

## **CAMPUS OFFICES AND RESOURCES**

**Alumni Relations Office, Admin. Bldg., Room 209 (x3170 or [alumni@clunet.edu](mailto:alumni@clunet.edu)):**

**The CLU Alumni Association:**

Did you know that students who have completed 24 units or more are considered a member of the Alumni Association?

Since its founding in 1964, the Alumni Association has grown to more than 18,000 members worldwide. The mission of the Alumni Association is to enrich and perpetuate the bonds among the University, the students, and the alumni for their mutual growth and benefit.

**GET INVOLVED NOW!**

Visit the Office of Alumni Relations to find out more about:

- Networking opportunities
- Mentoring programs
- Alumni outreach and education
- Support for clubs and organizations
- Senior Pride Committee
- Making your mark!

The Office of Alumni Relations encourages alumni to be actively engaged with current students. Let us know how Alumni Relations can help you.

**Calling all CLU Parents!**

The California Lutheran University Parents Program is coming soon! With your help we will launch a full slate of services designed exclusively for current parents of CLU students. Want to get involved? Contact Alumni Relations today.

**Associated Students of California Lutheran University (ASCLU), SUB (x3461):**

There are a variety of ways students are involved on campus; including clubs, student government, student/faculty committees, personnel searches and task forces focused on particular issues. All daytime undergraduate students carrying 12 units or more are automatically members of the Associated Students of California Lutheran University (ASCLU). The ASCLU-Government (G) serves as the united voice of the student body. The ASCLU-G is divided into three distinct bodies: the Programs Board, the Senate, and the Executive Cabinet. The Programs Board is responsible for ASCLU sponsored events and activities such as: Club Lu, Homecoming, the Senior Banquet, Spring Formal, and a lot more. The Senate plays an integral role in the University developing student legislation and allocating funds for capital projects and student concerns. The Executive Cabinet oversees the two boards, and facilitates the meetings every Monday night. Students are elected into the ASCLU Programs Board, Senate, and Executive Cabinet during the spring semester for most offices and during the fall semester for selected offices. The terms are for one academic year. Committee appointments within the boards are made through the ASCLU-G Executive Cabinet. For information regarding ASCLU-G offices, committee appointments or other campus involvement opportunities contact Autumn Malloy, ASCLU President (ext. 3462), Robby Larson, Director of Student Activities (ext. 3954), or Kristin Price, Assistant Director of Student Programs (ext. 3521).

**Center for Academic and Accessibility Resources (CAAR) (x3260)**

Located in the back of the Pearson Library, the CAAR office serves as an academic resource to students and faculty at California Lutheran University. Services are designed to provide assistance for all who want to maximize their academic achievement and include: individual consultations with Academic Specialists; Student Success Workshops on various topics; Referrals to on-campus tutoring centers; Language Proficiency and CLEP Testing; Proactive and Developmental Advising for all Conditionally Admitted and Probationary Students under the Academic Assistance Program; Facilitate and distribute the Academic Difficulty Notices that monitor the students' progress in their classes; and provide accessibility resources

for students with disabilities. More services are available through the center. Students and Faculty are encouraged to call or visit our website at [www.clunet.edu/advising](http://www.clunet.edu/advising) for more information.

#### *The Student Support Services Program (SSSP) (x3535)*

Student Support Services (SSS) is a federally funded grant program that proposes to increase the retention and graduation rates of eligible participants. CLU students whose parents do not have a college degree, and students whose families meet specific income requirements are eligible for SSS.

The program focuses on promoting academic excellence by providing personalized services to students so they can make the most of their undergraduate education, graduate from a four year university, and get into graduate or professional schools upon completing their degree. Program elements include: SOAR Program (Summer Orientation to Academic Resources); Student Success Plans; Academic Advising; Tutoring; Peer Mentor Program; Cultural Events; Study Skills Seminars; Graduate School Workshops; Personal/Social Counseling; Group Tutoring Lab; FAFSA Workshops; a Scholarship Database; and a Study Abroad Database.

To become a Student Support Services participant, students must meet at least one of the following requirements: Be a first-generation college student **OR** Meet specific financial guidelines as outlined by the US Department of Education **OR** Meet both of the above requirements

#### *Accessibility Resource Program for Students with Disabilities (x3260)*

The Center for Academic and Accessibility Resources (C.A.A.R) is committed to providing equal educational opportunity to qualified C.L.U students with disabilities who choose to self-identify.

C.A.A.R. is located in Pearson Library and provides reasonable accommodations to students with various disabilities. Our staff works together with the student, administrators, and faculty to assure access to classrooms, programs and events located on campus and CLU Graduate Centers. Accommodations and services are determined on documentation and individual need including priority registration, note taker service, extended test-time, alternative test location, books on tape, adaptive technology lab, and resources and referrals.

All services and accommodations are provided in a confidential manner that promotes independence, self-advocacy and accountability. In addition, these services are provided in compliance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, university policy, and state requirements.

Please call our Accessibility Resource Coordinator or visit our web-site at [www.clunet.edu/advising](http://www.clunet.edu/advising) for more information.

