to provide its participants with the skills needed to develop as scholars in their academic major.</td>
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<td>Full Circle Project (FCP)</td>
<td>Lassen Hall, Room 2205 (916) 278-5172 <a href="http://www.csus.edu/fcp">www.csus.edu/fcp</a></td>
<td>The Full Circle Project (FCP) is a comprehensive approach by California State University, Sacramento (Sacramento State), the Department of Ethnic Studies, and the Asian American Studies Program to implement a strategically focused, campus-wide effort to improve the retention and graduation rates of Asian American and Pacific Islander (AAPI) students. The Full Circle Project aims to assist AAPI students throughout their college careers and work to provide them with ample opportunities to engage in service both on- and off-campus.</td>
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<td>Multi-Cultural Center (MCC)</td>
<td>Library, Room 1010 (916) 278-6101 <a href="http://www.csus.edu/mcc">www.csus.edu/mcc</a></td>
<td>The Multi-Cultural Center (MCC) at Sacramento State supports the needs of diverse communities by working to provide educational programs and a welcoming space that helps students learn about themselves and others. By partnering with multiple campus and community entities to co-create diversity and social justice initiatives, the MCC is committed to responding to student needs, building bridges for fostering social awareness and cultural understanding, and taking action on the important issues and concerns of campus communities.</td>
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<td>Peer and Academic Resource Center (PARC)</td>
<td>Lassen Hall, Room 2200 916-278-6010 <a href="http://www.csus.edu/parc">www.csus.edu/parc</a></td>
<td>The Peer and Academic Resource Center (PARC) includes supplemental instruction offerings, a university peer advising program, individual and group tutoring, specialized workshops, and services to support students at all academic levels. Services of the Center are accomplished through peer-led and student-driven components that build on academic support services and work to increase course passage, student retention, and rates to graduation.</td>
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<tr>
<td>PRIDE Center</td>
<td>University Union, First Floor across from Epicure Restaurant (916) 278-8720 <a href="http://www.csus.edu/pride">www.csus.edu/pride</a></td>
<td>The PRIDE Center works to provide a Safe Zone where LGBTQIA+ students can spend their in-between-class time accessing resources, building a sense of community, volunteering their time, and helping others. All of these things help students who may otherwise feel isolated and marginalized get the community engagement and connections to campus that they need in order to be successful students. The Center also educates students, staff, and faculty on how to create Safe Zones outside of the PRIDE Center. These trainings are facilitated in a variety of ways (classroom panel presentations, events, etc.).</td>
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<tr>
<td>Project Pass</td>
<td>Sequoia Hall, Room 3340 (916) 278-2789 <a href="http://www.csus.edu/stern/PASS">www.csus.edu/stern/PASS</a></td>
<td>Project PASS is a comprehensive, five-year, NSF-funded program designed to increase the retention and graduation of Science, Technology, Engineering, and Mathematics (STEM) students graduating from Sacramento State. Project PASS targets student success in 'gateway' math and science courses, and the program implements a variety of research-based strategies for improving student learning and retention.</td>
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<td>Science Educational Equity Program (SEE)</td>
<td>Sequoia Hall, Room 315 (916) 278-6519 <a href="http://www.csus.edu/nsm/see">www.csus.edu/nsm/see</a></td>
<td>The Science Educational Equity Program (SEE), which was established in 1986, is a comprehensive academic support program for students who face social, economic, and educational barriers to careers in the health professions, science research, and science teaching. The SEE Program works to improve access to quality health care in underserved communities and also works to foster inclusion of diverse perspectives in science research and science education.</td>
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<td>Services to Students with Disabilities (SSWD)</td>
<td>Lassen Hall, Room 1008 (916) 278-6955 <a href="mailto:sswd@csus.edu">sswd@csus.edu</a> <a href="http://www.csus.edu/sswd">www.csus.edu/sswd</a></td>
<td>Services to Students with Disabilities (SSWD) is designed to support the academic success of students with disabilities and works to provide leadership to the University community to ensure equal access to programs and resources. SSWD offers a comprehensive range of academic support services and works to foster an accessible physical and technological environment to facilitate retention and graduation.</td>
