

# STUDENT SERVICES

Biola recognizes that education does not take place exclusively in the classroom; rather, the individual student is viewed as a "whole person." We are committed to contributing to student development in the social, personal, physical and spiritual areas of life, as well as that of the intellect. Toward that end, a number of departments and programs are devoted to student development. The Division of Student Development is responsible for programs and services for both residential and commuter students. Also, it is involved in such areas as:

- Chapel programming and accountability.
- Housing placement; discipline.
- Spiritual and character formation.
- Leadership development and advisement to student organizations.
- Learning skills development.
- Services to students with disabilities.
- International student services.

The Division of Student Success partners with Student Development to provide academic and career advising in the Advising Center and the Career Center, as well as support for a limited number of fully online programs through success coaching through the office of Online and Graduate Student Success.

The Auxiliary Services Department is responsible for the business management of the residence halls and apartments, food services, the bookstore, ID cards, and the Print Shop.

## Student Enrichment and Intercultural Development (SEID) (p. 1)

The mission of the Student Enrichment and Intercultural Development (SEID) office (<https://www.biola.edu/seid/>) is to enhance the academic success and personal development of students from diverse backgrounds through holistic support. The students served through this office range from first generation college students, to students of color, and many other students from diverse backgrounds. The SEID office is committed to supporting and serving students in the following ways:

- Textbook Collection: In order to support students who are financially stretched, the library has a collection of textbooks available to be borrowed for a semester.
- BiolaShares: We desire to ensure that all students have their basic needs met so they can thrive while receiving a college education. Snacks, light meals, and a limited amount of Cafeteria meals are offered to students who may need support.
- Mosaic Cultural Center: A space for all students to study and hang out in Rose Hall across from Talbot East.
- SEID Send Off Ceremony: A multicultural culminating event to mark the significance of students' achievements while at Biola.

Moreover, SEID also seeks to educate and empower students through professional, leadership, and development opportunities throughout their time at Biola. Opportunities include:

- Programming tailored to first generation college students.
- FirstGen Scholars Program (<https://www.biola.edu/seid/firstgen/>) for incoming students.

- Intercultural competency development through the LEAD Scholars Program (<https://www.biola.edu/undergrad/financial-aid/lead-program/>).
- Community-building events and college-success workshops for all students.
- Affinity Groups (<https://www.biola.edu/seid/programs/affinity-groups/>).
- Biola Gospel Choir (<https://www.biola.edu/seid/gospelchoir/>).
- Mentorship opportunities.

At the SEID office, our heart is to see all students thrive and grow in their understanding of their God-given identity as we embrace and live out God's diverse kingdom here at Biola.

## Student Development (p. 1)

The Division of Student Development is committed to seeing every student at Biola empowered, transformed and thriving. The team exists to create an integrated, biblically centered learning experience that promotes the whole-person development of all students. Student Development is comprised of three areas: Spiritual Development, Community Life, and Student Wellness. Title IX is also included in the Division of Student Development.

### 1. Spiritual Development

Departments: Chapel Programs, Worship & Formation, Spiritual Development Ministries, Pastoral Care.

### 2. Community Life

Departments: Commuter Life, Residence Life & Housing, Global Students, Campus Engagement.

### Commuter Students

Students who live off campus are a valued and important part of the Biola community. The department of Commuter Life (<https://www.biola.edu/commuter-life/>) serves Biola's off-campus students through Commuter Orientation Events, Good Morning Commuter!, a monthly Commuter Newsletter, Commuter Lockers, and the Collegium (<https://www.biola.edu/collegium/>): our home-away-from-home for off-campus students, located centrally in the upper Student Union. The Commuter Life Team works together to facilitate connection within Biola's vibrant campus community, as well as connection to valuable campus and local community resources. We want off-campus students to be community-connected, resource-connected, information-connected, and to thrive spiritually, emotionally, relationally and academically throughout their time at Biola.

### Housing and Residence Life

The residence halls and apartments are more than a place for students to sleep and study. We also see the halls and apartments as a place for students to be challenged, grow and develop in all areas of life. For this purpose, full time staff (Resident Directors), student leaders (Resident Advisors), and graduate students (Graduate Assistants) are available in all residential housing. These live-in staff are present in order to facilitate an environment of growth, to develop programs for each residential area, and are available as a resource for students. Resident Directors and Resident Advisors (in the residence halls), and Graduate Assistants (in the apartments), are available in each hall to serve as a resource for students. For details on what is provided in the residence halls and apartments, see "Auxiliary Services/Residence Halls and Apartments (p. 5)."