#### **The California Lutheran University Bookstore (C.L.U.B.) (x3270):**

##### **Hours:**

Monday through Thursday 8:00AM to 7:00PM

Friday 8:00AM to 5:00PM

Saturday 10:00AM to 2:00PM

Website: [efollett.com](http://efollett.com)

The C.L.U.B. provides the required textbooks for each class. The bookstore also carries an assortment of trade and reference books. Additional items such as gifts, imprinted clothing, greeting cards, school supplies, backpacks, candy, snacks and drinks.

##### **Return Policy:**

Refunds for Textbooks purchased for the current semester are available during the first week of each semester (dates are posted at the Bookstore). Books must be in the same condition as when purchased (no highlighting/marks of any kind if purchased new) and accompanied by the original receipts. After the

first week of classes, returns will ONLY be accepted with a signed drop slip and a receipt. Signed drop slip returns will be allowed for the first 30 days of the semester. Non-text merchandise is returnable, with original receipt within 30 days of the purchase date. Merchandise must be in re-sellable condition when returned.

### **Textbook Buyback:**

Textbooks are bought back at the C.L.U.B. all semester. During finals week of each semester we buy back books that are adopted for the next semester at 50% of the price paid for the text book: non-adopted textbooks are bought back at the current Follett Bluebook prices - 0-30% of the new price. During the remainder of the semester all textbooks are bought back at the Follett Bluebook prices (Damaged and heavily marked in books might not be bought back).

### **Campus Dining by Sodexo Campus Services,**

#### **Cafeteria (x3203):**

#### **Meal Times**

#### **Monday - Friday**

Breakfast 7AM - 10AM (Continental Breakfast 9AM - 10AM)

Luncheon 11AM-1:30PM

"Lite" Lunch 1:30PM - 2:00PM

Dinner 4:45PM - 7PM, Dinner 5:00PM - 6:30PM (Fridays only)

#### **Saturday and Sunday**

Brunch 10am - 12:30pm, Dinner 5PM – 6:30PM

Sodexo Campus Services is responsible for the Dining Commons, the Centrum Cafe, Café a la Cart, the Faculty/Staff Luncheons and all Catering on campus. Campus Dining offices are located in the upper level of the Dining Commons. Some of the services accessible to students include: dietary counseling, sack meals for those with schedule conflicts, food to go for group field trips or other activities, "Munch Money" and bonus meals for visiting parents or guests.

All students residing on campus during the academic year are required to have a meal plan (either 19, 15+, or 12+). Students residing in the apartments may choose the 8+ or the Bonus Plus meal plan. The Pluses on the meal plans stand for **bonus points** which can be used like cash at any Food Service outlet. **Bonus Points** roll over from Fall Semester to Spring Semester, but they are removed at the end of the Spring Semester in May. Each Meal in the Meal Plans has a meal equivalency, which can be used like cash at any Food Service outlet. The meal plan is non-transferable. Every Monday (the start of the meal plan week) your meal plan is re-set. All students residing on campus during the summer are required to have a meal plan as well. **ID cards are required to use your meal plan in the Dining Commons, Centrum Café & Café a la Cart.** You can obtain an ID card from Security. They can be reached by calling ex. 3208. Students requiring a special diet should make an appointment with Sodexo Campus Services ext. 3203 or 3204. Sack meals can be made between the hours of 7:00AM and 10:00AM Monday through Friday for those students whose schedule precludes attendance at lunch or dinner. Students are permitted to use their meal credit as part of a larger function, such as a Residence Hall BBQ. All requests must be submitted 72 working hours in advance and should be accompanied by a list of all participants and their student ID number. Off campus students, faculty and staff can purchase "Munch Money" which is a prepaid debit card. The card gives a 10% discount when used in the Centrum Cafe and a reduced rate at the Dining Commons. All on-campus students (19, 15+, 12+ meal plans) are given 3 "bonus" meals per semester to use for guests. **Meal plan changes can be made through Residence Life.** You can make your changes for the upcoming semester by either calling, emailing or visiting the Residence Life Office.

#### **General Policies:**

Shirts and shoes are required in the Dining Commons, Café a la Cart, and the Centrum Cafe. Self-bussing of trays is in effect. Students are asked to leave a clean table for the next patron. **You may only take either one piece of fruit or one dessert when leaving the Dining Commons.** Please do not remove china, cutlery or any other equipment from the Dining Commons.

#### **The Centrum Cafe:**

The Centrum is located next to the Dining Commons and offers a variety of foods and snacks.

The Centrum is open:

*Monday – Thursday: Friday*

8 AM-11 PM: 8 AM-7 PM

**Café a la Cart:**

The Cafe is located next to the Science Building and offers a variety of foods and snacks. The Cafe is open:

*Monday – Thursday: Friday*

7:45 AM- 8:45 PM: 7:45 AM-2 PM

**Menu Hotline:**

Call x3463 (DINE) for today's menu.

**Website:**

[www.clurestaurants.com](http://www.clurestaurants.com)

**Campus Ministry, Samuelson Chapel (x3228):**

Campus Ministry is in the business of making connections.

