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.