

FINAL 4-22-2020 at 2:20 p.m.

CSUF Virtual Town Hall for Students Wednesday April 22, 2020 5 p.m.	
GRAPHICS	SCRIPT
Possible 30 second video opening	VO: Welcome to Titan Students of Cal State Fullerton, the Virtual Town Hall will begin in a few moments.
FULL SCREEN GRAPHIC <i>VIRTUAL TOWN HALL WILL BEGIN SHORTLY</i>	
<ul style="list-style-type: none">● PANELISTS● Ellen Treanor, Moderator, Associate Vice President, Strategic Communication● Fram Virjee, CSUF President● Kristen Jasko, Director, Parking and Transportation Services With Administration and Finance	

<ul style="list-style-type: none"> ● Harry LeGrande, Vice President for Student Affairs <p>Pamella Oliver, Provost & Vice President for Academic Affairs</p> <ul style="list-style-type: none"> ● Amir Dabirian, Vice President for Information Technology ● Greg Saks: vice president for advancement 	
	<i>5 p.m. Live</i>
<p>FULL SCREEN: ELLEN TREANOR</p> <p>LOWER THIRD Ellen Treanor, Moderator, Associate Vice President for Strategic Communication</p>	<p>WELCOME: ELLEN TREANOR</p> <p>Thank you for joining our virtual town hall at Cal State Fullerton. My name is Ellen Treanor and I will be your moderator for our first virtual town hall for students. Thank you for your patience as we use new technology and attempt to answer your questions.</p> <p>I would like to say, I really miss being on campus and talking to faculty, staff and students. I miss the energy that circulates in our Titan community. Sometimes you don't realize how important something is until it is gone. I'm excited about our return to campus.</p>
<p>FULL SCREEN # SHOT # SHOT: FRAM, Kristen, Harry, Pam, Amir</p> <p>Name and title plates</p>	<p>Today we have with us: President Fram Virjee, Provost Pam Oliver, Kristen Jasko from Parking and Transportation and Administration and Finance, Amir Dabirian from Information Technology and Harry LeGrande from Student Affairs, Hallie Hunt, Dean of Student Affairs, and Greg Saks, from University Advancement.</p>

<p>1. FULL SCREEN <i>townhall@fullerton.edu</i></p> <p>TWO SHOT: ELLEN TREANOR & FRAM VIRJEE</p>	<p>Thank you for sending in questions to the email and on social media. If there is a specific question that you would like to ask now — please email it to townhall@fullerton.edu</p> <p>First, we welcome President Fram Virjee.</p> <p><i>President Virjee, thank you for your commitment to our students of Cal State Fullerton. The last month we have been navigating through uncharted waters. What do students need to know now?</i></p>
<p>FULL SCREEN: FRAM VIRJEE</p> <p>LOWER THIRD Fram Virjee, Cal State Fullerton President</p>	<p><i>FRAM (5 minutes)</i></p> <p><u>What We Have Achieved.</u></p> <p>I want to begin by thanking you, our amazing and resilient students.</p> <p>You have been incredible during this transition.</p> <p>What we have achieved together in the past 2 months is nothing short of breathtaking:</p> <ul style="list-style-type: none"> ● 40K students moved to virtual learning ● 3,500 faculty moved to virtual instruction ● Nearly 6K employees working from home ● 2K students moved out of the dorms ● 150 still in need of housing are there and cared for ● Library virtual reference and research resources ● Admissions and financial aid virtual ● Supplemental instruction up and running virtually ● Student Success Centers up and running virtually ● Student Support networks and co-curricular groups up and virtual

- Virtual rec center, clubs, communities
- Huge events like this to disperse information and connect with each other.

None of this would have been possible without our incredible faculty and staff, to be sure.

But neither would it have been possible without you, our amazing students.

As some of you know, when I travel around Orange County, the nation, and the world, the first thing I talk about is all of you, our students; my students.

And when I do, I use bold branding like “Titans Reach Higher,” and “It Takes a Titan” to describe you.

And I use facts to support these assertions, like:

- More than half of you are, like me, are the first in your family to attend college.
- That many of you are working multiple jobs to support yourself and your families.
- That our data shows us that YOU, our current students,
 - Have the highest undergraduate GPA in recent CSUF history and possibly ever, and
 - Your academic excellence is the reason our graduation rates are at all-time historical highs.