So, bring it on. Bring your faith. Bring your doubt. Bring your hope. Bring your despair. Bring your intellect and we will talk. Make a connection—between classroom and residence hall, between intellect and faith, between service and vocation, between identity and purpose.

The practice of faith is designed to *make connections*. Worship is one way we connect with God and express a living faith in Jesus Christ. Worship opportunities include University Chapel, Lord of Life student congregation worship, and Common Ground evening worship. Faith enhancing opportunities are available through Bible study, small groups, service and mission projects, and educational offerings to further your growth in faith and life.

Celebrating an almost 500 year-old Lutheran tradition of Christian higher education, the Office of Campus Ministry at CLU endeavors to create a web of connections binding us to God and neighbor. The Campus Pastors respect all religious traditions, encourage lively exploration and study, and are available for conversation.

Campus Ministry welcomes all those who wish to share a common faith regardless of denominational affiliation. Come one, come all. Come express and explore your connection to a living God.

**Campus Safety and Security (x3911):**

**General Information:**

The California Lutheran University Department of Campus Safety and Security is located on campus at the Welcome Center next to the Pederson Administration Building. Safety officers are on duty 24 hours a day to assist students, faculty, staff and visitors. For emergency or immediate requests for service dial extension 3911 from any campus telephone. From off campus dial (805) 493-3911.

For on campus non-emergency or routine business calls please dial extension 3208. For off campus non-emergency or routine business calls please call (805) 493-3208. If the University telephone system should experience a temporary failure, the Department of Campus Safety and Security may be reached by dialing (805) 492-7542.

Our goal is to help make California Lutheran University the safest campus environment possible. This is accomplished through excellence in customer service, working closely with students, pro-active crime

prevention, exceptional communication skills and building relationships through win-win agreements with all CLU stakeholders.

Some of the most visible campus safety responsibilities include:

- Patrolling the campus via foot patrol, bicycle patrol and vehicle patrol
- Student escort services
- Assistance with vehicle jump starts and flat tires
- Monitoring of fire and intrusion alarm systems
- Oversight of building control access systems
- Enforcement of traffic and parking control policies
- Issuance of student, faculty and staff identification cards
- Parking permits
- Lost and Found
- Building and maintaining a positive working relationship with all CLU departments
- Assistance with student lock-outs
- Enforcement of University policies
- Building and fostering a positive, interactive relationship with law enforcement agencies and other emergency service providers
- Crime prevention
- Oversight of Cleary Act compliance

Campus safety officers are well trained and intimately familiar with campus safety management. While all calls are considered important, at times officers may have to prioritize responses depending on the volume and nature of calls for service. This is a discretionary process which may result in a short delay in responding to your particular request for service. However, if you feel uncomfortable for any reason, please communicate this to the officer when you call.

Last, but certainly not least, we encourage all members of the University community to contact Campus Safety and Security with any questions, comments or recommendations for improving the way we do business.

#### **Bicycles, In-Line Skates, Skates and Skateboards:**

All modes of transportation, including those listed above must be utilized in a manner that is safe for the user as well as members of our community. To this end, the use of helmets and other appropriate and California Vehicle Code mandated safety equipment is required. If you have any questions regarding these rules and regulations, please contact the office of Campus Safety and Security.

#### **Use of bicycles, in-line skates, skates and skateboards are strictly prohibited on the tennis courts.**

If unsafe or prohibited use is either observed or reported, Campus Safety and Security will take appropriate action including but not limited to referral to Judicial Affairs.

#### **Emergency Vehicles:**

Red, blue or amber lights are all considered emergency lighting on University property. You are required to yield the right-of-way by pulling over to the right side of the roadway and stopping in a safe and legal manner. Failing to yield to an emergency vehicle is a criminal, fineable or disciplinary matter.

#### **Identification to Campus Officials:**

We are all stakeholders in the well being of our University community, and as such have individual responsibilities in helping to maintain a safe and secure environment. Please help us propagate this standard by adhering to the following recommendations:

- Immediately report any and all criminal activity to the Department of Campus Safety and Security.
- Immediately report any and all suspicious activity and/or person(s) to the Department of Campus Safety and Security.
- Lock your doors and windows
- Always be aware of your surroundings. Be street smart!
- Do not prop open exterior doors or attempt to circumvent alarms on exterior doors. This security is in place to help protect residents.
- If you find a door or window that will not lock or unlock properly, immediately notify a Residence Life staff member or Campus Safety and Security.
- Protect your property. Locking your bicycle or vehicle is an effective crime prevention measure.
- Do not leave valuables in plain view.
- When out late at night, consider traveling in groups of three or more.
- When necessary, always chose a designated driver before leaving for a night out.

#### **Law Enforcement Agencies:**

The Department of Campus Safety and Security has an excellent working relationship with the Thousand Oaks Police Department. Law enforcement officials may be on campus at any time for any reason. While on campus, law enforcement officials may enforce any violation of law or enter residence halls as required to conduct official business.

