



Parent Newsletter

Welcome!

Dear Parents and Family Members:

On behalf of the Residential Life and University Property Management team, I welcome you to the SF State community. Just like your student, you became a part of the SF State community when your student moved on-campus. We hope that your experience with SF State and that of your student's has been positive thus far. Observing the growth of your student, academically, intellectually, and socially has to be one of the most gratifying experiences of a parent or family member's life.

Higher education not only challenges students to do their best academically, it also affords them the chance to learn important life lessons that will inevitably prepare them for their future career and life outside of college. Given that, the college years typically result in a great deal of exploration and transition for your student. In many cases that exploration and transition generates a very positive outcome; however, we know at times that opening up to new ideas, experiences, and even changes in lifestyle can cause some anxiety for your student.

As caring parents and family members, we realize that you are often the first to get the phone call where your student expresses his or her apprehension. The best advice I can offer to you at this time is to simply listen to your student. In most cases, they are calling to vent frustrations and/or fears, but already have a good idea as to how to handle the situation or concern that they have. While the natural inclination may be to get involved and fix the problem for your student, this is often not the best response. While the advice given above may not alleviate your immediate worry for your student, it is something that in the long run will be to your student's advantage because you have allowed them to learn how to handle problems in a thoughtful, confident manner.

Is your student feeling a little bit homesick? Encourage them to get involved. Higher education research continues to show that those who get involved persist in college. There are hundreds of student organizations on campus and many are located right in their residence hall. Your student's Resident Assistant (RA) is a wealth of knowledge about campus organizations, events, and resources. Encourage them to seek out their RA for more information on how to get involved. In addition, each residence hall has an Area Coordinator, a full-time professional staff member, who is there to help with everything from roommate mediations to campus involvement. In addition, we are pleased to have a clinical counselor on our team. This staff member hosts the "Let's Talk" program where residential students can walk-in for a free and confidential consultation. Detailed information about this program is included in the newsletter.

Again, welcome to the SF State community. We hope that you are enjoying your new role in your student's life as they make strides toward their academic and personal success. No doubt, your support and encouragement is still very important to them - and from my personal experience I can tell you that it always will be.

Mary Ann Begley, Director of Residential Life

Inside this issue:

Dining 2

Let's Talk! 2

Office contacts 2

Room Changes 3

Intent to Vacate 3

Returning Resident Process 3

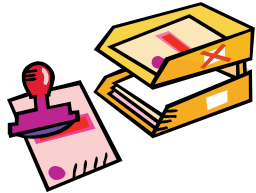
Financial Information 4

Technology 4

Calendar 5

International Education Week 5





Housing Office Info

Business Office:

Phone: (415) 338-1067

Email: housing@sfsu.edu

Hours: M-F 9am-5pm

- Make payments
- Ask Housing financial questions
- Request Intent to Vacate and Room Change forms

Service Desk:

Phone: (415) 405-0579

Email: rpm@sfsu.edu

Hours: M-Th 8am-8:30pm

- F 8am-6:30pm
- S-Su 9am-6pm
- Maintenance
- Housekeeping
- Grounds

Buildings:

Mary Ward Hall: (415) 406-5703; 24 hours daily

Mary Park Hall: (415) 406-5702; 8am-12am daily

Village: (415) 405-8000; 8am-12am daily

Towers: (415) 405-9360; 24 hours daily

STTC: (415) 405-9350; 8am-12am daily

- Packages
- Lockouts

**University Park residents use Towers for lockouts



Let's Talk

Let's Talk is a brief, informal, confidential, free consultation that is available to all student residents of University Housing. It's a venue where students can talk about concerns and receive expert suggestions, or just have someone who can listen well and offer support.

Students can discuss sadness, academic stressors, family or relationship problems, or difficulties adjusting to a new school—no topic is off-limits.

Let's Talk takes place in a private office accessible through the Mary Ward Hall lobby.

Hours: Wednesday 5pm-6pm and Friday 11am-12pm



Happy Fall Semester from the City Eats Dining Center (Chartwells)

Chartwells at SF STATE is excited to start this semester with something fresh and new, and to a teenager, there's nothing better than a fun, local pizza joint just a few steps from their room. Cantina Pizza has finally opened in the Housing community! We've rolled out all original recipes and flavors, from our house made sauces, hand-pulled pizza dough and fresh salads, to our specialty Italian desserts such as Cannoli and vegan Pignoli cookies. The Cantina has a sporty feel, with props from our SF STATE teams and two large flat screen TVs, so your student can enjoy a variety of pizza while catching on some Bay Area sports. Go Giants!!! Not to mention, if they're up late studying or hanging with friends, the Cantina is open on Mondays – Thursdays and Sundays until 11:00 p.m., and Fridays/Saturdays until 1:00 a.m. No excuse to miss dinner!

