Student Records and Registration

Student Records and Registration (SRO) in the Office of the Registrar supports students, faculty and staff in all phases of University life with the following functions:

- Manages the online registration system, processing requests to add, drop, and waitlist classes;
- Maintains student academic records;
- Oversees the privacy of student academic records as required under FERPA. See CSU System Policies and Regulations;
- Processes applications for Intrasystem Visitor and Concurrent Enrollment programs;
- Processes requests for complete withdrawal from the University and Planned Education Leaves;
- Processes requests for Change of Academic Plan forms for students requesting a change in their major, minor or certificate program;
- Posts and maintains grades, as well as grade forgiveness petitions;
- Provides official and unofficial transcripts to students and alumni;
- Verifies enrollment, degrees conferred and other achievements earned by students and alumni;

E-Mail Only

CSU, Chico considers e-mail to be an official method for communicating University business with students. Each student is provided with a campus WildcatMail account. We strongly urge you to review the contents of your WildcatMail account on a frequent and regular basis. Critical notifications from the University related to enrollment, academic status, fees, holds, and financial aid will only be sent to your WildcatMail account. Students may forward messages from this account to addresses used regularly.

Registration Information

The online Class Schedule on the Chico Web is your principal guide to registration procedures each academic year. The Class Schedule contains an outline of all important dates, activities and deadlines related to the registration, tuition fee payment, and financial aid process, and provides detailed registration instructions, notices, and other information important to your successful registration.

Registration consists of two major activities: planning your overall degree program, and registering each semester for the courses you want.

Planning your overall degree program—
Carefully identifying the courses you need is the most important thing you can do to graduate on time. Advising assistance is available to you throughout your college career—through the summer New Student Orientation Program, in group advising sessions, from your major department advisor, from your evaluator, and from the Academic Advising Services. Your academic advisor is your best resource—plan to see your advisor every semester.

Online Registration

Registration at CSU, Chico is real-time and online through your Student Center. Students may use their Student Center to add or drop classes through the end of the second week of classes in fall and spring semesters. Changes to your class schedule are immediate.

Each semester students are assigned an Enrollment Appointment for building their class schedule. Enrollment Appointments are in order by special groups and then by class level. Once you are allowed access to registration you may continue to make changes to your schedule until the end of that registration period (see Class Schedule for specific dates). During open registration and add/drop periods your access to registration is on first come, first serve basis. Consequently, it is important to prepare for your registration session early and to plan your class requests carefully in order to make progress towards your degree. Before your enrollment appointment begins, meet with your advisor to plan your schedule. Additionally, use your Student Center to identify any registration holds or To Do Items you may need to clear before being allowed to access the registration system.

New/Transfer Student Registration Period:

New students are highly encouraged to attend a Summer Orientation session before registering for classes. In addition to Summer Orientation, new students are assigned enrollment appointments after Summer Orientation has concluded. Approximately two weeks prior to the beginning of the New Student Registration Period, SRO will email you an invitation to register. This invitation will include your Student ID number, so you may activate your Portal account; specify the day that you may begin accessing the registration system; and remind you of the registration fee payment deadline for the semester. You will not be able to access the registration system until your assigned day and time.

Continuing Student Registration Period:

Approximately two weeks prior to the beginning of the Continuing Student Registration Period, SRO will send you an email directing you to your Student Center where you will find your registration appointment. You may begin to access the registration system on your assigned day and time through the end of the registration period.

Add/Drop Registration Periods:

Three weeks prior to the first day of the fall and spring semesters, Open Registration begins and allows all eligible students who have paid fees access
to add or drop courses through the end of the second week of classes.

**Registration Fee Payment**

If you fail to pay your tuition fees or confirm financial aid by the University’s established Registration and Tuition Fee Deadline, you may lose the classes in which you are enrolled. You will also be assessed a late fee and will be unable to add classes until registration and tuition fees are paid or financial aid confirmed. For the most recent information on registration and tuition fees go to the Student Financial Services Office webpage at [http://www.csuchico.edu/sfin/](http://www.csuchico.edu/sfin/). For information regarding electronic deposits and financial aid awards and/or eligibility go to the Financial Aid and Scholarship Office webpage at [http://www.csuchico.edu/fa/](http://www.csuchico.edu/fa/).