I regularly share that among you are:

- Dreamers,
- Veterans,
- Parents,
- Former foster youth,
- Community leaders,
- Researchers, and
- Small business owners.

And that you make us proud as

- Project Rebound Scholars,
- Big West Champions,
- Male Success Initiative scholars,
- Titan Formula 1 Racers,
- Award-winning Jazz Ensembles,
- and the list goes on and on.

But never, **and I truly mean never**, has the phrase “Titans Reach Higher” and “It Takes a Titan” carried more weight or meant more than it does today.

Anecdotes/Examples of Determination and Resilience.

- Over the past weeks, I have emailed, tweeted, and zoomed with so many of you.
- I’ve spoken with students working extra hours to help support family members who lost jobs.
- I’ve read about Nursing students being sworn in as county disaster relief workers.
- I’ve heard about University Singers recording a spirit-lifting virtual performance that will soon be unveiled to the campus community.
- I’ve zoomed with our I Am First Career Readiness students and listened to their stories of resilience as first-generation college students.
- And I have felt your kindness and seen your determination as you support each other and make the best of a dire and scary situation.

I know you didn’t sign up for this.

Truth is, none of us did,

- Including our faculty and staff who have been working around the clock to make this radical transition with you.

But given our choices -- shut down and interrupt your academic progress OR Reach Higher to find a way --

	<p>We made the right decision, and I truly believe all Titans are better today for it and will be even better tomorrow.</p> <p><u>Sorrow.</u></p> <p>And finally, I do want to recognize the tremendous stress and sorrow many of us are feeling throughout all this.</p> <p>Story of student who is pausing academic journey to support his family by working at a local grocery store.</p> <ul style="list-style-type: none"> ● Breaks my heart, but it is the right decision for him and his family. ● I know it breaks yours too. ● These are your classmates and friends. <p>Some of you might even be wondering if you will have to make that same difficult decision, and to you I say:</p> <ul style="list-style-type: none"> ● We are here for you to do everything in our power to support you in your academic journey, now and in the weeks, months, and years to come. <p><u>Questions.</u></p> <p>I know you have many questions, and I am honored to join members of our senior leadership team in answering them today and every day.</p> <ul style="list-style-type: none"> ● So, with that, I want to turn it back over to Ellen to get into the questions that have come in.
<p>TWO Shot- Ellen and Fram</p>	<p>ELLEN:</p> <p>Thank you, President Virjee. Let's move right into our questions, one we have been getting a lot is for you, President, will there be a tuition refund, or will students be getting course fees back? If we are in virtual teaching and learning, why are students still paying for face to face classes?</p>

SINGLE SHOT- FRAM

LOWER THIRD

Fram Virjee, Cal State
Fullerton President

Our Community.

First, I want to recognize that COVID-19 has caused health and economic hardships around the world and in our community.

- CSUF students have lost jobs;
- Their family members have lost jobs, lost childcare, homes, money for food, etc.

I am proud of the ways in which we, as a community, have worked to alleviate as much as this suffering as we can.

- Providing emergency loans and grants
- Working on payment plans and debt forgiveness for students.
- Providing laptops and MiFi equipment to students in need.
- And the creation of our COVID-19 Emergency Fund – a fund to which Julie and I have committed 10% of my take home salary each month for the remainder of 2020. And we have split that commitment 50% to students and 50% to faculty and staff.
- I have encouraged my cabinet to also consider donating to these funds at a level that they believe is appropriate, and most have committed to do so.

The Losses.

Clearly, our first order of business is serving and supporting you, our students to the fullest extent possible as you weather the financial storm brought on by this pandemic.

But we, as an institution, are not immune from the financial hardships from which so many are suffering.

In IT alone, we have expended more than half a million dollars we had not budgeted to support faculty, staff, and students go virtual.

At the same time, we have also committed nearly \$12M in reimbursements for parking and residential life alone.

- We have also continued to pay all our state employees –INCLUDING STUDENT WORKERS-- regardless of their ability to work remotely and have committed to do so for an extended period of time.
- And the list goes on and on until we arrive at the nearly \$20M in projected losses thus far.