At our main dining facility, the City Eats Dining Center, we also made some changes. We added a new station called Sunset Noodle. This hot spot serves up a daily noodle bar, as well as, a daily special that features all types of Asian cuisine. At our Embarcadero Grill, we extended our grill menu to include traditional burgers, grilled chicken, garden burgers, and other specials for lunch and dinner every day. Our menu always has familiar and international vegetarian and vegan dishes and we encourage students to occasionally try something new, savory and meat-free. Plus, we brought back our deli station with house made breads from our on-site bakery and full deli meat and sandwich options for both lunch and dinner.

Our third location, Café in the Park Burritos, gives students even more variety to choose from, with tasty Mexican dishes such as burritos, tacos and we even serve it up in a bowl for a tortilla-free, low-carb alternative. We Californians need our Mexican food fix -- it's a must!

In addition to being a place to eat, our City Eats Dining Center also serves as a social gathering place to meet new friends and enjoy special nights out. Our events have included **Blues-n-Barbecue** with a live blues band, **"FunDue" Night** with our popular chocolate fondue fountain, **Hawaiian Luau** with live luau dancers, **Cupcake Creations** with a yummy variety of cupcake recipes, courtesy of our baking team, just to name a few. Jealous yet? We have more events to look forward to this year.

When visiting, you are always welcome to dine with us at any of our locations, too. Check out our website for upcoming events, menus, dining hours and more. When you're not here, you can still send your love with our *Anytime Student Gift Program*. Information can be found on the Catering page of our website (under *Parent Snack Options and Birthday Cake orders*). Check us out at www.dineoncampus.comn/sfsu

We invite you to call our office with any concerns you may have about our dining programs. We strive to meet every dietary need and preference. If your student is vegan, has allergies or struggles with diseases affected by diet, our menus can still meet their needs. Contact our director at 415-338-2849. It's our goal to do our best to nourish and nurture your child while they're with us, and we appreciate any feedback you'd like to share.

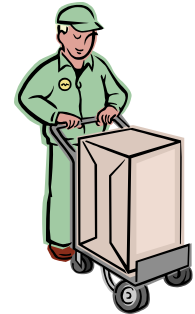
Notes from the Business Office

Room Changes

Room Change Request forms are available in the Housing Business Office in Mary Ward Hall.

Once complete, the form should be returned to the student's Resident Assistant.

All room changes are based upon availability of open spaces.



Returning Resident Process

Returning Residents do not need to fill out a new Housing Application this October.

Current residents who wish to continue living on-campus in Fall 2011 will participate in the Returning Resident Process, beginning in February.

Current residents will receive a Returning Resident email in February. This email will contain a copy of the 2011-2012 License Agreement, which the student will need to return on Returning Resident Day.

Returning Resident Day will take place on Wednesday, March 2, 2011.

Payment of the initial installment will be requested by Monday, May 2, 2011.

For more information, please see our Returning Resident page at: <http://www.sfsu.edu/~housing/returning/index.html>



Moving Out Early?

Your student's Housing License agreement is for the entire academic year. It is a signed, binding legal agreement between you and the Trustees of the California State University. It is expected and agreed that your student will remain in the Residence Community for the duration of the academic year. In order to gain approval for a license cancellation, your student must provide 30 days notice **AND** meet one of the following criteria to be approved for cancellation:

- 1) End of student status
- 2) Marriage or Domestic Partnership
- 3) Hardship or extraordinary circumstances

Further explanation of the above criteria can be found on the Intent to Vacate (ITV) form located on our website at: <http://www.sfsu.edu/~housing/forms/index.html>.

Please note that 30 days notice is required. Pro-rated charges for 30 days will be calculated based on the date of the approved ITV. Students who choose to move out before the 30 days have elapsed will still be charged for the entire 30-day notice fee.

Students who choose to leave Housing despite having their ITV denied may remain obligated for their full academic-year contract and may be charged accordingly.



Financial News

Resident Financial Services Coordinator



The Housing office recommends that parents and students start financial planning early. While we encourage our residents to become financially responsible, it is equally important for parents and guardians to forecast college expenses. Financial responsibility is a part of the overall education experience, so plan ahead and be mindful of the cost to attend college.

INSTALLMENT PAYMENT PLAN

Residents must pay by the third business day of the month to avoid a \$20.00 late fee.

Use the *Installment Payment Form* when mailing in an installment payment. This form is available at <http://www.sfsu.edu/~housing/forms/Payment%20Form%201011.pdf>.

FINANCIAL AID AND LOANS

Reapply: The FAFSA 2011-2012 priority deadline is March 2, 2011. To reapply go to www.fafsa.ed.gov, SF STATE Title IV Code: 001154.