**Manual Registration by Class Add/Update Request**

The Class Add/Update Request form is used to register students into courses that are not accessible via online registration. Non-accessible courses may include Independent Study, Internships, Master’s Study, and those designated by the department as requiring faculty or department permission. These forms are available to students and online at [http://www.csuchico.edu/sro/forms.asp](http://www.csuchico.edu/sro/forms.asp). Courses requiring manual registration or the Class Add/Update Request process will be indicated in the online Class Schedule.

Late Registration: After the second week of classes during fall and spring semesters, all adds and drops are processed in the academic department offices or by using the Class Add and/or Drop Request forms.

**The Class Schedule**

A list of each term’s course offerings may be found in the [Class Schedule](http://www.csuchico.edu/sro/forms/index.shtml).

**Registration Holds**

Registration holds may be placed on your academic record for various reasons. A registration hold will prevent you from registering for classes. Check for any holds or other messages that may adversely affect your registration in your Student Center. Holds may be placed anytime and will bar your registration if not cleared prior to the start of your registration period. Students are normally notified before a hold is placed.

**Online Grades**

Students may access their grades through their Student Center. Courses taken prior to fall 1993 are not available on online. Alumni and former students who no longer have a University Portal account may access their academic records by requesting an official transcript.

**Transcript Requests**

A CSU, Chico transcript shows only the academic work attempted at Chico. You should request official transcripts at least two weeks before you need them.

Submit your request in writing to Student Records and Registration, SSC 110, CSU, Chico, Chico, CA 95929-0720. Be sure to include your signature to indicate your permission to release confidential information, as well as your most recent semester of enrollment, your full name and student ID or social security number, for proper identification. Include the name and address where you want the transcript sent. For information on costs associated with ordering transcripts, see the information below. Fees are subject to change without notice.

An official transcript request form may be found at: [http://www.csuchico.edu/sro/forms/transcript.shtml](http://www.csuchico.edu/sro/forms/transcript.shtml). Students with active Portal accounts can also obtain an unofficial copy of their transcript in their Student Center at no cost.

Copies of transcripts from high schools and other colleges become part of your permanent record at Chico and cannot be returned to you. If additional official copies are needed, you must make arrangements directly with the institutions involved.

**Transcript Fees**

Costs associated with ordering official transcripts of your academic record (CSU, Chico permanent record only) and other Student Records (SRO) services are listed below.

<table>
<thead>
<tr>
<th>Number of Official Chico Transcripts You Request</th>
<th>Amount You Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Transcript</td>
<td>$4.00</td>
</tr>
<tr>
<td>Up to nine additional transcripts prepared at the same time</td>
<td>each @ $2.00</td>
</tr>
<tr>
<td>Additional transcripts (after ten) prepared at the same time</td>
<td>each @ $1.00</td>
</tr>
</tbody>
</table>

**Other Documents Service Fees**
Unofficial copies of your transcripts are available for pick up only and can be ready within forty-eight hours at SRO for the following fees:

<table>
<thead>
<tr>
<th>Type of Request</th>
<th>Amount You Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>First unofficial</td>
<td>$2.00</td>
</tr>
<tr>
<td>Each additional unofficial transcript ordered at the same time</td>
<td>$2.00</td>
</tr>
<tr>
<td>Application for graduation</td>
<td>$48.00</td>
</tr>
<tr>
<td>Refiling for graduation</td>
<td>$8.00</td>
</tr>
<tr>
<td>Replacing a diploma</td>
<td>$12.00</td>
</tr>
<tr>
<td>Submitting documents after a published deadline (e.g., graduation application,</td>
<td>$10.00</td>
</tr>
<tr>
<td>Class Add or Drop Request forms or CR/NC petition)</td>
<td></td>
</tr>
<tr>
<td>Rush Services (e.g., certification of graduation, verification of enrollment,</td>
<td>$8.00</td>
</tr>
<tr>
<td>petition to repeat with academic forgiveness, transcripts, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

For further information, call the Office of the Registrar, 530-898-5142.

**Enrollment Verification**

Student Records and Registration verifies enrollment for insurance companies, banks, scholarships, employment, and for veteran’s benefits. The Financial Aid and Scholarship Office verifies enrollment for students applying for its financial aid programs.