Again, none of this is intended to diminish the economic hardships our students or anyone else in this country are facing; it is merely a fact, and

- Any potential savings we may have realized by moving to remote learning has been devoured by new, unexpected costs.

CO and Campus Reimbursement Policies

It is through the lens of these facts and circumstances that we have to view the reasons why we cannot be reimbursing students for spring tuition or discounting Summer tuition

- First, and perhaps the simplest, we cannot do so because we are a part of the CSU and such a decision would have to be made at the system level at the Chancellor's Office.
- Second, even if we were authorized by the CSU, we could not issue refunds because we are using tuition dollars to continue paying our Faculty and staff to provide the instruction, and we must cover that cost.
- Third, we have not cancelled classes or ceased instruction. Instead, we continue to live up to our commitment to provide instruction and awarding the academic credit for that instruction, albeit virtually due to the circumstances we are all in.

In Summation.

	<p>Again, none of this is intended to diminish the financial hardships our students are facing, and we are working hard with the federal and state government as well as the Chancellor’s Office to provide relief.</p> <p>For our students, it is coming, most notably in the form of the CARES Act, which I anticipate we will get into later in the Town Hall.</p>
<p>TWO SHOT Fram and Ellen</p>	<p>Thank you, President Virjee. Finances are of great concern to our students, here is another question about finance: Setting aside instructional-related fees, students are asking about reimbursement for other fees, such as fees charged for the TSU, the Student Rec Center, and Student Success Fees. What is the university’s stance on reimbursements for these kinds of fees?</p>
<p>FULL screen - Fram</p> <p>LOWER THIRD</p> <p>Fram Virjee, Cal State Fullerton President</p>	<p><u>Purpose of the Fees</u></p> <p>To answer this question, it is important for us to understand and recognize the purpose of those fees.</p> <p>Both the TSU and the Titan Rec Center were built by and are operated using student fees, not state fees.</p> <ul style="list-style-type: none"> ● In fact, in reality, it is the ASI — our students — that own and operate the TSU and TRC. ● ● The fees you pay each semester were voted on by students more than a decade ago to raise the funds to build these facilities. ● ● The revenues generated through the Rec Center and TSU fees are used to fund the debt payments that ASI incurred to build those buildings. ● ● Without these funds, ASI – and, as such, our students – would default on those payments; they would miss their “mortgage payments” on these buildings triggering financial catastrophe.

	<p>So, when it comes to the TSU and Rec Center, these are not user fees – charged based upon a student’s use of the facility.</p> <ul style="list-style-type: none"> ● These fees are charged each semester and every summer term to <i>all students whether or not they ever use or even step foot in the TSU or the Rec Center.</i> ● These fees were actually charged to students who came before you — before these facilities were even built, and they did that so ASI could save the money to finance and build the facilities. ● The fees are specifically spread across each semester and summer and calculated to cover the costs of paying the debt service and are charged to all students, regardless of individual student use, and ● And students themselves decided they would be charged regardless of availability of the facility, until the debt incurred by ASI is paid in full. <p>Essentially, the same can be said for all remaining student fees.</p> <ul style="list-style-type: none"> ● The student success fee, for example, is charged to all students and funds our Student Success Centers, and a series of other student activities. ● These fees pay for the professionals who staff those activities. ● The fee is charged to a student whether or not they use the activity. ● Just about all of these activities, such as our student success centers, DIRC Center, etc., are still open virtually and providing services. ● <u>They are still being staffed and run by the relevant staff, who are still being paid and providing services to students.</u> <p>With all this in mind, the university cannot provide refunds for these fees, but again, the CARES Act, our Emergency Funds, and other resources will offset some of these costs for students in the near future, and</p> <ul style="list-style-type: none"> ● We are working very hard to make that happen sooner rather than later.
<p>TWO SHOT FRAM and Ellen Dissolve to Ellen and Kristen</p>	<p>ELLEN:</p>