## Residency Requirements

Students under 20 years old by the first day of fall classes are required to live on campus for the entire academic year, unless commuting from home. Students commuting from home are required to complete the online "Intent to Commute" application located on MyHousing Self-Service (<https://www.biola.edu/housing/>). Students enrolled in fewer than 12 credits are not required to live on campus unless they contracted to live in university housing. Incoming students 20 years and older or with fewer than 12 credits may live in residence halls or apartments on a space-available basis. Students who turn age 20 during the academic year are not permitted to cancel their Housing Contract and move off-campus to non-Biola housing, unless electing to move to their parents' home, in which case cancellation fees will apply. See the Contract Cancellation section of the Housing Handbook. Requests for exceptions are to be directed in writing to the Housing Office in Student Development ([undergrad.housing@biola.edu](mailto:undergrad.housing@biola.edu)).

## Housing Reservation

Once university applicants have paid the \$300 enrollment deposit, they will pay the \$250 housing deposit at the same online location they paid their enrollment deposit. Housing applicants must pay the housing deposit in order to access the online housing application located on MyHousing Self Service (<https://www.biola.edu/housing/>).

Applicants who have paid the housing deposit but decide not to attend Biola or obtain exemption from the residence requirement may request a refund of this deposit by contacting the Housing Department in writing ([undergrad.housing@biola.edu](mailto:undergrad.housing@biola.edu)). The Housing Department must receive this notification by the deadlines listed below. Failure to notify the Housing Department by the designated dates will result in forfeiture of the deposit.

Fall applicant deposit refund deadline:

- Incoming students: July 1
- Continuing students: Prior to selecting/being assigned a room

Spring applicant deposit refund deadline:

- Any new housing applicant: December 15

Once the contract year begins, incoming students will be considered continuing students.

Continuing residents must have a \$250 housing deposit balance. This deposit will be considered refundable if residents fulfill the Housing Contract for the full duration of the contract year. Refunded deposits will be credited to the student's university account balance within three months of the fulfillment of the contract.

The \$250 housing deposit will be kept by the university to hold a space in on-campus housing until such a time as the student withdraws, graduates, or fulfills the academic year housing contract. Residents who do not fulfill the academic year housing contract will forfeit their housing deposit. In the case of withdrawal, the student must submit a written request for cancellation to be considered for a refund of the housing deposit to the Housing Office by the deadlines listed above, otherwise the housing deposit will be forfeited.

## Procedure for Reserving Campus Housing

Continuing on-campus students desiring to reserve on-campus housing for the fall must sign up for the room of their choice according to the Housing Selection schedule in the spring semester prior to the fall semester. Commuter students desiring to live on campus need to

contact the Housing Office at [undergrad.housing@biola.edu](mailto:undergrad.housing@biola.edu), or call (562) 903-6000, ext. 5838 to discuss availability.

## Global Student Programs and Development

The department of Global Student Programs and Development (GSPD) exists to serve, educate and empower global students toward whole-person, intercultural development. Our enduring vision is to see global students thriving in a more globally-minded community at Biola University.

Global Student Programs and Development serves a unique population of students who have spent portions of their developmental years outside of the United States. These students include:

- International students on an F-1 Visa.
- Third-culture students.
- Students from missionary settings.

These students come to Biola from over 70 different countries, and each one is a distinct and valuable gift to our community. The diversity that comes from their experiences enhances our environment of faith and learning. Their presence and scholarly contribution will assist the university in attaining its pursuit of becoming a recognized global center for Christian thought.

The GSPD department serves all global students by providing the following programs:

- Fall and Spring Orientation for new students.
- Global Student Community events.
- Cultural celebrations.
- Global Student Voices Chapels.
- Global worship events.
- Personal and small group mentoring on global student challenges.
- Phase-Out/Transitions workshops and celebrations.

Moreover, GSPD seeks to educate and empower global students with unique leadership development and identity development opportunities. During their time at Biola, global students can choose to be part of the Global Student Leadership Team. Involvement in this opportunity includes:

- Personal and small group mentoring.
- Experiential learning experiences for building an intercultural community.
- Developing peer leadership skills.
- Self-awareness of intercultural identity development.

Finally, we desire global students to be empowered to be global leaders in other areas of the university as well as in the world. Therefore, GSPD seeks to partner with many of the departments/divisions on campus, as well as churches, organizations, volunteers and academic institutions outside the Biola campus in order to maximize cultural engagement, provide intercultural training, and promote learning and development.