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<td>Sexual Assault Response</td>
<td>The WELL If you need an advocate for an emergency, please call (916) 278-3799 <a href="http://www.csus.edu/hlth/violence">www.csus.edu/hlth/violence</a></td>
<td>The Sacramento State Sexual Misconduct Policy (<a href="http://www.csus.edu/umanual/student/UMS16525.htm">www.csus.edu/umanual/student/UMS16525.htm</a>) states that sexual exploitation of any kind is subject to student disciplinary action—even if the act does not meet the criteria for sexual assault under the California Penal Code. If you are a member of Sac State, you can contact our victim's advocate for information, referrals and support. Confidentiality is respected. The University's Sexual Assault Response offers assistance in multiple ways. Individuals can also contact these outside community organizations: Women Escaping A Violent Environment (WEAVE): (916) 920-2952 (crisis line) Yolo County Sexual Assault and Domestic Violence Center: (530) 662-1133 or (916) 371-1907 (crisis lines)</td>
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<td>Student Academic Success/ Educational Opportunity Program (EOP)</td>
<td>Lassen Hall, Room 2205 (916) 278-6183 <a href="http://www.csus.edu/eop">www.csus.edu/eop</a></td>
<td>The Educational Opportunity Program (EOP) serves California residents from low-income households who demonstrate the motivation and potential to earn a baccalaureate degree. EOP students are individuals who have the potential to succeed at Sacramento State, but who have not been able to realize their goal for a higher education because of their economic and/or educational background. EOP accepts California residents and AB540 students who meet the Income Eligibility Index, and who are first-generation college students. Academic advising, counseling services, and peer mentoring are available to EOP students.</td>
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<td>Student-Athlete Resource Center (SARC)</td>
<td>Lassen Hall, Room 3002 (916) 278-7796 <a href="http://www.csus.edu/sarc">www.csus.edu/sarc</a></td>
<td>The Student-Athletic Resource Center (SARC) helps student-athletes navigate through many of the campus’ academic procedures and policies as well as understand NCAA rules, compliance, and eligibility requirements. SARC provides services that place student welfare and development as a top priority.</td>
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<td>Student Conduct</td>
<td>Lassen Hall, Room 3008 (916) 278-6060 <a href="http://www.csus.edu/student/asc">www.csus.edu/student/asc</a></td>
<td>Student Conduct provides outreach and education related to student rights and responsibilities and CSU student conduct policies and procedures.</td>
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<td>Student Health and Counseling Services (SHCS)</td>
<td>The WELL (916) 278-6461 <a href="mailto:shac@csus.edu">shac@csus.edu</a> <a href="http://www.csus.edu/hlth">www.csus.edu/hlth</a></td>
<td>Student Health and Counseling Services (SHCS) works to enhance students’ educational experience by addressing health-related barriers to learning, enabling students to make informed health decisions, and promoting the seven dimensions of wellness — Intellectual, Emotional, Environmental, Physical, Career/ Financial, Spiritual, and Socio-Cultural. The vision of SHCS is to nurture the development of a student community that is flourishing intellectually, physically, and psychologically—empowered by the acquisition of knowledge, skills, and healthy lifestyles.</td>
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<td>Women's Resource Center</td>
<td>University Union, First Floor next to Round Table (916) 278-7388 <a href="http://www.csus.edu/wrc">www.csus.edu/wrc</a></td>
<td>The Women’s Resource Center’s mission is to eliminate gendered discrimination and oppression by cultivating women’s individual and social development. The Center works to provide the environment, resources, education, advocacy, outreach, and support necessary to maintain a community alliance of and for women.</td>
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<td>Veterans Success Center (VSC)</td>
<td>Lassen Hall, Room 3003 (916) 278-6733 <a href="mailto:vets@csus.edu">vets@csus.edu</a> <a href="http://www.csus.edu/vets">www.csus.edu/vets</a></td>
<td>The Veteran’s Success Center (VSC) at Sacramento State works to provide multi-faceted assistance to prospective and enrolled student veterans and dependents. Most notably, the Center assists students in accessing their GI benefits, completing the admission and application process, and registering for courses. The Center also helps students access campus resources, get involved in leadership activities, and transition into the civilian work world.</td>
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FAQS – THE ABC’S OF HELPING STUDENTS

