



CHICAGO STATE UNIVERSITY

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/Cashier (A3/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, contact the Bursar's Office at bursar@csu.edu or 773-995-2470.
The Bursar and Cashier's Office is in the Cook Administration Building, Rm. 212 from 9 – 5 pm.
- **Immunization (I2/IC):** if you have not submitted your shot record to the [Wellness Center](#) or you have not followed COVID protocol, 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/SA):** you are on academic probation (PR) or continued academic probation (SA), please contact your [Academic Advisor](#) to complete an academic plan. 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 our Director of Advising, **Candy Bennett** at: cbenne20@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.
- **Admissions Hold (U4/U6):** you have an outstanding document to submit to the [Admissions department](#) (e.g. final high school or community college transcript). To resolve, please contact Admissions at: ug-admissions@csu.edu or 773-995-2513.
The Office of Undergraduate Admissions is in Cook Administration Building, Rm. 101 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. Jones Convocation Center, Rm 1502.