The Global Student Programs and Development office is located in Rose Hall, next to the Mosaic Cultural Center. See the Global Student Programs and Development website (<https://www.biola.edu/gspd/>) for additional information.

Issues related to compliance with U.S. immigration laws for F-1 international students and their dependents are being undertaken by

the Immigration Services of the Office of the Registrar. For Immigration Services assistance, please contact (562) 777-4007.

### **Veteran and Military Affiliated Student Programs**

Biola University celebrates and supports our veterans and military affiliated students. Through our Student development Team, we offer orientation and transition support, community lunches, opportunity to join the Biola Veteran Association (BVA), VA Work Study employment opportunities, and our Center for Veteran and Military Affiliated Students, located in the center of campus in the Upper Student Union. See the Veteran and Military Affiliated Student website (<https://www.biola.edu/veterans-services/>) for additional information.

## **3. Student Wellness**

The Office of Student Wellness works collaboratively with programs and services across the university to develop and implement proactive, preventative strategies that promote student well-being and academic flourishing. Learn more at the Student Wellness website (<https://www.biola.edu/student-wellness/>).

Departments: Student Health Center, Learning Center, Student Care.

### **Student Health Center Services**

The Student Health Center provides acute, ambulatory health services for all enrolled Biola University students, regardless of insurance status. The facility is located adjacent to the library. Consultation with a physician, nurse practitioner, or a nurse is free; however, there are assigned fees for medications or specific treatments. There is no third party/insurance billing service available. Payment is required at the time of each visit by cash, check or credit card. Student Health Center fees are not payable through student account billing. Children's services are not available at the Student Health Center. Consult the Student Health Center's website (<http://www.biola.edu/health-center/>) for specific hours of operation and other information.

### **Insurance Requirement**

Health insurance is required of all students enrolled in 7 or more La Mirada campus credits, any international students, and/or students living in campus housing. All students who qualify under these requirements are automatically enrolled in the Student Health Insurance Plan and charged all applicable fees. Students who are enrolled in an acceptable private health insurance plan can submit their insurance information to Biola University to waive the Student Health Insurance Plan. Students who desire to apply for waiver must do so at the time of enrollment. Guidelines for what is considered acceptable waiver coverage can be found at the Student Health Center's website (<http://www.biola.edu/health-center/>). It is students' responsibility to ensure their health plan is comparable to the Biola requirements. For students who waive coverage, Biola University reserves the right to audit the coverage parameters of any health plan at any time, and to revoke any prior waiver if it is determined that the required conditions are not satisfied.

Unless alternative acceptable coverage is submitted, Biola University reserves the right to enroll students in the Student Health Insurance Plan should coverage submitted under a waiver lapse during the course of an academic year, and students will be charged all applicable fees.

### **Health Requirements**

All students, both undergraduate and graduate, must complete a Meningitis Advisory Form, Health History Form, and Tuberculosis Screening Form. All forms are available and should be submitted to the Student Health Center via the Medica Student Portal at [biola.medicatconnect.com](http://biola.medicatconnect.com) (<https://biola.medicatconnect.com/>

[home.aspx](#)). Immunization records are also required and must include at least two doses of the MMR (Measles/Mumps/Rubella) vaccine.

Please check with the Student Health Center staff for assistance or other specific information at (562) 903-4841.

### **Learning Center**

The Learning Center exists to provide students with academic assistance and support by providing a number of unique services. We aspire to cultivate and equip holistically minded learners with the life skills, academic tools and personal resources to be their best selves.

- **Disability Student Services:** For students who have been diagnosed with psychological, medical, learning, or physical disabilities, the Learning Center ensures legal compliance with state and federal disability law by providing reasonable and appropriate accommodations to these students. Our department continually works to educate the Biola community on quality of service to these students and university-wide ADA compliance. We strive to provide an atmosphere that is welcoming, professional and confidential.
- **Strategies for Academic & Personal Success (GNST 001):** This course provides instruction in success strategies for navigating the rigors of college and life beyond. Particular attention is given to time management, personal self-awareness, strengths based living/learning, stress management, critical thinking, test-taking and holistic living.
- **Undergraduate Tutoring:** The tutoring programs provide free academic assistance for most Core Curriculum courses and select major emphasis courses. Tutoring is available in individual and small group formats.

Additional resources are available for students through the Learning Center's website (<https://www.biola.edu/learning-center/>). For more information, contact the Learning Center at (562) 906-4542.

