

Frequently Asked Questions

From Parents of New Students

Safety Concerns

Is the campus a safe environment?

Generally speaking, Humboldt State is a very safe campus. Although crimes do occur on campus, they typically are non-violent. For example, petty theft is the most reported offense. Crimes against persons (assaults, rape, etc) are low-frequency crimes, and “stranger” attacks are rare. Nevertheless, we encourage everyone to be aware of his/her surroundings, secure bikes and valuables, and to be responsible in the use of alcohol wherever they are. We encourage you to visit the [University Police Department \(UPD\)](#) website where the [crime statistics](#) are posted. The UPD also provides many services to ensure the continued safety of our students including R.A.D. (Rape Aggression Defense) training for women, safety escort services, as well as police security at games, concerts, and large campus events like the HSU Arts and Music Festival.

In the event of an emergency, especially in the middle of the night, whom should my student call?

In the event of any emergency call 9-1-1. UPD is open 24 hours a day, 365 days a year, and will dispatch emergency medical, fire department, and police just like your local police departments do. UPD is a full-service police department staffed by state-certified dispatchers and sworn peace officers. Everybody visiting Humboldt should be reminded that any 9-1-1 call made from a cell phone will be routed first to the California Highway Patrol, and that they should ask the operator to transfer them to HSU UPD.

Is there a safety escort service?

The UPD provides a 24-hour [safety escort](#) for anyone on campus. A student, employee or police officer will be dispatched to transport your student across the campus if he/she feels unsafe. This service is provided as a way to proactively prevent crime. Simply call UPD at x5555. There are many campus telephones in public places, often marked with a blue light for visibility.

How serious is the drug problem on campus?

We take alcohol and other drug use problems very seriously at HSU. Drugs and alcohol can be obtained in or around every large university, and Humboldt State is no different. Illicit drug possession and use, including marijuana, is prohibited everywhere on the HSU campus in accordance with federal law and university policy. HSU is serious about

promoting a healthy environment for learning. Experience has proven that alcohol and drug use can adversely affect academic success and community responsibility. HSU holds students responsible for their academic and social behaviors. Students who violate state laws and campus regulations regarding drugs and alcohol are subject to criminal prosecution and/or disciplinary action that may include probation, suspension or expulsion. However, since HSU believes in an educational approach, typically students who violate campus regulations are required to participate in and complete appropriate treatment programs as part of the first level of our overall drug and alcohol intervention program.

Housing

What if my student does not get along with his/her roommate?

Living with a roommate can be an enriching experience as well as a challenging one. The Department of Housing assists students in addressing their transition to the residence halls by providing a variety of resources to help them build successful relationships with their roommates. These resources include programming on how to get along with your roommate, resources on setting expectations and ground rules, peer mediation and conflict resolution. In addition, there is a period of time in the beginning of each semester when students are allowed to switch rooms, depending on availability. If your student has problems with his/her roommate, he/she should contact the Living Group Advisor (LGA) for assistance.

Can my student have a single room?

There are a limited number of single rooms available within the residence halls, especially for freshmen. Single rooms are typically occupied by returning students and assigned during the returning student sign-up process that occurs during the spring semester. Students interested in living in a single room should indicate their preference in their Housing license materials. If students are not assigned a single room but are still interested in being assigned a single room during the school year, they can contact the Residence Life Coordinator of their living area on the first day of school to be placed on a waitlist.

Are there internet connections in the residence halls?

Yes. Every student living in the residence halls has access to [ResNet](#). Information about [ResNet](#) and computer requirements are available on the [ResNet website](#).

Will there be someone to help my student set up his/her internet service?

Students living in the residence halls have access to ResNet staff to assist in connecting their computers to ResNet. ResNet offers drop-in and phone support five nights a week at the centrally located ResNet Help Desk. More information is available at the [ResNet](#)

[website](#) or by calling (707) 826-5532. Off-campus students will have to rely on their Internet service provider for Internet help.

What about phone service (land line) in the Residence Halls?

Students have the option to obtain individual residential phone service through AT&T. Call 1 (877) 722-6787 for installation.

How do I make payments?