#### **Littering, Vandalism and Graffiti:**

One of the many amenities at California Lutheran University is the beautiful, picturesque campus. Violation of these rules is cause for criminal and disciplinary action as well as monetary fines. Please help us maintain this pristine setting.

#### **Lost and Found:**

To check on lost, stolen, or misplaced items, please contact Campus Safety and Security. Items collected or turned over to our department are recorded and stored for the eventual return to the rightful and legal owner.

#### **North Campus:**

With limited and approved exceptions, the rural area north of Pre School Road and West of Mount Clef Boulevard is off limits to vehicles. Areas are posted with "No Trespassing" signs and locked gates.

Let's all do our part in protecting the natural beauty of these undeveloped areas surrounding the campus. Driving any type of vehicles into these areas has an adverse environmental impact and is unsafe for the occupants of motorized vehicles. Violation of this section may result in fines and/or disciplinary action.

#### **Career Services, Commons (x3200):**

##### **Hours:**

Monday through Friday 8:45AM to 4:45PM

Christmas, Spring & Summer Break 9:00AM to 4:00PM

Closed Wednesdays 10:00AM to 11:00AM for Chapel

The office of Career Services is located in the University Commons Building, next to the cafeteria on the main campus. Career Services is available for undergraduate, graduate, ADEP students and Alumni by appointment, drop in, or phone or email consultations.

CLU's professional staff will assist you with exploring career choices and setting and meeting your career goals. To access our job and internship listings please go to <http://www.clupostings.com>. You may also complete a profile to have Career Services send jobs, internships, and events to you via e-mail. If you have trouble logging on, contact the Career Center at x3200 or 805-493-3200

**Below is a list of services offered and issues Career Services can assist you with:**

- Career counseling and career testing
- Full service career resource library
- Job and internship listings and matching
- Email announcements on events or opportunities
- Part-time work study jobs on and off campus
- Resume critiques and resume books for employers
- Career and graduate school fairs
- Workshops – each semester
- On campus interviews
- Graduate school, medical school and law school advising
- Career contact program
- Mock interviews to prepare for employment interviews
- Salary surveys and advising on negotiations
- Credit for internships-forms can be picked up in the career center

Check our Career Services website at <http://www.clunet.edu> for details on staff, workshops, events and other resources.

**Community Service Center (CSC), Student Union Building (x3680):**

It is the mission of the CLU Community Service Center to provide an environment that promotes leadership, responsibility, understanding, and an appreciation of differences through servicing communities worldwide. Because the University is dedicated to educating leaders who are committed to service, the Community Service Center works to create and promote service opportunities to enhance student education and foster a positive living-learning environment.

**What Does the CSC Do?**

- The CSC maintains a library of information pertaining to community service agencies and their need for volunteers.
- The CSC assists individuals and groups in identifying volunteer opportunities which pertain to their special interests.
- The CSC visits classrooms and provides Service in a Box (on-the-go service projects) for groups of students.
- The CSC works with existing community groups (clubs, teams, organizations, etc.) to set up ongoing and one-time volunteer projects.
- The CSC plans various service trips for the CLU community, including short-term mission trips and alternative spring break trips.
- **The CSC coordinates projects for many different interests, including:**
  - Urban Exchange- *spend time in urban LA seeing what poverty and homelessness look like and how you can be proactive for change*
  - Fall and Spring Blood Drives- *sign up to donate on campus*
  - Prototypes Women's Shelter Trips- *visit a women's drug and alcohol treatment center and spend time with their children learning about the cycles of abuse and how these women are changing!*
  - Short-term Service Trips- *visit Mexico, Oxnard or other locations on a long weekend and serve the needs of the population there*
  - Alternative Spring Break Trips- *the Dominican Republic, Florida, where will your next spring break take you?*
  - Yamyad (Service Day)- *a day check-full of service projects planned to fit every interest and every time frame*
  - Delaying the Real World- *explore opportunities for a year of service you'll never forget after you graduate. It is never too early to start researching a gap year!*
  - Kids Caf- *donate extra meals you won't use over your Thanksgiving Break to a meal program for local kids*

- Toys for Tots- *benefit local youth who otherwise would not have the chance to get a toy for the holidays*

Call us at x3680, email us at [csc@clunet.edu](mailto:csc@clunet.edu) or check our website at [www.clunet.edu/csc](http://www.clunet.edu/csc)

**Conferences and Event Services, 3263 Pioneer Street (x3195):**

The Events Services Office is responsible for scheduling all events that occur on the campus. Additionally, Events Services schedules the use of all facilities. Any event or use of CLU facilities must be registered with this office. Any services must be arranged two weeks in advance.

**Exercise Science Varsity Athletics (Office x3400):**

Information pertaining to the Exercise Science major and Varsity Athletics is available at the Exercise Science and Athletics office front desk located upstairs at the North East corner of the Gilbert Sports and Fitness Center.

General recreational activities are open to all students and are available when facilities are open and/or supervised. All athletic facilities must be scheduled prior to usage. For usage, please call ext. 3400.

Please call the Student Life, x3302 with questions regarding the CLU Fitness Center or Intramural Sports.