ACADEMIC ISSUES

I think one of my students has an unidentified learning disability. What can I do?

Contact Services to Students with Disabilities (SSWD) at 916-278-6955 or visit the website at sswd@csus.edu. SSWD staff can work to provide guidance on how to address the topic with the student and also how to refer the student to SSWD.

How can a student find a mentor in their major department?

Direct the student to their Major Department office first. Also, contact the Faculty Student Mentor Program (FSMP) at 916-278-6183. Lists of coordinators in each of the Colleges can be found on the web at www.csus.edu/fsmp.

A student is being dropped from my class because he didn’t pay his fees. Which office can help him?

Direct the student to the Student Services Counter in Lassen Hall. Based on the student’s particular situation, other offices may also need to be accessed—the staff at the Counter can guide the student.

Who do I call to report cheating or plagiarism concerns?

Contact the Office of Student Conduct at 916-278-6060 or visit the website at www.csus.edu/student/osc.

Where can a student get help if they have been disqualified or dismissed?

Direct the student to the Academic Advising and Career Center in Lassen Hall Room 1013, 916-278-6351, where the student will be provided information on the reinstatement process. Information can also be found on the web at www.csus.edu/acad/advising-services/Reinstatements.html.

I have a student-athlete in my class and she is going to miss several lectures. Who can I talk to about this?

Contact the Student-Athlete Resource Center (SARC) at 916-278-7796. Their staff can assist you in referring students to appropriate advisors and programs for athletes.

BEHAVIORAL CONCERNS

Will the police remove a violent student from my classroom?

Yes. Violence is not tolerated in the classroom. Anyone encountering a violent act should contact the police as soon as is safely possible. Sacramento State Police has a 24/7 dispatch center that, when notified, can then dispatch an officer to the scene to make an assessment and take appropriate action. You can dial 911 from any campus phone, or call 916-278-6851, to reach the dispatch center.

I’m uncomfortable talking to students about their personal issues. Are there counselors on campus?

Yes. Counseling and Psychological Services (CAPS) at 916-278-6416, is available to help students cope with stress or troubling personal problems that may interfere with their academic life. CAPS is staffed by a diverse group of licensed psychiatrists, psychologists, marriage and family therapists, social workers, and supervised interns. CAPS is located at The Well on the second floor. Information about their services can be found on the web at www.csus.edu/psysrv.

I have a student-veteran in my class who I think is struggling with civilian life. Who can help him?

Contact the Veterans Success Center (VSC) at 916-278-6733 or e-mail vets@csus.edu. Their staff can assist you and provide resources for your students.

I need help figuring out how to approach a student about his anxiety, offensiveness to other students, inappropriate reactions, poor social skills, and/or other issues affecting his classroom behavior. Who do I call?

A number of offices on campus can assist you depending on the student and the student’s behavior and underlying issue(s). Consider contacting Services to Students with Disabilities (SSWD), Counseling And Psychological Services (CAPS), Student Conduct, Veterans Success Center (VSC), Multi-Cultural Center (MCC), Women’s Resource Center, PRIDE Center, Academic Advising/Career Center, and/or your Department Chair.
FAQS – CONTINUED

Who do I call to report student-on-student discrimination or harassment in the classroom?

Contact the Office of Student Conduct at 916-278-6060 or visit the website at www.csus.edu/student/osc.

What do I do if a student is suicidal?

If a student is in immediate crisis, call 911 or the suicide hotline at 1-800-273-TALK (8255). If a student mentions being suicidal but then attempts to minimize her comments (“I was just kidding,” “I didn’t mean it”), she could still be at risk. The suicide hotline can help you in these type of situations as well as in situations where you have questions about how to recognize if someone is suicidal.

CAMPUS RESOURCES

A student tells me he is being beaten or a victim of domestic abuse. Who should I call?

Call the Campus Violence and Sexual Assault Support Services at 916-278-3799 or WEAVE at 916-920-2952 or My Sister’s House (an Asian/Pacific Islander Domestic Violence center) at 916-428-3271. If the student is under the age of 18, you must also report the abuse to the campus Mandated Reporting Coordinator, Dr. Robin Carter at 916-278-7255 or e-mail ccarten@csus.edu.

How can a student get help with study skills and time management?

Check with the following offices: Career Center/Academic Advising, CAPS, EOP, SSWD, SARC, and/or PARC for a list of current workshops and available tutoring.

How can a student get involved in campus organizations?

Student Organizations and Leadership (SOAL), located on the third floor of the University Union, can assist students with campus involvement. Students can call SOAL at 916-278-6595 or visit the website at www.csus.edu/soal.

A student’s parents are calling me and asking questions about the campus that I can’t answer. Is there someone else they can call?

The Parents and Families Program works to help parents and family members who want to know more about their student’s housing options, safety, transportation, campus involvement, and/or registration. Individuals can call 916-278-4353 or e-mail parentsfamilies@csus.edu.

What counseling, health services, or other personal care services are available to students?

All currently enrolled students at Sac State who pay student health fees as part of their tuition fees are eligible to be seen by Student Health Services. Students can find contact information on the web at www.csus.edu/hlth/contact_info.html.