### **Department of Student Care**

Our desire is that all Biola students will be equipped to understand and engage in their personal and interpersonal development and that they will thrive during their time at Biola. Our staff will help students move towards health and development through holistic support and resources, behavioral interventions, preventative training and education. Our staff tangibly does this in the following ways:

- Upholds and enforces community standards, policies and procedures.
- Provides emotional/mental health care (i.e. supporting students experiencing depression, anxiety, suicidal thinking, disordered eating, etc.).
- Provides conflict mediation.
- Provides resources that aid in students' personal growth.
- Educates the Biola community on our student care process and other pertinent topics connected to our students' health and wellness, in order to create a community of care and support.

Our hope is that when students are engaged in a process with someone from our area, they will receive support, which would assist them in experiencing the following outcomes:

- Holistic personal development that will lead them towards greater self-awareness, health and self-efficacy.
- Healthy coping skills.
- Identify supportive resources.

- Healthy and authentic interpersonal relationships.
- Engagement and investment in the Biola community.
- Awareness of their community membership, impact and responsibility, so they will make choices that are loving, civil and integrous.

Please connect with the Student Care staff for assistance or other specific information at (562) 903-6000, ext. 5842.

## Student Success (p. 4)

The Division of Student Success exists to empower all students to thrive academically and vocationally. This area is comprised of the Advising Center (including advising for Study Abroad), the Career Center, and the English Language Scholars Program. The team in Student Success is committed to providing inclusive services that support the achievement of students' goals and an engaging, successful experience at Biola University.

### Academic Advising and the Advising Center

Biola University believes that academic advising is a significant experience throughout the academic journey. While students hold the ultimate responsibility in educational decision-making, advisors play an intentional role by guiding students in their academic progress, plans, and engagement. Advisors partner with students in the larger community of Biola to provide resources for student success and challenge students to take a Christ-centered approach in their academic endeavors (Ephesians 4:11-16). The following are anticipated learning outcomes for academic advising. Students, over the course of their college career, will have the opportunity to:

- Develop a relationship with faculty member(s) outside of the classroom setting.
- Independently navigate university policies and procedures regarding course selection, registration, academic standing, the progression of curriculum and fulfillment of graduation requirements.
- Learn how to identify program and curricular paths that are consistent with their abilities, career, interests, life goals and sense of calling.
- Learn how to utilize critical thinking and decision-making skills in managing and planning their lives.
- Have tools to develop and implement a meaningful educational plan with awareness of high impact educational practices (e.g., writing-intensive courses, research opportunities, capstone experiences, internships and cross-cultural experiences).
- Pursue and discover connections within the Core Curriculum, Bible and major coursework.
- Reflect on the deeper work God may be doing in their hearts and minds through their academic learning, and identify how they might respond and cooperate with the Holy Spirit in this work.

Academic advising for traditional undergraduate students is achieved through a dual faculty and staff-based advising model. First year students (freshmen and transfers) are assigned a staff advisor who partners with the various schools. This advisor will advise students from the time they submit their enrollment deposit through their first year and will connect students to faculty in their major. After the first year, students with a declared major are then assigned a faculty or staff advisor in their discipline. It is required that students meet with their assigned advisor once per semester.

The Advising Center has full-time advisors who serve as first-year advisors and support those students seeking additional help. Students should utilize the services of the Advising Center if they are:

- Thinking of changing their major.
- Considering adding a second major or minor.
- Interested in studying abroad (see the Study Abroad section (<http://catalog.biola.edu/general-information/study-abroad-study-usa/>) of the catalog).
- Transfer students needing clarification regarding transfer credits.
- Students who have already met with their advisor in their discipline but have further questions.

Academic advising for fully online undergraduate students is achieved through a staff-based advising model in the first year. First year students are assigned a staff advisor who partners with or works within the various schools. This advisor will advise students from the time they are accepted through their first year. After the first year, students either stay with their staff advisor or are then assigned a faculty or staff advisor in their discipline.

Additionally, students who have been placed on first semester academic probation (see catalog section on Academic Probation (<http://catalog.biola.edu/general-information/academic-behavioral-standards/>)) or were provisionally admitted to the university are required to meet with an advisor in the Advising Center.

Both faculty advisors and staff advisors are available as a resource, but the student is ultimately responsible to ascertain and fulfill graduation requirements.

Additional resources are available for students through the Advising Center's website (<https://www.biola.edu/academic-advising/>).