For a schedule of events, access the CLU calendar at [www.callutheran.edu/calendar](http://www.callutheran.edu/calendar) or contact the Events Office at x3195.

CLU sponsors 19 varsity sports including football, women's volleyball, baseball, softball, men's golf, and men's and women's- soccer, men's and women's- basketball, cross-country, men's and women's- tennis, men's and women's- waterpolo, men's and women's swimming and diving, track and field.

The Kingsmen and Regals compete in the prestigious Southern California Intercollegiate Athletic Conference (SCIAC) as an NCAA Division III member.

**Facilities Department (x3215):**

The Facilities Department serves the entire campus. Listed below is information that is important to the Facilities Department's operations and effectiveness. Please take a moment to review it so that the department can better serve you.

**Service Requests:**

Service requests are completed on a first-come first-serve basis, with emergencies taking priority. Service requests will be completed as promptly as possible. Not all services can be completed on the same day requested, especially if a work order is placed after 12 noon. If parts or materials are not immediately available to complete the service, it will be completed as soon as they are available. Your understanding and cooperation are appreciated.

Students can place work orders online at: <http://new.web.tma.com> Students will use their campus room number as their log-in, and their campus telephone extension as their password. Any questions about this process can be directed to the Facilities Department at 805-493-3215.

**Facilities Emergencies:**

Our service personnel are on duty Monday-Friday, 8:15am-5:00pm. During off hours, in the case of an emergency (fire, floods, main building power failure), call Security at 493-3911, and then contact your ARC or On-Duty RA.

**Gas Leaks:**

In the event that you smell gas in any area on campus, leave the area immediately. Do not light matches, do not turn off lights and do not ventilate the room. The Facilities Department has no equipment for detecting natural gas, so please call Security at 805-493-3911. Also call Facilities, your R.A. or Security immediately if you smell gas.

**Web Site:** <http://www.clunet.edu/Facilities>

**Work Order Request:** <http://new.web.tma.com>

**Financial Aid Office, Pederson Admin. Building (x3115):**

The Financial Aid Office assists students who have financial need to bridge the gap between the cost of education and their ability to pay. Awards of financial assistance may include scholarships, university grants, federal grants, low interest federal student loans and federal and state student employment. For additional information regarding specific requirements, policies, procedures, and deadlines for applying, please consult the CLU Undergraduate Catalog or go to the Financial Aid Home Page at [www.clunet.edu/FinancialAid](http://www.clunet.edu/FinancialAid). You may also contact the Financial Aid Office at [finaid@clunet.edu](mailto:finaid@clunet.edu).

**Fitness Center and Club Sports, Fitness Center and Club Sports, Gilbert Sports and Fitness Complex:**

Come check out CLU's brand new state-of-the-art Fitness Center! In the two-story 9,600 square foot facility you will find everything to meet your fitness needs. The center offers a mezzanine level just for cardio, which is full of brand new treadmills, elliptical machines, recumbent and upright bikes, and steppers. On the main floor there is a variety of pin-loaded weight machines, plate-loaded strength machines, and free-weights and bars for your entire physical health needs. There is also ample stretching areas for fitness ball workouts and plyometric training. In addition to Fitness training, the center is also where you can gather more information about starting a club sport team or joining one of the existing teams (Lacrosse and Rugby). Please stop by to check out the facility or ask any questions that you may have.

*Intramural Sports and Recreation, SUB (x3302):*

The Gilbert Sports and Fitness Center is also the home of Intramurals, Outdoor Recreation and other Recreational programming. Sign-ups and information is available online at: [www.callutheran.edu/Student\\_Services/StudentPrograms/Intramurals/CLU.html](http://www.callutheran.edu/Student_Services/StudentPrograms/Intramurals/CLU.html). This office provides ongoing recreational leagues that include softball, volleyball, dodge ball, basketball, indoor soccer and flag football. This office also programs for outdoor trips which in the past have included beach camping, rock climbing, snowboarding and hiking. Other recreational programming includes Texas Hold'Em Poker tournaments, Ping Pong, Billiards, as well as the Spring Break Recreation trip. Most information is available online, however for more detailed information please stop by the office which is room 208 on the second floor.

**Health Services, Kramer Court #6:**

Phone: (805) 493-3225 Fax: (805) 493-3955 Mail Code #4300

**Hours:**

Monday and Thursday, 8:00 AM to 4:30 PM

Tuesday, Wednesday, and Friday, 9:00 AM to 4:30 PM

Closed daily 12:00-1:00, and Wednesday 10:00-11:00 for Chapel

**After hours emergency / crisis coverage:**

Contact your Resident Assistant (RA) or Campus Security at x3911.

**Mission:**

To provide high quality, low cost confidential health care CLU students.

**Staff:**

A physician assistant, registered nurses, family practice physician, and counselors and support staff.

**Services:**

Care for acute illness or injury, mental health counseling, assistance with alcohol/drug use and relationship problems,

laboratory, TB skin testing, vaccinations, medications, and sexual health services including gynecological exams, STD

testing/treatment. Referrals to off-campus health care providers are available as needed. Assistance with utilizing one's personal or student health insurance is available when needed. Health education: a variety

of education programs in the residence halls, and brochures for classroom presentations by students on health issues.

