

# FAQs

## 1. General questions

- 1) Question: "What programs do you offer?"
  - a) CSTUbot: "We offer a variety of programs including Master of Business Administration (MBA), Master of Science in Computer Systems and Engineering (MSCSE), Emerging Technology Training Program (ETTP) Bachelor of Science in Business Administration (BSBA), Bachelor of Science in Computer Systems and Engineering (BSCSE), Emerging Technology Training Program (Certificate)."
- 2) Question: "How can I apply?"
  - a) CSTUbot: "To apply, you can visit our admissions page on the CSTU website and fill out the online application form. Here is the link:<https://www.cstu.edu/applicant/mvc/user/login>. If you need assistance, I can guide you through the process. Would you like more information on the application requirements?"
- 3) Question: "What documents do I need to apply?"
  - a) CSTUbot: "You will need your high school transcripts for applying bachelor degree, or university degree certificate for applying master degree. And letters of recommendation, a personal statement, and proof of English proficiency."
- 4) Question: "Do you offer financial aid?"
  - a) CSTUbot: "Yes, we offer various financial aid options including scholarships, grants, and student loans. Would you like to learn more about the financial aid application process?"
- 5) Question: "Where is CSTU located?"
  - a) CSTUbot: "CSTU is located at 1601 McCarthy Blvd, Milpitas CA 95035. Our campus is easily accessible by public transportation. Would you like directions or more information about our campus facilities?"
- 6) Question: "What is the student-to-faculty ratio?"
  - a) CSTUbot: "Our student-to-faculty ratio is 15:1, ensuring that students receive personalized attention and support from our faculty members. Would you like more information about our faculty?"
- 7) Question: "How can I contact the admissions office?"
  - a) CSTUbot: "You can contact our admissions office by phone at 408.400.3948 or by email at [admission@cstu.edu](mailto:admission@cstu.edu). Would you like me to provide you with their contact details again?"

- 8) Question: "What do I do if I need to take a leave of absence?"
- a) CSTUbot: "A leave of absence (LOA) is a temporary interruption of educational studies for a specified period. A leave of absence period may not exceed 180 days within any 12 months. CSTU may grant more than one leave of absence if unforeseen circumstances arise, such as medical reasons affecting the student or a member of the student's immediate family, military service requirements, or jury duty, provided that the combined leaves of absence do not exceed 180 days within the 12 months. If the student does not return following the leave of absence, CSTU will terminate the student and apply the refund policy by applicable and published requirements. All leave of absence requests must be submitted in writing and then approved by CSTU. Students must complete an LOA request form from the Student Services Office, sign & date it, and attach any additional supporting documentation. The period of the leave of absence may not begin until the student has submitted and CSTU has approved a written and signed request for an approved leave of absence."
- 9) Question: "Can international students apply?"
- a) CSTUbot: "Yes, we welcome international students! We offer I-20 to apply for F-1 student VISA. Would you like more information on the requirements for international students?"
- 10) Question: "What student services are available?"
- a) CSTUbot: "We offer a range of student services including career counseling, academic advising, and extracurricular activities. Would you like to know more about any specific service?"

## **2. International Students**

- 1) Question: "What are the admission requirements for international students?"
- a) CSTUbot: "International students need to provide high school transcripts, letters of recommendation, a personal statement, proof of English proficiency, and a valid passport. Would you like more details on any of these requirements?"
- 2) Question: "What proof of English proficiency do you accept?"
- a) CSTUbot: "We accept TOEFL, IELTS, and PTE scores as proof of English proficiency. The minimum required scores are TOEFL: 60, IELTS: 6.5, and PTE: 58. Would you like information on how to submit these scores?"
- 3) Question: "Do you offer scholarships for international students?"