### Career Center

The Career Center focuses on empowering students to thrive in their careers by exploring career paths, connecting with employers and professional mentors, and securing meaningful professional experiences. Students are encouraged to pursue the following career readiness strategies:

- Develop one or more relationships with a career advisor outside of the classroom setting - this can be a faculty member, career specialist, academic advisor, or industry professional. Discuss life and career direction with these advisors at least once per year.
- Take ownership of career preparation, which usually involves exploring interests and skills, researching potential career options, identifying prerequisite work experiences and education, making lists of potential work organizations, pursuing internships and relevant experience, customizing resumes and cover letters, conducting interviews, and submitting graduate school applications (if applicable).
- Commit to gaining 1–3 substantive field experiences (e.g., internships, research, field work) in an area of interest prior to graduation.

Popular services in the Career Center include:

- Handshake job and internship database.
- Career assessments.
- Career exploration.
- Job search coaching.

- Resume and cover letter reviews.
- Career expos and employer connection events.
- Interview preparation.
- Graduate school planning.

Information on the above can be found on the Career Center's website (<https://www.biola.edu/career-development/>).

## Auxiliary Services (p. 5)

### Residence Halls and Apartments

Rooms accommodate two to three students and are equipped with individual study desks, single beds, closet space, chests of drawers, bookshelves, and a wastebasket. Each residence hall and apartment building has laundry rooms equipped with washing machines and dryers. Residents may use either a free app or quarters to operate the laundry machines.

All students living in undergraduate residence halls are required to participate in the food service program. Meal plans are optional for apartment residents.

Students are expected to supply their own linens (sheets, pillowcases, towels, blankets and pillows), school supplies, decor including desk lamps, laundry supplies and personal toiletries. No cooking equipment is allowed in the residence hall rooms except in kitchen facilities (excluding apartments). Additional information may be found in the Housing Handbook (<http://studentlife.biola.edu/housing/housing-handbook/>).

All university undergraduate residence halls and apartments will remain open over the Thanksgiving break, Christmas break, and Spring break.

### Housing for Graduates, Married Students, or Students with Families

Biola provides furnished housing for single graduate students in on-campus suite-style rooms. The per-person, per-month rate is based on the number of occupants per bedroom.

Unfurnished one- and two-bedroom units located in three complexes near campus provide housing for couples and families at a per-apartment, per-month rate. For information on availability, locations and rates contact Auxiliary Services at [grad.housing@biola.edu](mailto:grad.housing@biola.edu) or at (562) 944-0351, ext. 5814.

### Food Service

Biola provides excellent food service for all students. A wide variety of entrees, sandwiches, soups, fresh fruits, breads, beverages and desserts is offered. The food service staff will work out individual programs for students with special dietary requirements prescribed by a physician.

A variety of meal plans are available. All students living in the residence halls are required to choose either a 10 without flex or 10-, 12-, 15- or 20-flex meal plan (the numbers indicated are meals per week), or a 175 block plan. A "flex" plan is 10, 12, 15, or 20 meals per week at Cafe Biola, our dining room, plus "flex dollars" to purchase additional meals at any of our retail operations including Cafe Biola, Eagles' Nest, Common Grounds, and Heritage Cafe.

To add or change a meal plan, go to My Account (<https://myaccount.biola.edu/>).

Commuter students or students who reside in the Biola apartments have further meal plan options (<https://www.biola.edu/dining-services/>).

Students who use all their Flex Dollars, or who wish to use a stored value account for printing/copying in the library and other locations on campus may purchase Student Dollars. To purchase Student Dollars, go to eAccounts (<http://www.biola.edu/eaccounts/>). Student Dollars can be used for dining and for printing/copying.

### Biola Store

The Biola Store is open Monday through Saturday for the convenience of the students, faculty, staff and public. All required and recommended textbooks, as well as general books and supplies, are available. The store has a large selection of Christian books and offers Bibles in a variety of styles and bindings at substantial discounts. The Biola Store carries insignia clothing and school spirit merchandise, a large selection of greeting cards, school supplies, dorm-room furniture/accessories, gift items, theme park tickets and music are available for purchase. The Biola Store welcomes special orders via its 1-800-MY-BIOLA phone line. A convenience store (located inside the bookstore) contains a generous selection of soft drinks, juices, yogurts, ice cream, snacks, candies, sandwiches, etc. During school breaks and vacations, the store has shortened hours. Please call (562) 903-4883 for information or visit the Biola Store website (<https://biola.slingshotedu.com/#/landing>).

