



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

1. What if I can't complete my "a-g" classes due to COVID-19 circumstances (such as illness or difficulty accessing remote learning)?
 - a. If you were unable to complete your remaining "a-g" requirements but were on track to do so, you will most likely still be cleared in admissions to attend in fall 2020
 - b. Please contact our admissions team at es-admit@csulb.edu if you have questions concerning your admissions acceptance.

2. Will portfolio review/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.

3. Will you accept "Pass" or "Credit" grades for admission for all majors?

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

4. 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.

5. 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.

6. 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.

7. What if I can't pay the enrollment deposit right now?
 - a. CSULB 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-admit@csulb.edu
8. Can I still do Early Start in the summer? Are there any summer bridge programs I can enroll in before I attend in fall?
 - a. Per CSU guidance, Early Start initiatives have been canceled for summer 2020.
 - b. Summer Bridge is operated by EOP. To determine which programs are being offered, please review the [EOP Summer Bridge](#) webpage for more information.
9. 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.
10. How much will I get for Financial Aid?
 - a. Financial aid offers are based on current federal regulations. You can review our [Financial Aid](#) webpage for more information, or open a [Financial Aid Ticket](#) with your specific questions or concerns.
11. When can I register for classes?
 - a. You will register on your SOAR date, which you will select from a list during the SOAR sign-up process.
 - b. The deadline to sign up for SOAR is June 1.
 - c. We encourage you to [sign up for SOAR](#) as soon as possible because spaces are filling up fast!
12. Were financial aid packages available to students to make an educated decision about their Statement of Intent to Register (SIR)?
 - a. Yes. Financial aid information has been available for all students who filed by the priority deadline of March 2 following normal Financial Aid timelines.
13. 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 first-year students?
 - a. We do not admit first-year students during the spring term, so we are unable to defer their admission to Spring 2021.



14. Is CSULB open to students being cross-enrolled at a community college while taking CSULB courses in Fall 2020?
 - a. Cross-enrollment depends on current agreements and policies. Students wishing to be cross-enrolled must first enroll at CSULB by attending SOAR.

15. The University of California announced that SAT/ACT scores [will not be used for admissions for fall 2021](#). Will CSULB also suspend the use of SAT/ACT scores for fall 2020?
 - a. All applicants for fall 2020 admission were required to complete their SAT/ACT exams by December of 2019, so these applicants were not affected. CSULB is still using SAT/ACT scores for fall 2020 admission decisions.
 - b. The CSU will temporarily suspend the use of ACT/SAT examinations in determining admission eligibility for all CSU campuses for the 2021-2022 academic year. [This temporary change of admission eligibility](#) applies only for the fall 2021, winter 2022, and spring 2022 admission cycles.

16. 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.

17. Will the deadline to submit an appeal be extended?
 - a. No. We must abide by the 15-day deadline per policy. Applicants who plan to appeal are encouraged to include in their appeals specific information related to any delays so that it may be taken into consideration.
 - b. Appeals should include an explanation of any extenuating circumstances beyond the applicant's control and any documentation they feel is needed to support their appeal.

18. 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-admit@csulb.edu.