The [Department of Housing](#) offers three types of payment plans (annual, semester or monthly) as well as a Financial Aid deferment option. They accept cash, checks, money orders and debit cards. Checks are mailed to Housing and Dining Services, Jolly Giant Commons, 355 Granite Avenue, Arcata, CA 95521. Credit card payments can be made through the newly established CASHNet SmartPay system. Except for the initial payment, payments can also be made on-line with E-checks, MasterCard, Discover or American Express.

Money

How much money will my son/daughter need for college?

The question of discretionary spending money per student is frequently asked and the answer is always – it depends. It depends on the student's fiscal resources, summer savings and local employment during the school year, transportation costs if the student has a car or other external expenses. Generally, students tell us that they spend on average \$150-200 per month on entertainment, leisure, dining out, etc. Good communication skills between parent and student are the most valuable tool for answering this question. See the [Financial Aid website](#) for estimated HSU fees and costs for 2008-2009.

May parents ask the Financial Aid Office about their student's aid status?

Under the Family Educational and Privacy Act of 1974 (FERPA), students are extended the right of privacy of student information including financial aid status. If the student chooses, they may file an annual Financial Aid Consent to Release Form (available by contacting the Financial Aid Office) which specifies the student financial aid information that may be released and to whom it may be released. Additionally, the Financial Aid Office does not release parent information to the student. If a parent inquires about a student's aid status and no Consent to Release is on file, the Financial Aid Office will discuss general (not student-specific) aid information, processes and procedures.

What are low-interest PLUS (Parent Loan for Undergraduate Students) loans?

The Direct PLUS Loan, provided through the William D. Ford Federal Direct Loan Program, is available for parents of dependent undergraduate students to help pay for a student's education beyond high school. The lender is the U.S. Department of Education rather than a bank or credit union; a credit check will be done. There are no set limits to the amount that may be borrowed, but it may not be more than the cost of attendance minus other financial aid the student will receive. HSU Financial Aid Office staff can assist with more information about the application and process.

Who handles what for student aid at HSU?

Financial Aid Office: Determines eligibility for student aid; awards aid; monitors student compliance as outlined in the student's Financial Aid Award Guide; assists with student financial aid questions and concerns.

Student Financial Services

- **HSU Cashier**

Issues registration fee/tuition invoices and collects payments to student's account. Students with sufficient accepted financial aid generally have their aid cover outstanding university charges, including registrations fees.

- **Financial Aid Accounting**

Disburses student financial aid according to a pre-established schedule.

Housing and Dining: Student aid recipients in the residence halls may have some or all of their housing charges paid by student financial aid at the time it is disbursed; outstanding registration fees will be withheld first. Housing payment plan questions should be directed to Housing & Dining Services, (707) 826-3451.

When will student aid disburse?

Student aid funds will be mailed to the student's local address (PLUS Loan proceeds are mailed to the parent address) during the first week of classes AFTER any University charges (fees) have been deducted IF:

- The student applied for financial aid by March 2nd (though students who applied after this priority date may have aid finalized by the time of disbursement),
- All required information has been submitted, reviewed and finalized,
- The student is enrolled in the proper number of units, and
- The student does NOT have any financial aid holds.

How do I make payments?

Payments may be made at the University Cashier's Office, 2nd floor Student & Business Services Building, by cash, check, money order, cashier's check or Visa, MasterCard, or Discover credit cards. Payments for housing charges may be made at the Housing Cashier's Office, 2nd floor Jolly Giant Commons. Credit card payments for either housing or university charges may also be made through student web accounts by Visa, MasterCard, or Discover credit cards.

Does my student need a checking account?

Yes, it is strongly recommended. We don't recommend students keep large amounts of cash on hand. Humboldt State does offer the Convenience Card (C-Card) as one option. An account may be activated on your student's ID card to serve as a debit account by making an initial deposit to the card. This account may then be used for purchases at any participating campus location. Deposits are easily made by phone, in person at the Housing and Dining Office or the HSU Bookstore, by mail, or online. The C-Card can be used to purchase food, textbooks, clothing, event tickets, supplies, and more without having to carry cash. All purchases made with the C-Card will be automatically deducted. There are no fees to activate or use the C-Card. If the card is ever lost or stolen, report it to the Housing and Dining Cashier, the HSU Bookstore or online; the card will be immediately deactivated and the remaining account balance will be guaranteed. The CCard helps students and parents budget campus expenses. HSU Dining Services offers a 5% discount when using your C-Card at the Depot, Windows Café, South Campus Marketplace, the 'J' and the Giant's Cupboard. C-Card deposits can be made in person, by mail, by phone, or online. Another option is local banks (Arcata has US Bank, Washington Mutual, Bank of America, Wells Fargo, and many others); most offer free checking.