### Biola Print Shop

The Biola Print Shop, located within the Biola Store, is available to students, staff, faculty and the public. The print shop has high-speed duplicating equipment and can do a variety of jobs, including thermal binding, tabs, covers, color copying, color posters and banners, etc. We will match any price. We will do projects for non-Biola people as well.

### Campus Safety

The Department of Campus Safety is a well-reputed department with a dedicated staff proud to serve the Biola University community with unwavering Christlike compassion. Under the leadership of Associate Vice President & Chief John Ojeisekhoba, the department's main goal is to provide the university community a safe and secure environment for students and employees.

The Department of Campus Safety provides a variety of law enforcement and public safety-related services to the Biola University community, 24-hours a day, 7 days a week. The department is staffed with skilled professional personnel and a dedicated cadre of student employees.

The department is comprised of four distinct areas to serve our diverse university community: the Administrative Division, the Communications and Emergency Operations Division, the Field Division, and the Office of Travel Safety & Risk Mitigation (TSRM).

The Administrative Division operates the Campus Safety Administrative office (open Monday-Friday, 8 am to 4:30 pm), handles campus parking management, parking permits for staff and students, citation appeals, bicycle permits and the coordination of access requests to campus buildings.

The Communications and Emergency Operations division handles our radio dispatch center, serves as university operator, is responsible for sending emergency text and email notifications via the university's emergency notification system and monitors a system of campus security cameras (which cover parking lots, residence hall entrances and other key areas of the university).

The Field Division consists of full-time officers, part-time student cadets, gate attendants, and community service cadets.

Campus Safety Officers receive extensive training, and there are a select number of Campus Safety personnel with Emergency Medical Technician (EMT) certification in federal, state, and county registries who work various shifts on campus.

Emergency preparedness and management of incidents is a key operation and aspect within the department where coordination of all divisions and units is imperative. Campus Safety is responsible for the mass emergency notification system which is purposed to send emergency notification messages via the internet, mobile phone or landline phone connections. Students and employees may access Biola University's emergency notification system (<http://login.biola.edu/ens/>) at any time to designate a mobile phone number to receive these important SMS text messages. An emergency notification will also sound over the campus public address system, so no alerts are missed by the community. Additionally, the department operates the free mobile RAVE Guardian app for smartphones. Once registered, a user can have access to emergency information, message networked associates, send anonymous tips and much more.

The Office of Travel Safety & Risk Mitigation (TSRM) conducts pre-travel assessments for university-sponsored student-related travel, providing pre-travel training, safety briefings, emergency kits, communications systems, and other resources. TSRM serves as the university's 24-hour emergency contact for travelers and monitors major events and safety crisis situations that could impact university travelers. In a crisis situation that may emerge during university-sponsored travel pertaining to students, staff, and faculty, the TSRM coordinates a university team to manage the situation.

Recognizing that a Christian university is not exempt from crime, students are asked to use a commonsense approach and caution in every aspect of your activities. The university's Annual Security and Fire Safety Report (which includes crime statistics for the previous three years for all of Biola's campuses) is available on the Campus Safety website (<https://www.biola.edu/campus-safety/>) or will be provided upon request at the Campus Safety Administrative Office.

### **Contacting Campus Safety**

Non-emergency related calls: (562) 903-6000

Emergency related calls/information: (562) 777-4000

Please refer to the Campus Safety website (<https://www.biola.edu/campus-safety/>) for further information or call the Campus Safety Administrative Office at (562) 903-4877.

### **Psychological Services**

Psychological testing and psychotherapeutic services are available to graduate and undergraduate students for a minimal fee. The center is open year round for individual, couple and group counseling. Students who struggle with any number of psychological difficulties are welcome. Inquiries may be made in person at the Biola Counseling Center, located at 12625 La Mirada Blvd., Ste. 202, or by phone at (562) 903-4800. During non-clinic hours, this same number may be used for psychological, non-medical emergencies.

## **Appeals and Grievances (p. 6)**

Detailed information regarding grievances and appeals, whether in regard to scholarships, academic life, federal legislation or student conduct are found in the Student Handbook of each school. See the Undergraduate Student Handbook website (<http://studentlife.biola.edu/student-support/handbook/>) for additional information.

### **Out-of-State Student Complaints**

Students who have complaints that have not been resolved through contact with the university may seek advisement from the appropriate office in the student's state of residence. Student complaint contact information per state can be found in the Out-of-State Student Complaints (<https://www.biola.edu/academics/online-education/policies/>) list.

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at:

Bureau for Private Postsecondary Education (<http://bppe.ca.gov/>)  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
Phone: (916) 431-6924  
Fax: (916) 263-1897