**Appointments:**

Appointments are encouraged for routine medical care. Appointments are required for dermatology clinic and well woman exams. Urgent care is provided on a “walk-in” basis.

**Requirements:**

Proof of current CLU registration. Students must have a Medical History Form, Immunization Form, and Meningitis Awareness Form on file at Health and Counseling Services. There may be a small fee for labs or medications, but we do not bill insurance.

**Student Health Insurance:**

All full time undergraduate and residential students are included in a basic accident and injury insurance plan. Students must be referred by Student Health Services to access this plan for routine medical care. An additional travel insurance plan is also included. All students should receive a brochure and health insurance card in the mail before the start of fall semester, or in January if they are entering in the Spring Semester. Please read the plan brochure completely before dropping any major medical plan you may already be enrolled in.

**Information Systems and Services, Pearson Library (x3250):**

The Office of Information Systems and Services mission is to support the University’s goals and provide a high quality teaching/learning environment for students, faculty and staff. In addition to traditional library services, this department supports and maintains CLUnet, the campus-wide network, all of the student computer labs, the University’s Internet link and the campus telecommunications system.

The ISS website can be accessed at <http://www.clunet.edu/iss>.

**Mail Center, SUB (x3188):**

California Lutheran University is a community within a community requiring all of the postal services of an ordinary small city. This service is provided by the Mail Center, under the direction of Administrative Services, which offers U.S. Postal Services to include the processing of incoming and outgoing U.S. Postal mail, package service by UPS, and express service by Federal Express. In addition, the Mail Center assigns all campus mailboxes to all undergraduate students. Those eligible to use the mail services are currently employed administrators, faculty and staff, and enrolled students. The Mail Center is open to the University community from 8:30AM to 5:00PM, Monday through Friday. The goal of the Mail Center is to provide a courteous and efficient service ensuring mail is handled in the most economic and expedited way. *Important Note: The CLU Mail Center is not an official U.S. Post Office, however, we must follow all the rules and regulations established by the U.S. Postal Service. Therefore, when sending mail to a student or department, no reference to P.O. Box or Box should be made. For quick and accurate delivery, simply place a # sign and then the corresponding box number after the street. (i.e. 101 Memorial Parkway #1234).*

**Multicultural and International Programs, SUB (x3323):**

The Office of Multicultural and International Programs serves as an educational resource for the entire campus community. The Office promotes inter-cultural learning through on-going programs and sponsors on-campus events celebrating the cultural diversity within the United States and abroad. The Office provides leadership opportunities for students interested in event planning, social justice issues, and outreach. Some of the annual events include Las Posadas, Kwanzaa, Hannukah, a World Fair, Festival de Encuentros, an International Chapel Service, Asian Festival, and Black History Month. All students are invited to participate in one or more of our eight Multicultural Clubs. The Office also provides programming to assist international students with their transition into the United States as well as CLU. International students may obtain advisement on passports, visas, and work permits through personal appointments and through the several workshops offered each year.

*International Student Services and Programs SUB (x3951):*

Each year, students from all over the world come to study at CLU. The International Programs Office provides an international student orientation at the beginning of each semester. International students are provided with peer mentors, individual immigration advising for maintaining F-1 status, including

advisement for obtaining Optional Practical Training (OPT) and Curricular Practical Training (CPT), as well as advisement and counseling for BCIS-Bureau of Citizenship and Immigration Services issues. Support programs and workshops are held throughout the year to address the needs of international students. The Office also facilitates cultural celebrations and social events throughout the school year to bring international and American students together for fun and interaction. All students are invited to join the United Students of the World Club (USW).

*Multicultural Programs, SUB (x3323 fax 3088):*

The Multicultural Programs Office serves as an educational resource for students, faculty, staff, alumni and the surrounding community interested in developing an appreciation for diversity and cross-cultural competence. The office promotes collaborative student and university multicultural learning experiences through dialogues, workshops, cultural events, guest speakers, and a multicultural book and video library. Varied activities give students the opportunity to achieve greater understanding and appreciation of campus and global diversity. The Multicultural Programs Office supports eight multi-cultural clubs and provides numerous leadership opportunities.

**Pearson Library (x3250)**

**Hours:**

Sunday 1:15PM to 11:45 P.M.

Monday-Thursday 8:15AM to 11:45 P.M.

Friday 8:15AM to 6:45PM

Saturday 10:15AM to 4:45PM\*

\*Holiday and Intersession hours are posted on the ISS website  
Borrowing policies and privileges are posted on the ISS website.

Pearson Library is an integral part of the Office of Information Systems and Services. The library is open approximately 90 hours each week during the school year and the Information Commons is staffed nearly 60 hours each week. The reference staff provides reference assistance as well as Information Literacy instruction for undergraduate and graduate level courses. One-on-one appointments and virtual one-on-one assistance is available, as well as the usual walk-up research and technology usage assistance whenever the Information Commons desk is staffed.