	<p>Thank you, President Virjee. The next question, while finance related, is directed to Kristin. Kristin, students stood in lines to return parking permits, when can students expect to receive parking refunds?</p>
<p>Full screen- Kristen</p> <p>LOWER THIRD</p> <ul style="list-style-type: none"> • Kristen Jasko, Director of Parking and Transportation 	<p>Kristen,</p> <p>Thanks for the question and thank you everyone for your patience as we work to process your refunds. Our team is moving as quickly as we can to process refund requests. Due to the volume, and the impacts of Covid-19, it is a bit more challenging and will take some time to finish all of the refunds, but our focus is to get them processed in order they were received and as fast as possible.</p> <p>We will begin posting updates for students through our social media and department website. I encourage everyone to follow @CSUFPTS on Facebook, Twitter, and Instagram, and to check our website parking.fullerton.edu.</p>
<p>FULL SCREEN: ELLEN TREANOR Dissolve to split-screen with Pam Oliver</p>	<p>ELLEN TREANOR</p> <p>Thank you Kristen.</p> <p>We will now talk with Provost Pam Oliver - On April 3rd, it was announced that Summer Session would be held virtually, what is the plan for fall?</p>
<p>FULL SCREEN PAM OLIVER</p> <p>LOWER THIRD</p> <ul style="list-style-type: none"> • Pamella Oliver, Provost, Vice President for Academic Affairs 	<p>PAM:</p> <p>It is the complete hope of Cal State Fullerton to have traditional instruction in the fall. But like every university in America, we are working through the many unknowns of the current pandemic.</p> <p>There were some reports that I said that CSUF is going fully virtual for the entire fall. Let me be clear, that is a misinterpretation of what I said, That is false.</p> <p>What I said was in order to be prepared for all scenarios considering all variables, again with the goal that we can offer in-person instruction, we are asking our faculty to be prepared to start the semester teaching virtually. This is the correct and prudent move. We want to avoid the kind of situation we had during this semester when the switch to virtual was required and required with little warning.</p>

	<p>For me, the first priority is the safety of the entire campus community and the educational success of our students.</p> <p>So, we will continue to work with and follow the guidance of the various health agencies, the governor, the CSU chancellor’s office and others on the most appropriate path forward - again with the goal of having in person instruction in the fall.</p> <p>But I should mention that we will need to be flexible because if there is one thing we have learned through this pandemic, things can change quickly.</p>
TWO SHOT ELLEN AND PAM	<p>ELLEN TREANOR</p> <p>How are internships and research classes and labs going to function?</p>
PAM	<p>PAM:</p> <p>Research classes, labs, and other courses that cannot optimally be taught virtually will be considered as priority for returning face-to-face, again as long as we are following the safety guidelines.</p>
TWO SHOT ELLEN AND PAM	<p>ELLEN: Thanks so much Pam, we recognize that so much is still undecided and we receive new guidelines or revisions to existing guidelines from health officials, is it possible to know with any degree of certainty when the decision for fall will be final?</p>
<p>FULL SCREEN PAM</p> <p>LOWER THIRD</p> <ul style="list-style-type: none"> • Pamella Oliver, Provost, Vice President for Academic Affairs 	<p>PAM</p> <p>We can’t know today what we will be facing in August when the classes are scheduled to begin, or how these circumstances will continue to change throughout the semester. Nonetheless, we are actively planning now to ensure we can offer high quality education in whatever COVID-19 scenarios we face. As the facts and circumstances become clear we will be able to describe the specifics.</p> <p>When a student asks the question, when will I know if my class is face-to-face, I am afraid I have to give the generic answer “It depends”. I know that answer is unsatisfactory to all of us. I can give you some specifics. We are planning that large lecture classes will be taught virtually because it will not be safe to have 200 students in one lecture hall. As another example, we expect lab classes to be among the classes that would return to campus as early as guidance from government and public health officials allow. We will be working with the colleges and departments to adjust other courses accordingly to best serve student needs and course instruction needs.</p>

