

| Question/Concern About... | Contact |
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| AB 540/California Dream Act/Undocumented students <i>Support and financial aid for immigrants & undocumented students</i> | Luis De Paz Fernandez , Dream Resource Coordinator (415) 405-3503, dreamers@sfsu.edu |
| Academic advising <i>Non-major degree requirements, undecided and returning students</i> | Herman Lee , Interim Director, Undergraduate Advising (415) 338-2101, advising.sfsu.edu/inquiry |
| Academic accommodations; accessibility <i>ADA/Section 504 advocacy/services for students & employees; consultations; assistance/service animals;</i> | Wendy Tobias , Director, Disability Programs & Resource Center (415) 338-2472, dprc@sfsu.edu |
| Admissions – graduate/professional programs <i>Admissions requirements, application procedures</i> | Sophie Clavier , Dean, Graduate Studies (415) 338-2234, gradstudy@sfsu.edu |
| Admissions – undergraduate programs <i>Admission requirements, application procedures</i> | Camille Rieck-Armstrong , Acting Director, Undergraduate Admissions (415) 338-6486, ugadmit@sfsu.edu |
| Alcohol & other drug education/prevention; other health issues <i>Reducing high-risk drinking & associated health risks; drug addiction/abuse</i> | Karen Boyce , Director, Health Promotion & Wellness (415) 338-1203, hpw@sfsu.edu |
| Associated Students <i>Student government, student-run programs & services, student center</i> | Tonee Sherrill , Executive Director, Associated Students (415) 338-1044, ed@asi.sfsu.edu |
| Athletics – intercollegiate <i>Sports programs, athletic aid, game schedules, student-athlete eligibility</i> | Stephanie Shrieve-Hawkins , Director, Intercollegiate Athletics (415) 338-2218, mgrady@sfsu.edu |
| Basic needs <i>Case management for food & housing insecurity, HOPE Crisis Fund, etc.</i> | Dean-on-Call – available Monday thru Friday, 8 AM – 5 PM (415) 338-2032, dos@sfsu.edu |
| Behavior/conduct of students <i>Disruptive behavior, academic dishonesty, incivility, conduct violations</i> | Larry Birello , Interim Manager, Student Rights & Responsibilities (415) 405-3960, conduct@sfsu.edu |
| Bookstore <i>Textbooks, testing supplies, school apparel, graduation regalia</i> | Cameron Casey , Store Manager, Campus Store (415) 338-2665, sfsu@bksr.com |
| Career development services <i>Career exploration, job-search/interview preparation, resume writing, graduate/professional school planning, etc.</i> | Cori Miller , Associate Director, Career Services & Leadership Development (415) 338-1764, csld@sfsu.edu |
| Child care services | <ul style="list-style-type: none"> • Faculty & Staff: Allison Guerra, Interim Director, Children's Campus (415) 405-4011, children@sfsu.edu • Students: Erica Almaguer, Director, Early Childhood Education Center (415) 338-2403, ecec@asi.sfsu.edu |
| Commencement/graduation <i>Application for graduation, commencement ceremonies</i> | <ul style="list-style-type: none"> • Application for Graduation: Margo Landy, University Registrar, (415) 338-2350, records@sfsu.edu • Commencement Ceremony: Nicole Lange, Director, Special Events, (415) 405-4078, commence@sfsu.edu |
| Counseling & mental health services <i>Mental health care, psychological/psychiatric concerns, support groups, etc.</i> | Stephen Chen , Director, Counseling & Psychological Services (415) 338-2208, psyservs.sfsu.edu |
| Dean of Students <i>Student advocacy/support, basic needs, complaint resolution, etc.</i> | Danny Glassmann , Associate Vice President for Student Life & Dean of Students, (415) 338-3888, dos@sfsu.edu |
| Diversity, equity, inclusion & social justice <i>Educational programs, training and outreach to improve campus climate and promote equity/inclusion, inclusive of all identities and their intersection</i> | Frederick Smith , Assistant Vice President for Equity & Community Inclusion and Chief Diversity Officer, (415) 338-7290, equity@sfsu.edu |
| Discrimination, harassment & retaliation <i>Complaints/inquiries by students, employees, or 3rd parties due to any protected class (gender, race, religion, disability, sexual orientation, etc.)</i> | Katon Dalton , Manager, Equity Programs & Compliance (415) 338-2032, vpsaem@sfsu.edu |
| Early Start <i>Assistance with math & English college requirements</i> | Andrew Brosnan , Developmental Studies Director (415) 338-7156, abrosnan@sfsu.edu |
| Educational Opportunity & Pathway Programs (EOPP) <i>Support services for historically under-served, low income & 1st generation participants</i> | Oscar Gardea , Director, Educational Opportunity & Pathway Programs (415) 338-1085, eop@sfsu.edu |
| Fee payment (Bursar) <i>Tuition, fees, refunds, payment</i> | Jackie Green , University Bursar (415) 338-1281, bursar@sfsu.edu |
| Family Education Rights & Privacy Act (FERPA) <i>Privacy of student records, release of student records</i> | Margo Landy , University Registrar (415) 338-2350, records@sfsu.edu |
| Financial aid; scholarships <i>Grants, loans, State University Grants (SUG), scholarships, work-study, Pell</i> | Jimie Wilder , Associate Director, Office of Student Financial Aid (415) 338-7000, finaid@sfsu.edu |

