Is a hold preventing you from completing your registration?

We are excited about the start of another semester and look forward to working with you to get enrolled! The first step to getting registered in classes is to reach out to your Academic Advisor. However, if you notice in Cougar Connect that you have a registration hold on your account, here are some next steps to getting your hold resolved:

- **Bursar (BU/B3):** you have a previous balance that must be paid with the Bursar’s Office before you register for the current term. To resolve the hold, contact the Bursar’s Office at bursar@csu.edu or 773-995-2470.
  The Bursar’s Office is in the Cook Administration Building, Rm. 212 from 9 – 5 pm.

- **Immunization (I2):** if you have not submitted your shot record to the Wellness Center, you have an Immunization hold on your account. You may also be charged $25 if you fail to provide proof before classes start. Contact the Health & Wellness Center at wellness@csu.edu or 773-995-2011.
  The Immunization Office is in the Cook Administration Building, Rm. 131 from 9 – 5 pm.

- **Academic Probation Status (PR):** you are on academic probation, please contact your Academic Advisor to complete an academic plan. Once completed, submit your academic plan to the Office of Academic Support (OAS). To resolve, you can contact Constance Jackson-Upshaw at: cjacks35@csu.edu or 773-995-4510.
  The Office of Academic Support is in the Cordell Reed Student Union Building, Rm 180, from 9 – 5 pm.

- **SuccessU / University College (UC):** this hold is for students who are a part of SuccessU. To remove the hold, you can contact Christopher Cook at: ccook21@csu.edu or 773-995-4510.
  The Office of Academic Support is in the Cordell Reed Student Union Building, Rm 180, from 9 – 5 pm.

- **Undecided Major (UN):** you must meet with your Academic Advisor to declare a major. You can contact Constance Jackson-Upshaw at: cjacks35@csu.edu or 773-995-4510.
  The Office of Academic Support is in the Cordell Reed Student Union Building, Rm 180, from 9 – 5 pm.

- **Athletics Hold (A1):** this hold is used for student athletes to ensure they maintain Athletic eligibility for competition. You can contact Jason Frank at: jfrank@csu.edu or 773-995-2295.
  The Athletics Office is in the Jones Convocation Center, Rm 1502.