	<p>As I said earlier, as we return to campus, there are some classes that will have priority in being face to face while accounting for physical distancing, such as labs and studio and performance courses in addition to small capstone courses.</p> <p>As a reminder for students when you are signing up for a class for a certain time, be sure to save that time in your schedule for when that course returns to campus. It also is the time that faculty may offer synchronous experiences in virtual classes.</p>
<p>TWO SHOT ELLEN AND PAM DISSOLVE TO ELLEN AND HARRY</p>	<p>Ellen: Thank you. Several questions have come in regarding specific classes and internships. Uncertainty is concerning. Students, I ask you to please talk with the professors of your classes. Since time will not let us get into each class and situation, please ask your instructor or advisors.</p> <p>Now moving to questions for student affairs, Harry LeGrande, how can students get involved with clubs and organizations to really have the student experience when we are virtual?</p>
<p>FULL SCREEN: HARRY LEGRANDE</p> <p>LOWER THIRD Harry Le Grande, Vice President for Student Affairs</p> <p>LOWER THIRD ALL VIRTUAL STUDENT RESOURCES WEBPAGE</p>	<p>HARRY</p> <ul style="list-style-type: none"> ● Thank you, Ellen. ● It is important to note that our student involvement opportunities remain the same, except at this time, everything is virtual. ● Our Student Life & Leadership team, Diversity Initiatives & Resource Centers, Veterans Resource Center, Womens & Adult Reentry Center, Associated Students Inc., Male Success Initiative, and all other departments are fully operational and want you to connect with them today. We actually created a Virtual Student Services web page, which can be found on fullerton.edu/students or on coronavirus.fullerton.edu. You can also check out our social media accounts @CSUFstudents for more.

	<ul style="list-style-type: none"> ● Our Tuffy’s Basic Needs Services Center and Dean of Students Office also developed a Coronavirus student support handbook, which can also be found on fullerton.edu/students or coronavirus.fullerton.edu. ● We are here to help students succeed academically, professionally and personally.
<p>ELLEN AND HARRY TWO SHOT</p>	<p>ELLEN TREANOR</p> <p>As a follow up, we have been hearing a lot about the CARES Act that is supposed to be sending 41 million dollars to CSUF, how will that money be used?</p>
<p>FULL SCREEN HARRY</p> <p>NATHAN-</p> <p>CAN WE PUT UP THE FINANCIAL AID WEBSITE HERE??</p>	<p>HARRY</p> <ul style="list-style-type: none"> ● First of all let me state we have not received any funding yet, but we are diligently working on finalizing the process with an emphasis on speed and ease of getting the funding to you. ● The DOE and Chancellor’s Office have specific requirements we have to adhere to being that the most needy students are a priority. Certain student groups who are not eligible for federal aid are excluded from receiving the funds and we are exploring options for that population. ● Financial Aid is working with Student Business Services to disburse CARES funds. We have not received the funds yet, but once we do they will go directly to students. Information will be available on the Financial Aid website at that time. ● Prior to knowing about the CARES Act funds, we have already offered millions of additional emergency funds to students in March and April: <ul style="list-style-type: none"> ○ \$8.4 Million was first disbursed in March by the Office of Financial Aid in additional emergency State University Grant (SUG) to 2,000 students by increasing EFC’s ○ On April 8th, an additional SUG disbursement of \$2,269,365 went out to 294 students. ○ \$10.6 Million is the total amount in emergency SUG awards for March & April ○ 2,294 Titans have been positively impacted by the March & April emergency SUG awards.

<p>TWO SHOT HARRY and ELLEN</p>	<p>ELLEN: Thank you, Harry, for always putting students first.</p>
<p>FULL SCREEN ELLEN Bring up AMIR</p>	<p>ELLEN: We have a few questions about technology, we will ask Amir Dabirian, Amir, what technology have you provided to students?</p>
<p>FULL SCREEN AMIR LOWER THIRD:</p> <ul style="list-style-type: none"> • Amir Dabirian, Vice President for Information Technology 	<p>AMIR The Division of IT wants to ensure that Students have the technology tools they need in this virtual learning environment.</p> <p>Students in need can request laptops, mi-fi's,, mobile flip phones by emailing Dean of Students at deanofstudents@fullerton.edu</p>
<p>Two shot Ellen and HALLIE</p>	<p>Ellen: Great, I believe we have the Dean of Students, Hallie Hunt with us, Hallie when a student sends you an email requesting a laptop or other technology, what is the process, how do you get that device to a student?</p>
<p>Full screen HALLIE LOWER THIRD: Hallie Hunt, Dean of Students</p>	<p>HALLIE: The process is easy. As Amir said, students can email us at deanofstudents@fullerton.edu and my team will respond within one business day with further instructions regarding how to pick up the devices that have been requested. If you live in southern California you will be able to receive your device quickly - most of the time within 48 hours of your request. If you live outside of southern California, we will ship the devices to you. We are doing everything we can to make this as easy as possible for students so that you don't have to worry about technology on top of everything else right now.</p>
	<p>Ellen: Thank you Dean of Students, Hallie Hunt.</p>
	<p>ELLEN:</p>

