

## Frequently Asked Questions

**How do I register for the event?** You will need your Chicago State University username and password to access the registration page in Cougar Connect. If you do not have your username and password, contact the ITD Helpdesk at 773-995-3963.

**What do I do once I have logged in?** Go to the “Student Resources” tab. Look for the New Student Orientation portal on the right side of the screen. You will find the orientation and registration appointment links there. You will make two separate appointments, one for orientation and one for the selection of courses.

**What is the format of Cougar Start U?** Cougar Start U is a two-day orientation. On the first day students will become acquainted with staff from the Office of First Year Experience and other university support services while engaging in a myriad of orientation activities. On the second day, students will meet with their academic advisor to select courses for the upcoming term and complete registration.

**How long will it last?** Day one of orientation will last several hours. Students should be prepared to be on campus until late afternoon. The advising session on the second day will last approximately 30 to 45 minutes.

**Do I have to take placement tests before my Cougar Start U date?** Yes. Please note testing is required for freshmen and some transfer students. Students will be allowed to make a Cougar Start U reservation prior to the completion of the placement testing requirement, but they will not be allowed to attend Cougar Start U or register unless all necessary placement testing requirements have been completed. To register for placement exams, go to [www.csu.edu/examinations](http://www.csu.edu/examinations).

**Can I bring my parents with me?** Yes. Parents are welcome at Cougar Start U! We understand parents play an important role in choosing a college, and parents may have specific questions about a student's college experience.

**What do I need to bring with me?** Students should dress comfortably as all orientation sessions require walking around campus during the day. Consider bringing a light jacket in case the temperature changes indoors and outdoors. Cell phones may not be activated during workshops and sessions. Please bring the following items with you:

- A government-issued photo identification
- Immunization records (MMR)
- Notebook & pens

**What if I need special accommodations due to a disability?** Contact the Abilities Office Coordinator for additional guidelines. The Abilities Office for Disability Services is located in the Counseling Center in the Cordell Reed Student Union Building, Room 198, telephone (Voice) 773/995-4401, (TTY) 773/995-3761.

**How do I pay my commitment fee?** Click on the link to the Office of Admissions page or Contact the Office of Admissions at 773-995-2513 for payment options.

**What if I have trouble registering for Cougar Start U?** Contact the Office of the First Year Experience and someone will assist you.

**Questions?** If you have any questions, call the Office of the First Year Experience (FYE) at 773-995-4510 or email [acadsupport@csu.edu](mailto:acadsupport@csu.edu).

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