What if the parent's or students' income has been reduced since the FAFSA was filed?

Notify the Financial Aid Office in writing to request a reevaluation. Examples of changes that impact a family's financial situation include loss of income, separation/divorce, or death of a parent. Due to workload pressures, the reevaluation process generally does not take place until fall term.

Career & Job Questions

How can my son/daughter get a part-time job, especially on campus?

Students can register with the Career Center and then access part-time job listings at any time via the [Career Center website](#). Students will need their HSU email address to register and access the job listings posted on-line. Career Center staff actively solicits job openings from employers in the community. Most jobs on campus are "work study" jobs, and students are eligible for these positions only through a work-study award through the

Financial Aid Office. A limited number of student assistant (non work-study) jobs are found in the bookstore, food/dining services, housing, and some campus departments.

How can my student get career-related experience or an internship position?

Many internship positions are listed with the Career Center, and once your student is registered, these positions can be accessed via the Career Center Website. Additional information on employing organizations with potential internship opportunities is also available. Career Counselors, the Career Information Specialist, and Internship Peer advisors offer personalized assistance in helping students locate internship positions. Since some majors have a required or optional internship as part of the curriculum, students can also find internship information through those departments.

How will my student learn about job and career information and services?

The Career Center advertises its services and programs to HSU in a variety of ways, such as during HOP, Humboldt Preview, and the “Upcoming Events” section of the Career Center website. In addition, career counselors are guest speakers in classes, information is posted on bulletin boards, and programs are advertised in the Lumberjack. But most importantly, technology permits individualized emails to be sent to students about workshops, jobs, or other activities that might be relevant.

Dissemination of Information Questions & Judicial Questions

Will you send me copies of my student's grades?

No. Grades are disseminated electronically to each student. They will use his/her student ID and pin in order to access his/her personal information, grades, and access registration. Federal and state laws prohibit the university from providing that information to anyone other than the student.

Will you call us if my daughter/son gets into trouble?

If the trouble is related to grades or discipline, the parents will not be notified. If it is a serious health related problem, the parents will be notified if, and only if, the student is a resident on campus and the parents are the emergency contact for that student. Again, this is because disclosing that information is prohibited by federal and state laws.

Campus Life & Activities

What is there to do around here?

The Department of Housing along with the Residence Hall Association provides residents with ongoing programming in a variety of areas including academics, diversity, health awareness and community service. During the 2007-2008 academic year there were over 1000 programs in the residence halls.

The Clubs and Activities office also houses over 200 different clubs. The Associated Students is the umbrella for their 20 programs including the Y.E.S. House, Campus Center for Appropriate Technology, and the Multicultural Center.

Another campus organization that provides programs for students is Center Activities. They provide outdoor recreation activities such as kayaking, rafting, backpacking and other trips that take advantage of what the natural environment has to offer. There are also indoor activities such as first aid classes, skill seminars and much more. There's never a shortage of recreation here on campus and in the surrounding area.

Does it really rain as much as I've heard?

HSU is unique in the CSU system for many reasons. One of these is the fortunate situation of being in a temperate rain forest. Due to our location, HSU has the ability to offer courses in canopy biology, river kayaking year round, as well as a suite of Oceanography courses. The average rainfall is just over 35" a year. The rainy season is generally concentrated between November and April. May through October is generally dry but it can be cool and cloudy during some stretches. Spring and fall are generally the periods that have the most clear blue skies. However, even during the rainy season there are often breaks between storms. It does rain, but much of the hassle can be resolved with good boots and a rain jacket. Like anywhere else, we have our weather patterns. The Great Valley gets hot during the summer, we get wet during the winter.