- a) CSTUbot: "Yes, we offer several scholarships for international students based on academic merit and financial need. Would you like to know more about the available scholarships and how to apply?"
- 4) Question: "How can I apply for a student visa?"
  - a) CSTUbot: "After you receive your admission letter, you will need to apply for an F-1 student visa. You will need to fill out the DS-160 form, pay the SEVIS fee, and schedule a visa interview at the U.S. embassy or consulate in your country. Would you like more detailed instructions on the visa application process?"
- 5) Question: "What support services are available for international students?"
  - a) CSTUbot: "We offer a range of support services for international students, including orientation programs, academic advising, cultural workshops, and counseling services. Would you like to know more about any specific service?"
- 6) Question: "Can I work while studying in the U.S.?"
  - a) CSTUbot: "Yes, international students can work on-campus for up to 20 hours per week during the academic year and full-time during breaks. You may also be eligible for Curricular Practical Training (CPT) and Optional Practical Training (OPT) for off-campus work related to your field of study. Would you like more information on CPT and OPT?"
- 7) Question: "What are the housing options for international students?"
  - a) CSTUbot: "We offer on-campus dormitories and can assist you in finding off-campus housing. On-campus housing is a great way to meet other students and get involved in campus life. Would you like more details on the housing options?"
- 8) Question: "What health insurance options are available?"
  - a) CSTUbot: "All international students are required to have health insurance. CSTU offers a comprehensive health insurance plan that covers most medical expenses. You can also opt for private insurance if it meets our requirements. Would you like more information on our health insurance plans?"
- 9) Question: "How do I transfer credits from a foreign university?"
  - a) CSTUbot: "To transfer credits, you need to submit your transcripts for evaluation. We will review your coursework to determine which credits can be transferred. Would you like guidance on how to submit your transcripts for evaluation?"
- 10) Question: "What cultural activities are available on campus?"
  - a) CSTUbot: "CSTU offers various cultural activities and events throughout the year, including international student mixers, cultural fairs, and

language exchange programs. Would you like to know more about our upcoming events?"

11) Question: "How do I open a bank account in the U.S.?"

a) CSTUbot: "To open a bank account, you will need your passport, visa, I-20 form, and proof of address. Several banks have branches near our campus and offer student accounts with no monthly fees. Would you like a list of recommended banks?"

12) Question: "What is the cost of living in the Bay Area?"

a) CSTUbot: "The cost of living in the Bay Area can vary, but on average, you should budget for housing, food, transportation, and personal expenses. We recommend budgeting around \$1,500 to \$2,000 per month. Would you like more detailed information on living expenses?"

13) Question: "What transportation options are available?"

a) CSTUbot: "Bay Area has an extensive public transportation system, including buses, trams. CSTU students also get discounts on public transportation passes. Would you like more information on transportation options and student discounts?"

14) Question: "How can I meet other international students?"

a) CSTUbot: "You can join the International Student Association and participate in various events and activities. We group students and professors via WhatsApp. We also have a mentorship program that connects new international students with current students. Would you like to join the association or the mentorship program?"

15) Question: "How can I get involved in campus life?"

a) CSTUbot: "CSTU has numerous student clubs, organizations, and sports teams that you can join. Participating in these activities is a great way to meet new people and enhance your university experience. Would you like a list of clubs and organizations?"

### **3. Professor Administration**

1) Question: "How do I update my course syllabus?"

a) CSTUbot: "To update your course syllabus, log in to the CSTU faculty portal and navigate to the 'Course Management' section. From there, you can upload the new syllabus file. If you need further assistance, please contact the IT support team at [it\\_support@cstu.edu](mailto:it_support@cstu.edu). Would you like a direct link to the faculty portal?"

2) Question: "How do I post grades for my students?"

- a) CSTUbot: "To post grades, log in to the CSTU faculty portal and select the 'Gradebook' section. Enter the grades for each student and save your changes. Once you've reviewed everything, submit the grades to finalize them. If you encounter any issues, the Registrar's Office can assist you. Would you like more detailed instructions?"
- 3) Question: "How can I upload course materials for my class?"
  - a) CSTUbot: "To upload course materials, go to the CSTU faculty portal and click on the 'Course Resources' section. You can upload documents, slides, and other materials there. If you need help, please reach out to the Academic Support team at [academic\\_support@cstu.edu](mailto:academic_support@cstu.edu). Would you like me to guide you through the steps?"
- 4) Question: "How do I send announcements to my students?"
  - a) CSTUbot: "You can send announcements to your students through the CSTU faculty portal. Navigate to the 'Announcements' section, compose your message, and select the course to send it to. If you need additional help, feel free to contact the IT support team. Would you like a direct link to the announcements section?"
- 5) Question: "How can I access student evaluations of my course?"
  - a) CSTUbot: "Student evaluations are available in the CSTU faculty portal under the 'Evaluations' section. You can review the feedback and download reports for your records. If you have any questions about the evaluation process, the Office of Academic Affairs can assist you. Would you like more details on accessing evaluations?"
- 6) Question: "How do I request classroom equipment or technical support?"
  - a) CSTUbot: "To request classroom equipment or technical support, submit a request through the CSTU support portal or email [it\\_support@cstu.edu](mailto:it_support@cstu.edu) with your needs and classroom details. The IT team will assist you promptly. Would you like to submit a request now?"
- 7) Question: "How can I view my class roster?"
  - a) CSTUbot: "Your class roster is available in the CSTU faculty portal under the 'Class Roster' section. You can view and download the roster for each of your courses. If you need further assistance, please contact the Registrar's Office. Would you like me to guide you to the roster section?"
- 8) Question: "How do I request a substitute for my class?"
  - a) CSTUbot: "To request a substitute, please fill out the substitute request form available in the CSTU faculty portal under the 'Faculty Services' section. Submit the form at least 48 hours before the class. For urgent requests, contact the Academic Affairs office directly. Would you like a link to the request form?"