Items not available in the library can be requested through Interlibrary Loan. Requests can be made using the ILL web form posted on the ISS website and most journal article requests are delivered electronically to the requestor's email account within 48 hours of the request.

Endeavor's Voyager Integrated Library System and catalog WebVoyage provides improved access to our collections, more efficient circulation capabilities and patron initiated functions like self renewal of books.

CLU Library policies can be found at <http://www.clunet.edu/iss/>.

**The Library Collection contains:**

- 110,000 volumes.
- 600 journals subscriptions
- 80 online databases with thousands of full text journal articles and electronic books.
- Curriculum, juvenile literature, and audiovisual collections.
- Course reserve material available in the library and other course management software including ERes electronic reserves system and WebCT.
- Over 200 Popular reading and popular DVD titles are also available for checkout.

**Non-ISS Offices in the Pearson library**

The Center for Academic Resources

The Writing Center

The Student Support Services Program

## Campus Computing

- **Help Line:** ISS provides assistance with computer applications and training for staff and faculty on multiple computer applications. The Help Line offers support for CLUnet accounts, scheduling and trouble-shooting wired and wireless hook-ups and computer troubleshooting. The CLU Line can be reached at x3698 Monday – Friday 8 a.m. to 6 p.m.
- **myCLU Portal:** The myCLU portal provides a single gateway to many of the online resources available to CLU students. myCLU can be accessed at <http://www.clunet.edu/myclu>. Username and password for myCLU are the same as your CLUnet account. Following is a list of specific resources currently available, however, features and services are constantly being added to the portal.
  - Web Mail
  - Web Advisor
  - WebCT
  - Library database access
  - Article Databases
  - CLU Staff and Student Directories
  - Virus removal and Microsoft Windows Patches
  - CLU News
  - Weather
  - Campus announcements
  - And more
- **Computer Labs:** The University supports a mixed platform of MAC and PC computers in several labs on campus.
  - **Library Computer lab:** A computer lab with 38 computers (30 Windows, 8 Macintosh). In addition to the computers there are also audio/video cassette players and DVD players.
  - Additional Computer Labs are located at:
    - D Building Room 8 (25 Windows Computers)
    - D Building Room 14 (25 Windows Computers)
    - Library Room 7 (15 Windows Computers)
    - Peters Hall, Room 105 (25 Windows Computers)
    - SBET, Room 138 (25 Macintosh Computers)
    - SBET, Room 139 (25 Windows Computers)
    - Ventura Center Campus (20 Windows Computers)
    - Warner Center Campus (20 Windows Computers)
- **Connecting to CLUnet:** In addition to open computer labs, CLU provides wired and wireless network access to students free of charge. All residence halls are equipped with wired network connections for student use. Only one wired device per person is allowed on the network. Minimum computer configuration and patch requirements can be found at <http://downloads.clunet.edu>.

CLUWnet provides wireless coverage to all buildings on campus and some outdoor areas. Please refer to <http://www.clunet.edu/wireless> for the latest coverage. Students can connect their personal computer devices to the wireless network using the CLUnet account and password. The wireless network at the time of publication is 802.11b compliant. Non-CLU owned wireless access points are not allowed anywhere on campus. Please contact the help desk at x3698 for additional information and fee schedule for networking supplies such as network cards and cables.

ISS provides basic network connectivity support to students free of charge. Software maintenance for virus and spyware removal is offered at a cost recovery basis of \$25. ISS does not provide other parts repair or reinstallation support, but can provide a list of recommended local vendors for support.

### **Media Services (x3820)**

Media Services provides assistance with audiovisual production, and support for media projects for faculty and students. Equipment for media projects can be borrowed from Media Services which is housed in the Spies-Bornemann Center for Education and Technology. Media Services also schedules most of the computer labs on campus and at the satellite campuses.

### **Telecommunications**

All residence hall suites are equipped with one phone extension. The Telecom office provides support to students by lending basic phones for student use and providing local and long distance support for residential students. Local phone calls from residence halls are free of charge to students. Access codes are issued to students for use on long distance calls. Students are billed for long distance calls monthly; charges are added to the student account.

### **Printing Services (x3190):**

Copy and fax services are available to students, faculty and staff through the Printing Services Office. We have a variety of paper stocks and colors to choose from. Additional services can also be obtained through this office.

### **Registrar's Office, Pederson Admin Building 103 (x3105):**

The Registrar's Office keeps the official student academic record for each student attending CLU. Among their many services are registration, grades, transcripts, transfer evaluation, enrollment verification, verification of athletic eligibility, degree requirements and conferring degrees. Additional information regarding your academic profile can be located on web advisor.

### **Residence Life Office, Mogen Hall (x3220):**

In support of the values defined in CLU's mission, the Residence Life Office works to create a living environment that promotes and enhances students' educational opportunities by focusing on developing a respect for and connection to the CLU community.

#### **Residence Life Office Staff:**

The office staff is primarily responsible for planning and supervising all the programs offered in the halls. The staff works closely with the hall staff and residents in promoting a well-balanced array of services and programs for you.