How well do cell phones work behind the Redwood Curtain?

Cell phones work on campus as well as in the surrounding cities (Arcata, Eureka, & McKinleyville). They may or may not work when visiting more rural areas.

Athletics & Intramurals

How can students get involved in intercollegiate athletics?

Humboldt State offers 12 intercollegiate sports. For men this includes: basketball, cross country, football, soccer, and track. For women: basketball, cross country, rowing, soccer, softball, track and volleyball. Incoming freshmen will need to go through the NCAA Clearinghouse in order to be eligible. For more information please see our website on the clearinghouse (hsujacks.com). Academic obligations must also be met by our student athletes. They are required to take at least 12 units a semester and 24 units during an academic year and maintain a GPA of at least 2.0 to be eligible to compete. See our website (hsujacks.com) for names and phone numbers of HSU's coaching staff.

How can students involved in club and intramural sports?

Stop by the recreational sports office, (Forbes Complex #151) and pick up a sports club flyer that will have all of the sports and coaches names and phone numbers. Intramural registration starts first day of classes. We have basketball, soccer, volleyball, softball and tennis. If you do not have a team, sign up on the free agent list and you will be placed on a team. Drop - in recreation, sponsored through the Associated Students, provides activities including basketball, soccer, volleyball, swimming and weight room. The HSU web page under [recreational sports](#) will have additional information.

Parking & Transportation

Does my student need a car while attending HSU?

All students have their own transportation needs but the local Arcata Transit is free for students, faculty & staff of HSU. Students, faculty and staff may also purchase reduced fare passes for the County Transit. Bicycling is a favored form of transportation and the local city environment is friendly to bicyclists. Bike licenses are free on campus. We encourage students to use alternate means of transportation. Parking space is difficult to find most of the time. Visit the [HSU Parking and Commuter Services Program website](#) for more information.

Health & Medical Care

Do you have to have insurance to use the Health Center?

No, but we highly recommend that your student has supplemental insurance coverage to help cover costs for any medical care received outside of the [Student Health Center](#) (emergency room visits, hospitalization, specialist care for a medical condition beyond the scope of the Health Center, for example). A mandatory health fee is included in your student's tuition package, and that covers the cost of basic health services received at the Health Center. However, while we offer services similar to that of a family physician, we are not all-inclusive. Health care costs are extremely high, and unanticipated medical expenses can be a huge financial setback.

Will my health insurance cover my student in Humboldt County?

Possibly, but you should check with your insurance company and make sure that you and your student understand the terms and conditions of your plan. This is particularly important if you belong to a managed care network. There are different types of managed health care plans, all with different restrictions regarding choice and cost. Managed care plans include Preferred Provider Organizations (PPO), POS (Point-of-Service), HMO (Health Maintenance Organization). Basically, these plans have established a network of providers from which you are required (or encouraged) to seek care. If you have an HMO plan, call your provider to see if your student will be covered in Humboldt County. The

differences between each plan lie in the degree of reimbursement you will receive for medical treatment outside the network. Make sure you know the characteristics of your plan.

Where can I get information about the HSU supplemental insurance plan?

If you have no insurance, or determine after reviewing your insurance plan that your coverage is inadequate, we recommend you consider purchasing the supplemental plan sponsored by the Associated Students. This is a plan that is used in conjunction with the Health Center on campus. For more information please contact the Associated Students at (707) 826-3771 and they will mail a copy of the policy to you as well as answer any questions you may have. You can also go to [Associated Students website](#).

I can't find my daughter's/son's immunization records. What should I do?

You can request a copy of the high school immunization record or a copy of your personal physician's personal record to determine immunization history. This question is most often asked in relation to MMR immunizations (measles-mumps-rubella). Full immunization is two doses of vaccine after 12 months of age, and at least one month apart. If you cannot locate the record, but are certain your student was immunized after she was a year old we will accept records of one shot received after age 4 and after 1980, and presume this is the second dose.

Will you call me if my daughter/son becomes ill?

No. Health Center services are completely confidential. We cannot share any information about your student without his/her express written consent. Except for serious emergencies, students are responsible for notifying you of their condition.