Most verifications of enrollment require a certification for full-time or part-time student status. You are a full-time undergraduate student if you are enrolled in at least 12 semester units, and are considered half-time if you enroll in 6-11.9, or part-time if enrolled in 1-5.9. If you enroll in extension course work at CSU, Chico, you must inform SRO of this fact when requesting an enrollment verification if you plan to use the extension units in determining full-time or part-time status.

You are a full-time graduate student if you are enrolled in at least 8 graduate-level semester units (courses numbered 400–699). Courses numbered 100 through 399 do not count full value towards the 8 graduate-level semester units required for full-time status for graduate students. Regularly enrolled graduate students employed half-time or more as graduate assistants, research assistants, or part-time faculty may use the employment as the equivalent of up to four semester hours in determining full-time status. Verification of this must be obtained through the Office of Graduate Studies.

Enrollment verification requires your written consent before it will be released and should be requested two weeks before needed.

**Immunizations Required**

- *Measles and Rubella immunizations* are required if you were born after 1-1-57. Failure to provide proof of Measles and Rubella immunizations by the end of your first semester will result in a registration hold being placed on your record.
- *Hepatitis B immunizations* are required if you are eighteen years of age or younger on the first day of classes of your first semester. Failure to provide proof of a completion of the third shot in the three shot series by your second semester will result in a registration hold being placed on your record.

To comply with the University’s immunization requirements you must complete a *Student Immunization Certification* form and attach proof of one or more of the following:

- Your immunization record from your high school, physician, or health department
- Proof of enrollment in a California public school for the seventh grade or higher on or after July 1, 1999
- Written verification of laboratory-confirmed measles, rubella, or both, and/or hepatitis B

You may also request an exemption from the measles, rubella, and hepatitis immunizations by completing a *Student Immunization Certification* form and attaching a written request for exemption due to religious or personal belief. In the event of an outbreak, however, if you have selected this option you may be asked to leave the campus. *Student Immunization Certification* forms are available online at [http://www.csuchico.edu/sro/forms/index.shtml](http://www.csuchico.edu/sro/forms/index.shtml) and may be submitted to SRO in SSC 110 or faxed to 530-898-4359. Immunization Certification forms submitted without documentation will not be processed.

**Student Contact Information**

It is critical the University has accurate address, phone and next-of-kin contact information in the event the University needs to contact you, a family member or other designated individuals. Each fall and spring semester students are required to update their contact information before registering for classes in their Student Center. Students may also inform the University of changes to their contact information by completing a Personal Information Change form, [http://www.csuchico.edu/sro/forms/index.shtml](http://www.csuchico.edu/sro/forms/index.shtml).
STUDENT ID NUMBER

You will be assigned a 9-digit Chico State ID Number that will be used as an identifier for all of your student records which may include:

1. (1) application and admission records;
2. (2) registration records;
3. (3) enrollment/transcript records;
4. (4) financial aid records;
5. (5) alumni records; and
6. (6) records maintained by other University programs.

Use of Social Security Number

Applicants are required to include their correct social security numbers in designated places on applications for admission pursuant to the authority contained in Section 41201, Title 5, California Code of Regulations, and Section 6109 of the Internal Revenue Code (26 U.S.C. 6109).

The University uses the social security number to identify students and their records including identification for purposes of financial aid eligibility and disbursement and the repayment of financial aid and other debts payable to the institution. Also, the Internal Revenue Service requires the University to file information returns that include the student’s social security number and other information such as the amount paid for qualified tuition, related expenses, and interest on educational loans. This information is used by the IRS to help determine whether a student, or a person claiming a student as a dependent, may take a credit or deduction to reduce federal income taxes.

Students who do not have a social security number at the time of enrollment will be required to obtain a social security number and submit it to the University within sixty (60) days. Failure to furnish a correct social security number may result in the imposition of a penalty by the Internal Revenue Service.

Security Concern

The security of your academic record is our highest concern. Therefore, it is extremely important for you to properly exit your student information on the web by using the “Logout” button. Do not walk away from a public computer while still logged in to your personal records without using the “Logout” button.

Students are subject to all provisions of the Policy on Use of Communications Technology at [http://www.csuchico.edu/prs/EMs/1997/97-018.shtml](http://www.csuchico.edu/prs/EMs/1997/97-018.shtml)