## 4. Course Information

- 1) Question: "Where can I find the class schedule?"
  - a) CSTUbot: "Please [click here](#) to log in to your account and view the Class Calendar for the current term."
- 2) Question: "How do I choose and change courses?"
  - a) CSTUbot:
    - i) Choosing Courses: Please [click here](#) to log in to your account. Go to the 'Course List' to view available courses this term, and click 'Register' to enroll."
    - ii) Changing Courses: Please email your course change request and your name to Maggie Ren at [Maggie.ren@cstu.edu](mailto:Maggie.ren@cstu.edu) for assistance.
- 3) Question: "When is the final exam scheduled?"
  - a) CSTUbot: "Final exam schedules vary by course. Final exams are typically held in weeks 6-7. Please refer to your course instructor for specific dates. Is there anything else I can help you with?"
- 4) Question: "How do I view my transcript?"
  - a) CSTUbot: "Please [click here](#) to log in to your account. Navigate to 'Academic Records' and click 'My Transcript' to view your transcript. Is there anything else you need help with?"
- 5) Question: "How do I access online learning resources?"
  - a) CSTUbot: "Please [click here](#) to log in to your account. Feel free to access the Online Library."
- 6) Question: "How do I register for classes?"
  - a) CSTUbot: "Registering for classes at CSTU is a straightforward process. Here are the steps you need to follow:
    - i) Log in to the Student Portal: Access the CSTU student portal with your student ID and password.
    - ii) Access the Registration Section: Navigate to the 'Registration' section from the main menu.
    - iii) Select Your Courses: Browse the available courses and add the ones you want to your schedule.
    - iv) Review and Confirm: Once you have selected your courses, review your schedule and confirm your registration.
    - v) Pay Tuition Fees: Ensure that your tuition fees are paid to complete the registration process.

## 5. Fees and Payments

- 1) Question: "What are the tuition fees?"
  - a) CSTUbot: "The registration fee for all programs at CSTU is \$90.00. The cost per credit at CSTU is \$700."
    - i) The total program tuition costs are as follows:
    - ii) Master of Business Administration (MBA): \$21,000.00
    - iii) Master of Science in Computer Systems and Engineering (MSCSE): \$21,000.00
    - iv) Bachelor of Science in Business Administration (BSBA): \$72,000.00
    - v) Bachelor of Science in Computer Systems and Engineering (BSCSE): \$72,000.00
    - vi) Emerging Technology Training Program (Certificate): \$8,400.00
    - vii) You can find detailed information on our [tuition and fees page](#).
- 2) Question: "How do I pay tuition online?"
  - a) CSTUbot:
    - i) **Credit Card Payment:** Please [click here](#) to log in to your account. Go to the 'Payment' page and click the 'Online Payment' button next to 'Balance' to make a payment using your credit card. Please note the relevant details: This service allows you to make real-time Credit or Debit card payments for California Science and Technology University student accounts. Paypal accepts most major Credit/Debit cards for your convenience. A non-refundable PayPal service charge of 2.99% will be added to your card payment. You will be allowed to approve your payment before processing. The service fee, which is retained by PayPal, will not be refunded in case a refund is requested.
    - ii) **Zelle Payment:** You can also transfer funds via Zelle to account [admission@cstu.edu](mailto:admission@cstu.edu). Please include your name in the notes. After completing the transfer, send a screenshot to the email [glen.qin@cstu.edu](mailto:glen.qin@cstu.edu).