Check Status Online: Check your financial aid status, view and accept your financial aid offer at **myFinAid** on the web through the SF State Portal at <https://inside.sfsu.edu/portal>

Student Loans: First time borrowers must complete both the Master Promissory Note and Entrance Loan Counseling at www.dl.ed.gov

Parent Loans: Starting this fall, PLUS loan borrowers must complete the steps below after accepting the parent PLUS loan as part of the financial aid award offer.

- Go to <http://www.sfsu.edu/~finaid/newplus.html> , complete the *Federal Parent PLUS Loan Request Form* and return to the Financial Aid Office.
- Apply online for the PLUS loan at <https://studentloans.gov>.
- Complete parent *Master Promissory Note* if approved by the Department of Education.

OTHER OPTIONS

Request additional student loans: If other resources are not available for the cost of attendance, a student can submit a written request for additional unsubsidized loan at the Office of Student Financial Aid located in the Student Services building.

Scholarship Opportunities: Start applying spring 2011 for the next academic year! For self-help process, workshops, scholarship applications and more, go to www.sfsu.edu/~finaid/scholarships/.

Switch to Installment Plan: First make sure all your financial aid has disbursed for the semester. If so, follow the directions above.

THINGS TO KNOW

Keep University Email Current: Make sure the University has the student's most current email address for University notifications.

Returning Resident Day: Residents can apply for housing for the 2011-2012 academic year by submitting their *2011-2012 License Agreement* on March 2, 2011. The initial payment will be due by May 2, 2011.

Summer Financial Aid: Summer aid is limited and some students are not eligible. See a financial aid counselor to determine if you qualify. Summer housing must be paid in full at the time the summer housing contract is submitted.



Technology

Andy Stockton, Technology Officer

Spyware, worms, viruses, spam, illegal copyright lawsuits; it seems like every day we read a new article about something on the Internet that represents a potential danger or problem to our children. Do you feel overwhelmed when your student calls you and tells you there is something wrong with their computer that is keeping them from doing their schoolwork? "It just keeps rebooting" "Everything is frozen...." Even if you have some technical background it can be very difficult to fix a computer problem "at a distance." Fortunately University Housing ResNet and our commercial partner Apogee Networks can assist your student with problems. ResNet and Apogee are responsible for the student resident network at SF State, and one of the primary responsibilities is the maintenance of a safe and functional computing environment.

We work to head off problems before they start and can step into action whenever a student has a problem with their computer that prevents them from connecting to the network. All your student has to do is call the Apogee 24x7 Helpdesk (888-478-8864). An Apogee technician will provide phone assistance for network issues, and can make a "ResNet appointment" if they need other assistance. A trained ResNet technician will visit their room and either fix their problem or advise them on the steps to take to fix it themselves. In very short order your student will be back on the Internet and focused on succeeding in school.

Calendar

Please have students speak to their RA for more detailed information on Residential Life activities. Information will be posted in the Housing Community as dates draw nearer.

October

- **National Breast Cancer Awareness Month:** various activities throughout the month
- **Voter registration:** now through October 15
- **Halloween:** various activities Oct. 22-31

November

- **Thanksgiving:** Community dinner for students who stay on campus through Fall Recess
- 11th: Veterans Day observed; Housing Business Office closed; no classes
- 15th-19th: International Education Week
- 19th: Dining facilities close after dinner and remain closed for Fall Recess
- 22nd-26th: Fall Recess; Residence Community remains open; no meals served
- 29th: Dining facilities reopen at 7am

December

- 14th-20th: Final Exams and 24-hour Quiet Hours
- 20th: Last day of Final Exams. Dining facilities closed after 2pm. Residence Halls and STTC close for Winter Break; all other buildings remain open
- 24th-Jan 3rd: Housing Business Office closed



International Education Week Jay Ward, Associate Director, Office Of International Programs

For the past 10 years, SF State has celebrated International Education Week (IEW), an international event that is celebrated in more than 100 countries. IEW emphasizes the importance of increasing knowledge and awareness of the world's cultures, peoples and languages. Coordinated by the SF State Division of International Education and the Office of International Programs, this year's annual celebration will take place from Monday, November 15 - Friday, November 19, 2010. This year's theme is "International Education: Striving for a Sustainable Future."

The main purpose of IEW is to celebrate the importance and benefits of international education in the United States and around the world. This annual event also aims to promote international understanding and build support for international educational exchange by encouraging the development of programs that prepare Americans to live and work in a global environment and attract future leaders from abroad to study in the United States.

For more details about IEW 2010 along with a complete listing of all campus-wide activities and events, please be sure to visit our web site at: <http://www.sfsu.edu/~oip/internationaleducationweek/index.html>.