#### **Area Residence Coordinators (ARCs):**

ARCs are full time professional staff members with experience working with students. Some of their duties include helping residents with academic, housing and personal issues; advising Residence Hall activities; providing residents with educational programs; supervising and training Resident Assistants; and helping students develop a positive community in the halls. There is one ARC per Residence Hall or Hall Complex.

#### **Resident Assistants (RAs):**

RAs are undergraduate students who live in the Residence Halls and have knowledge and experience with student concerns and campus resources. They receive many hours of training and are available to help students with problems or questions. RAs are knowledgeable about academic advising issues and can assist you with your academic goals. An important role of the RAs is to help you and your neighbors create a healthy living/learning community. They are also responsible for communicating the CLU Standards of Conduct and Policies and are expected to respond to situations which violate campus policy. Resident Assistants will sponsor and help you organize many social and educational programs throughout the year. There are 42 RAs throughout all the Residence Halls.

**Student Accounts Office, Hansen Center (x3173)**

The Student Accounts department provides a variety of services to enrolled students. We are here to respond to questions regarding billing fees and payment options. In addition to maintaining an accounting record for every student, we manage the billing and collection of payments for all University charges. Payments can be made in our office with cash or check. To pay by credit card or e-check, log on to the Student Account web site and access the link to our electronic partner.

Students are encouraged to enroll with our electronic provider to receive billing statements electronically. The convenience of electronic statements offers the opportunity to have statements sent to up to three different email addresses, each will be notified by e-mail when a new statement is available for viewing.

For students choosing to pay fees in equal monthly payments, we provide a Monthly Payment Plan. Contact our office to obtain additional information regarding enrollment fee and length of payment plan acceptable.

In addition to services related directly to the maintenance of Student Accounting, we also distribute the student employment paychecks, cash personal checks and accept payment for telephone charges and university assessed fines

The Student Accounting staff strives to provide accurate, friendly, personal service. For additional information regarding our policies and procedures, check out our web site at [www.callutheran.edu/student\\_accounts](http://www.callutheran.edu/student_accounts)

**Student Affairs Division Mission Statement:**

With students at our core, the CLU Division of Student Affairs is committed to providing the highest quality of student life within our campus community. Our mission is to empower students to succeed in higher education; to grow in spirituality, integrity, and leadership; to embrace diversity; to choose a healthy lifestyle; and to adopt a lifelong commitment to service.

**Student Life Office, SUB (x3302 or x3553):**

The Student Life Office offers a variety of programs, services and resources for the entire CLU student body. The Student Life Office is "the place" to find what is going on both on and off campus. It is the mission of the Student Life Office to develop, promote, and support social, cultural, and educational co-curricular activities and programs, which promote student development and complete academic life. These various opportunities enhance and develop student leadership, personal management, and interpersonal skills.

As a member of the Student Affairs Division at CLU, the Student Life Office embraces the mission of the university and further participates in that mission by: offering advising and mentoring relationships between Student Life and students, advocating for students, providing services and advisement to the ASCLU Executive Cabinet, Programs Board and Senate, assisting commuter students, providing services and advisement to student clubs and organizations, creating various leadership training and development opportunities, assisting in the development of the "The Edge" (a weekly Student Life Publication) and "The Student Life Weekly" (a weekly email of events on campus), coordination of the campus publicity policy, providing updated Associated Students of California Lutheran University rosters, providing a calendar of events, offering discount tickets to Mann Movie Theaters, Magic Mountain, and other various Southern California locations, providing students access to poster paper and paints for publicity of student organization-sponsored events, offering event management planning assistance and education, enhancing the quality of student life through programs that focus on social development, community, school pride, retention, and graduation of students, assisting students in adjusting to the campus environment through Orientation programs, collaborating with other areas of the campus community, coordination of New Student Orientation during Fall and Spring semesters, developing leadership opportunities, assisting the senior class in year end activities, and coordinating the Freshman Seminar Class.

The Student Life Office encourages students to become involved in life on campus and to participate in many of the co-curricular programs being offered. Involvement throughout one's college years will contribute to further student learning and personal development.

**Study Abroad Center**

*(x3750, Nelson 102, [studyabroad@clunet.edu](mailto:studyabroad@clunet.edu), [www.clunet.edu/studyabroad](http://www.clunet.edu/studyabroad))*

In keeping with the University's mission to "educate leaders for a global society," the CLU Study Abroad Center helps students incorporate an international dimension into their college experience. Spending a summer, semester, or year abroad and/or participating in travel courses, students broaden their horizons and gain global perspective.

Students can choose from a variety of destinations offered through CLU Programs and Partner/Affiliate Programs. In addition to academic courses, many programs feature internships and service learning opportunities. With proper approval, courses taken abroad transfer back to CLU as major, minor, core, or elective credit. Financial aid is available for many destinations.

Advanced planning is essential. Interested students should attend a Study Abroad Information Session and review the study abroad website. Students are encouraged to visit the Study Abroad Center to research programs and for assistance throughout the process. In addition, students should plan to meet with their faculty advisor and map out a tentative four-year plan.