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| Foster youth (Guardian Scholars) <i>Support services for current and former foster youth participants</i> | Xochitl Sanchez, Assoc. Director, Educational Opportunity & Pathway Programs (415) 405-0546, gsp@sfsu.edu |
| General Education <i>Baccalaureate degree requirements, degree pathways</i> | Lori Beth Way, Dean, Undergraduate Education & Academic Planning (415) 338-2206, ueap@sfsu.edu |
| Grades <i>Submitting grades, change of grades, etc.</i> | Margo Landy, University Registrar (415) 338-2350, records@sfsu.edu |
| Health – student medical care services <i>Cold care, flu shots, immunizations, well-woman care, family planning</i> | Roger Elrod, Director, Student Health Services (415) 338-1251, shsdir@sfsu.edu |
| Housing, residential life & residential dining services <i>Residence hall applications, residential life programs, board plans, emergency housing</i> | <ul style="list-style-type: none"> • Jeny Patino, Executive Director, Housing, Dining & Conference Services, (415) 338-1067, housing@sfsu.edu • David Rourke, Director, Residential Life, (415) 405-2227, reslife@sfsu.edu |
| International students <i>Transition to US, SEVIS compliance, intercultural education</i> | Marilyn Jackson, Director, Office of International Programs (415) 338-1293, oiop@sfsu.edu |
| LGBTQ <i>Resources for lesbian/gay/bisexual/transgender issues, coming out, etc.</i> | Queer & Trans Resource Center, Associated Students (415) 338-2457, eros@asi.sfsu.edu |
| Library <i>Interlibrary loan, journals, library research skills</i> | Deborah Masters, University Librarian (415) 338-1854, library@sfsu.edu |
| New student programs, orientation, first-year experience <i>Transition to college services for new, transfer & freshmen students</i> | Chris Trudell, Interim Assistant Dean of Students (415) 338-2526, nsp@sfsu.edu |
| Parking & transportation <i>Transit services, parking, biking, visitor info, RideMatch/ZipCar, etc.</i> | Joy Manaois, Director of Operations & Finance, Division of Campus Safety (415) 338-1441, parking@sfsu.edu |
| Registration & transcripts <i>Add/drop, permission numbers, degree progress reports, transcripts, etc.</i> | Margo Landy, University Registrar (415) 338-2350, records@sfsu.edu |
| Recreation & intramural sports <i>Intramural sport programs, club sports, physical recreation, fitness, etc.</i> | Pam Su, Interim Associate Dean of Students (415) 405-9355, recsfsu.edu |
| Safety & security <i>Crime alerts, crime prevention, parking & transportation, campus safety, Clery reporting, CARE Escort Program, emergency response, etc.</i> | Reggie Parson, Interim Asst. Vice President for Campus Safety & Chief of Police <ul style="list-style-type: none"> • Non-emergencies: (415) 338-7200 (24-hour), upd@sfsu.edu • Emergencies: 911 on-campus phone, (415) 338-2222 off-campus phone |
| Service learning <i>Community service learning, internships, civic engagement</i> | Institute for Civic & Community Engagement (ICCE) (415) 338-6419, icce@sfsu.edu |
| Sexual assault/rape/domestic violence advocacy & support <i>Confidential assistance/advocacy and support for victims/survivors</i> | Stacy Peterson, Manager, The SAFE Place (415) 338-2208, smpeterson@sfsu.edu |
| Sexual harassment/sexual violence policy & prevention <i>Reducing violence, Title IX compliance, CSU Executive Orders, etc.</i> | <ul style="list-style-type: none"> • For students: Katon Dalton, Manager, Equity Programs & Compliance, (415) 338-2032 vpsaem@sfsu.edu • For employees & 3rd parties: Katon Dalton, Manager, Equity Programs & Compliance • For Prevention: Karen Boyce, Director, Health Promotion & Wellness (415) 338-1203, hpw@sfsu.edu |
| Student employment <i>Campus student employment, payroll, I-9 verification, etc.</i> | Pam Su, Interim Associate Dean of Students (415) 338-3888, dos@sfsu.edu |
| Student life & student engagement <i>Clubs/organizations, student activities/events, leadership development, etc.</i> | Mia Reisweber, Director, Student Activities & Events, (415) 338-3629, activities@sfsu.edu |
| Student outreach & recruitment <i>Campus tours, outreach to HS/community colleges, pre-admission advising</i> | Student Outreach Services (415) 338-2355, outreach@sfsu.edu |
| Study abroad <i>International student exchange experiences</i> | Noah Kuchins, Assistant Director, Office of International Programs (415) 338-1293, studyabroad@sfsu.edu |
| Technology support <i>Email access, SF State Gateway, WI-FI access, computer support, iLearn</i> | <ul style="list-style-type: none"> • ITS Service Desk, (415) 338-1420, service@sfsu.edu • iLearn Help Desk, (415) 405-5555, ilearn@sfsu.edu |
| Testing – standardized <i>Standardized tests, ELM, EPT, GRE, GRE-Subjects, LSAT</i> | Cybele Lyle, Chief Testing Officer, Testing Services (415) 338-1341, testing@sfsu.edu |
| Tutoring <i>Skill-based tutoring across disciplines</i> | Tutoring and Access Support Center (415) 405-5516, tutoring@sfsu.edu |
| Veteran student services <i>Certification of educational benefits, academic support coordination, etc.</i> | Rogelio Manaois, Manager, Veterans Services (415) 338-2336, veterans@sfsu.edu |
| Women's advocacy, resources & support <i>Advocacy & programs on issues related to women & gender equity</i> | Women's Center, Associated Students (415) 338-2486, womencenter@asi.sfsu.edu |

Last Reviewed: July 6, 2020 by the Office of the Vice President for Student Affairs & Enrollment Management