



UOSR – Most Common Questions (phone/email) from F2020 Students/Counselors due to COVID-19

1. What if I can't complete my spring classes due to COVID-19 circumstances (such as illness or difficulty accessing remote learning)?
 - a. If you were unable to complete your spring classes but were on track to do so, you will most likely still be cleared to attend in fall 2020. For specific questions or issues, students can email our Admissions team at es-tradm@csulb.edu.
 - b. Exceptions to this would be accreditation-related, such as for the Associate Degree in Nursing (ADN) requirement for the [RN-to-BSN program](#).
 - c. You are still required to complete your English and math requirements before enrolling at CSULB in the fall. If you can't complete these requirements in spring 2020, you can complete these requirements in summer 2020 before enrolling at CSULB in the fall.

2. I'm an Associate Degree for Transfer (ADT) student who planned to enroll in fall 2020, but what if I can't complete my requirements (such major prep, "Golden Four", or 60 units) this spring due to COVID-19 circumstances?
 - a. If you were on track to complete your admission requirements by the end of fall 2019, you will still be cleared to attend CSULB.
 - b. If you are unable to complete your final requirements in spring 2020 or summer 2020 (except for your English and math requirements and requirements for highly impacted majors) you will be allowed to complete those requirements at CSULB.

3. I wasn't able to complete lab or clinic hours that are required for my major. Will my admission offer be rescinded?
 - a. If you applied to a highly impacted program that requires lab or clinic hours, you are still required to complete those hours before enrolling at CSULB.
 - b. For all other majors, your offer will not be rescinded for not completing any Major Specific Degree Requirements you had in progress in spring 2020.

4. Will portfolio reviews or auditions be affected?
 - a. No. Portfolio reviews and auditions for fall 2020 admission were all completed before the outbreak of COVID-19 in the U.S.

5. Will you accept "Pass" or "Credit" grades for admission for all majors?
 - a. Yes. We will accept "Pass" or "Credit" grades for courses completed during the winter, spring, or summer 2020 terms for admission for all majors.



6. What if I can't submit final transcripts by July 15, 2020 due to school or campus closures?
 - a. We will accept unofficial transcripts that show you completed all requirements for fall 2020 admission.
 - b. Official final documents will be accepted through October 1. However, you will remain in provisionally admitted status until we can verify on your official final transcript that your admissions requirements are complete.

If your official transcript is not processed before your SOAR date, you may have problems registering for classes that require prerequisites. You will need to work with your academic advisor to enroll in your required courses during SOAR. It is recommended to have unofficial copies of your transcripts readily available during SOAR.

7. Will there be a new student orientation? What if I can't pay the fee?
 - a. Yes. Our new student orientation program, SOAR (Student Orientation, Advising, and Registration), will be online. If you can't pay the SOAR fee, contact the [SOAR Office](#) to review payment options.

8. How do I apply for housing? What if I can't afford to pay the housing deposit right now?
 - a. You may apply for housing through [CSULB's Housing Office](#).
 - b. If your current financial circumstances will prevent you from paying the housing deposit, contact the Housing Office to review payment options.

9. What if I can't pay the enrollment deposit right now?
 - a. Our Financial Aid office waives the enrollment deposit for students who have demonstrated financial need indicated in their FAFSA information.
 - b. If you did not already qualify for a waiver but your financial circumstances have changed due to COVID-19, you should submit an appeal to the Office of Admissions. Our office will review your change in circumstances and determine if the enrollment deposit may be waived. To submit an appeal, please email es-tradm@csulb.edu

10. Can applicants for spring 2021 complete admission requirements by the end of fall 2020, including ADT's?
 - a. Because we do not know if the stay-at-home order will stay effective through the summer, we must wait for official guidance from the Chancellor's Office. Students should plan to complete all requirements by the end of summer 2020.

11. I'm an international student and I can't access some of the required documents. What should I do?



- a. You should email us at CIE-Admission@csulb.edu and review our [Center for International Education International Admissions](#) webpage for more information.
12. Will admitted students who completed a major prep class for a “Credit”/“No Credit” grade be required to re-take the class or take another class?
- a. We will accept “CR” grades for spring 2020 major prep coursework. Students who receive a grade of “NC” will still need to complete that requirement in order to graduate.
13. Will financial aid offers differ for students who start at your campus with fewer than 60 units earned? Will a student’s registration date be affected by units earned?
- a. Financial aid offers are based on current federal regulations. We encourage students to review our [Financial Aid webpage](#) for more information, or they can open a [Financial Aid Ticket](#) with their specific questions or concerns.
 - b. Registration dates for incoming students is solely based on their SOAR date.
14. Were financial aid packages available to students in order to make an education decision about their SIR?
- a. Yes, Financial Aid information has been available for all students who filed by the priority deadline of March 2nd in accordance with normal Financial Aid timelines.
15. The [Cal State Apply COVID-19 updates webpage](#) says that at each CSU’s discretion, students may choose to stay at community colleges in fall 2020 and defer their CSU admission to spring 2021. Will CSULB allow this for transfer students?
- a. Yes. Transfer students admitted for fall 2020 can defer to spring 2021 if the program is open for the spring and it is not already at capacity.
 - b. To defer your admission, [contact a Beach Central Admissions Counselor](#).
16. If a student starts at CSULB without their Critical Thinking (A3) and/or their Oral Communication (A1), when will the student be required to take these courses?
- a. This is dependent on the advisor’s recommendations and requirements for the major. The student should discuss these specific circumstances with their academic advisor at SOAR.
17. Is CSULB open to students being cross-enrolled and completing A1 and A3 at their community colleges while taking CSULB courses in fall 2020?
- a. Cross-enrollment depends on current agreements and policies. If a student chooses to take the A1 or A3 course at their community college while enrolled at CSULB in the fall, they would be required to submit an official transcript showing proof of completion.



18. Will classes be offered in-person or online in fall 2020?
- a. We are hopeful that the COVID-19 pandemic allows us to offer an on-campus, in-person experience this fall. However, we are closely tracking public health guidelines and forecasts related to COVID-19. We are, therefore, planning and consulting widely around several different instructional scenarios to take into account the various possibilities related to what stage the disease has reached. Faculty, staff and administration are working very hard to provide the most optimal academic environment for our Beach community. We will continue to be open and proactive in our communication in these rapidly changing circumstances.
19. Is there someone on campus students and counselors can talk to for help regarding appeals?
- a. If an applicant has new and compelling information regarding extraordinary circumstances beyond their control, we would encourage them to [submit their appeal to the Office of Admission](#). Appeals continue to be reviewed following our current guidelines because the Office of Admissions is working remotely and is still fully operational.
 - b. For specific questions or issues, students can email our Admissions team at es-tradm@csulb.edu.
 - c. Students may also [contact a Beach Central Admissions Counselor](#) to discuss their specific circumstances.