	Another question just in this one is to Amir, some students are questioning the safety of Zoom and are asking if zoom is the safest choice?
FULL SCREEN AMIR <ul style="list-style-type: none"> LOWER THIRD: Amir Dabirian, Vice President for Information Technology 	AMIR: Zoom is safe
TWO SHOT ELLEN AND AMIR	ELLEN TREANOR Thank you so much, Amir. We have been fielding a lot of questions about graduation, let's turn to Greg Saks, vice president for advancement, Greg, what is the plan for graduation?
FULL SCREEN Greg LOWER THIRD Greg Saks , vice president for advancement	GREG: We have heard from many students that there is a great interest in trying to have a traditional commencement, whenever that might take place. With that in mind we are exploring how we could have a ceremony that respects what we expect might be the requirements for social distancing. Our goal, whenever this event might take place, is that our graduating students will have an opportunity to walk across the stage. We will continue to work with and monitor the guidance from health agencies, the Governor, and others to see how best to manage the requirements of this new reality. GREG: In the meantime, so we can celebrate the Class of 2020, we have initiated the planning of a virtual celebration. We are in the beginning phase and working out the details and timing, but I'm excited that there will be some type of activity in the Spring. More information will be sent via email to the graduating students soon.

TWO SHOT ELLEN and GREG	Thank you so much, Greg.
FULL SCREEN # SHOT WITH ELLEN AND GUESTS	ELLEN TREANOR-ROUND ROBIN <i>Are there any last words you would like to provide to our students?</i>
FULL SCREEN ROUND robin- OR single shots when each person is speaking	<p>GREG SAKS</p> <p>AMIR DABIRIAN</p> <p>HARRY LE GRANDE</p> <p>PAM OLIVER</p> <p>KRISTEN JASKO</p> <p>FRAM VIRJEE</p> <p><u>Keep the Questions Coming.</u></p> <p>I have two final thoughts for our students.</p> <p>First, I want to make sure you know that this Town Hall is just one mode by which we aim to answer all your questions and adapt to all of your needs.</p> <p>Our email, phone, twitter, zoom and any other platform remain open to each and every one of you, and</p> <ul style="list-style-type: none"> • I encourage you to keep asking questions and keep sharing your challenges and success. <p><u>Final Thanks - RFK.</u></p> <p>Second, I want to thank you, our amazing students, one last time.</p>

One of my heroes is Bobby Kennedy, and one of his quotes that I often think about, particularly since I have become a Titan is:

“The purpose of life is to contribute in some way to making things better.”

Students, since all of this started, each of you individually, and all of you collectively have contributed in so many ways to make a very difficult situation better.

You have done so as students who refused to fold in the face of this pandemic.

You have done so homeschooling your younger siblings.

You have done so as becoming breadwinners for your families.

You have done so on the frontlines working in hospitals and grocery stores.

You have done so as inspirations to our faculty and staff.

You have done so as mentors to the next generation of Titans.

And you have done so by showing the world what it takes to overcome and succeed in the face of incredible adversity:

- It takes tenacity and grit.
- It takes kindness and collaboration.
- It takes service and servant leaders.

In other words, It Takes a Titan.

Thank you for being those Titans, now and for the days and weeks to come.

We still have a long way to go, but I feel both confident and blessed to continue working with all of you toward our goals, and I know that together we can and will achieve them.

	Please stay safe, healthy, strong and positive.
LOWER THIRD CORONAVIRUS WEBSITE	ELLEN Thank you so much for your leadership during this challenging time. Students, we look forward to seeing you back on campus as soon as possible. Thank you, take care.
FULL SCREEN THANK YOU CORONAVIRUS GRAPHIC	END