



CALIFORNIA STATE UNIVERSITY
LONG BEACH
Student Housing

August 24, 2026

Dear Families,

I'm writing to give you all the information I have available to me at this time.

First, let me say that as a parent of a high schooler who will be going to college soon, I have tremendous empathy for how you might be feeling. I know how disappointing this has been and I'm sorry for the stress and anxiety this situation has caused. Most of you have been so gracious and patient and we're very grateful to you for that. But I know nobody wanted this kind of move-in experience. Please know that we're trying to make the best possible decisions, given the circumstances. We're doing everything we can to keep everyone well accommodated in the short term and then we'll do everything we can to give our students the best possible experience in the longer term. I'll cover both here.

Most La Playa students are currently being housed in a hotel room. A few are being housed on campus and some live close enough to campus that they've elected to postpone move-in. Regardless, we will refund all housing charges (including meal plan charges) from Thursday August 20th until the day your student is settled into their La Playa room. This will happen automatically on your campus account. No action is required by you.

Shuttles are provided between the hotels and campus between from 7am to 11pm. We have many of them running so one shows up at each location least every 30 minutes (often faster), despite first week traffic. As of this morning, the shuttles have been running well and frequently. Students who have elected to postpone move-in will be reimbursed for daily parking permits so please save receipts so we can process reimbursement. If students have any transportation challenges, please contact us immediately and we will work to solve individual problems, quickly.

Remember that while the students are in hotel rooms, they have access to private bathrooms and housekeeping services. There are also pools and exercise rooms. We've been encouraging students to enjoy the hotel amenities and many of them are doing exactly that. Please rest assured that these hotels are reputable, generally very secure local businesses but in addition to their own hotel security, our own campus University Police are also patrolling the hotels while our students are there to provide extra security and we have university staff staying in the hotels with the students 24/7, as well.

We have also put \$200 into your student's Beach bucks account as a thank you for your continued patience throughout this process. Beach bucks can be used at the campus bookstore or at campus sponsored eateries like the Outpost, Coastal coffee, or the convenience store.

La Playa students are welcomed to use the common areas of other campus residence halls this week if they'd like to remain on campus between classes. They also have all day access to the Student Recreation and Wellness Center, the bookstore where they can use those Beach bucks, and the library, where many students go in their time between classes.

We shared on Friday and yesterday that the building is in the final inspection stage and that remains true. We expected everything to be settled in time to move everyone in. That obviously didn't happen. We have been assured that we're very close and should receive clearance to move everyone in imminently, but we do not have a more specific timeline than that and I don't want to speculate and offer information that might not be accurate. We have contingency plans in place for this week, and we will contact you every day until the students are settled into La Playa. We will send you a daily update by email. We are communicating directly with your students by text message multiple times per day. Please know that we're giving you the information available to us, as we get it.

While students are staying at the hotels, our Residential Life staff are on-site daily to ensure they feel supported and connected to the Beach community. We have programming happening every night at 8 p.m. at the hotels, including:

- Game night
- Movie night
- Speed friending
- Nintendo Switch video game night
- Snacks at the pool and hot tub

Tomorrow at 2:30 p.m., we will also have ice cream at the hotel and at all service centers. No sign-up is needed for any of these. Students can simply show up. If your student is hesitant, we would love for you to encourage them to stop by.

Students can check [Passio Go](#) for shuttle locations and times.

Beyond what we are hosting in Student Housing, there is an array of campus activities happening as well. Students can browse everything on the CSULB Events & Orgs website at <https://csulb.campuslabs.com/engage/events>. They will need to log in with their campus credentials to see the full list. Week of Welcome is next week, and your students will have the opportunity to browse the many student clubs and organizations on campus. Please encourage them to stop by and find the group(s) that speak to their interests.

When the building is cleared for occupancy, we will help all students tag their belongings and we will have professional movers move their things from the hotel into their rooms in La Playa. They will not be required to move anything themselves. We will take care of it for them.

Once they are settled into their on-campus rooms, we will have extra programming especially for La Playa students to replace the Beach Days programming that they missed. Those activities are already planned, and we can't wait to make them happen for them back on campus. But it's also important to note that we're already doing it now. The La Playa students participated in last night's programming just

as they would have and we are running programming even in the hotel spaces to help them acclimate to campus and connect with us and each other. We aren't waiting for some time in the future. It has begun and will continue throughout their semester.

If you have any questions, please contact Student Housing at housing@csulb.edu or 562-985-4187 (M-F 8a-5p). They're the best people to answer direct questions about logistics and how to meet specific needs.

Any concerns or reactions can be shared with Student Affairs at students@csulb.edu or 562-985-5587 (M-F 8a-5p). I'd like to make sure the Housing staff stays focused on doing the work to directly help your students so please direct reactions or concerns to my office. We're prepared to hear your concerns.

Again, I want to sincerely apologize to you and thank you for your grace and patience. We are a campus team that is accustomed to delivering excellence so we join you in your disappointment, but I promise that we will continue to do every single thing in our power to offer your student the best possible experience and we will spare no effort toward that goal.

Thank you,

Beth Lesen, PhD

Vice President, Student Affairs



STUDENT HOUSING



Housing Office: housing@csulb.edu

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