

STUDENT RECORDS AND REGISTRATION

Student Records and Registration (<https://www.csuchico.edu/sro/>)
 Student Services Center 110
 530-898-5142
 530-898-4359 (fax)
 Email: registrar@csuchico.edu
 Assistant Registrar: Michelle C Holmes

Contact Information

It is critical the University has accurate address, phone, and emergency contact information in the event the University needs to contact you, a family member, or other designated individuals. Each fall and spring semesters, students are required to update their contact information before registering for classes in their Student Center via access through the Portal (<https://portal.csuchico.edu/uPortal/f/u181s4/normal/render.uP>). Students may also inform the University of changes to their contact information by completing a Student Information Update form.

Email Communication

California State University, Chico considers email to be an official method for communicating University business with students. Each student is provided with a campus WildcatMail (<https://www.csuchico.edu/google/>) 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 an address used regularly.

Student ID Number

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

1. application and admission records;
2. registration records;
3. enrollment/transcript records;
4. financial aid records;
5. alumni records; and
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 (<https://govt.westlaw.com/calregs/Document/I2F1CE280D48311DEBC02831C6D6C108E/?transitionType=Default&contextData=%28sc.Default%29>), and Section 6109 of the Internal Revenue Code (26 U.S.C. 6109) (<https://www.govinfo.gov/content/pkg/USCODE-2011-title26/pdf/USCODE-2011-title26-subtitleF-chap61-subchapB-sec6109.pdf>).

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 60 days. Failure to furnish a correct Social Security number may result in the imposition of a penalty by the Internal Revenue Service.

Enrollment Verification

Student Records and Registration verifies enrollment for insurance companies, banks, scholarships, employment, etc. The Financial Aid and Scholarships Office (<https://www.csuchico.edu/fa/>) 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. You are considered half-time if you enroll in 6–11.9 units, and part-time if enrolled in 1–5.9 units. If you enroll in extension course work at Chico State, you must inform SRR 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.

Proof of Immunization

To avoid a hold being placed on your registration that may result in delays or denial of access to registration, you must secure proof of immunity and be prepared to present it as required to the Office of the Registrar inside the Student Services (SSC) 110. Proof of immunizations may be obtained from your high school records, personal physician, your county health department, or the WellCat Health Center (<https://www.csuchico.edu/healthcenter/index.shtml/>) on campus. See CSU Immunization Requirements (<https://catalog.csuchico.edu/undergraduate-requirements/admissions-undergraduate/#immunizationrequirements>) for more details.

Records Security

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.

Planning Your Degree

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

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 Orientation and New Student Programs (<https://www.csuchico.edu/orientation/>), in group advising sessions, and from your major department advisor, Graduation Advising (<http://www.csuchico.edu/gradadvising/>), and Academic Advising Programs (<http://www.csuchico.edu/aap/>). Your advisors are your best resource—plan to see your advisors every semester.

Smart Planner. You can also use Smart Planner to plan your career at California State University, Chico. This interactive tool found in your Student Center allows you to view academic requirements and develop a semester-by-semester plan of specific courses to meet these requirements. Once your Smart Planner is completed you can run a Degree Progress Report with planned courses to ensure you have planned appropriately for all degree completion requirements and import this plan into Wildcat Scheduler to assist with registration.

The Class Schedule. The online Class Schedule (<http://www.csuchico.edu/schedule/>) is your principal guide to registration procedures each academic year. A list of each term's course offerings may be found in the Class Schedule.

Academic Calendar. The Academic Calendar (<http://www.csuchico.edu/apss/calendar/index.shtml/>) 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.

Online Registration

Registration at Chico State is real-time and online through your Student Center via the Chico State Portal (<https://portal.csuchico.edu/>). Students may use their Student Center to add or drop classes through the end of the second week of classes in the 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. Students who receive priority registration opportunities include disabled students, veterans, students participating in NCAA athletic teams, honors students, foster youth, and others as determined by University policy.

Once you are allowed access to registration you may continue to make changes to your schedule until the end of that registration period. (See the Class Schedule (<https://www.csuchico.edu/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 toward 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 an orientation (<https://www.csuchico.edu/orientation/>) session before registering for classes. In addition to orientation, new students are assigned enrollment appointments after orientation has concluded. Approximately two weeks prior to the beginning of the New Student Registration Period, SRR will email you an invitation to register. This invitation will include your student ID number, so you can 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, SRR will send you an email directing you to your Student Center via the Portal 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

Two 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.

Manual Registration

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 in person at the Office of the Registrar (SSC 110) and online at Student Records and Registration Forms (<https://www.csuchico.edu/sro/forms/index.shtml/>). Courses requiring manual registration or the Class Add and Drop Request Process (<https://www.csuchico.edu/sro/registration/class-add-drop.shtml/>) will be indicated in the Class Schedule (<https://www.csuchico.edu/schedule/>).

Late Registration: After the second week of classes during the 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. After the fourth week of classes all adds/drops are processed through Student Records and Registration (SSC 110).

Registration Fee Payment

If you fail to pay your tuition fees and/or accept financial aid by the University's established Registration and Tuition Fee Payment 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. The most recent information on registration and tuition fees can be obtained from Student Financial Services (<https://www.csuchico.edu/sfin/>). For information regarding electronic deposits, financial aid awards, and/or eligibility visit the Financial Aid and Scholarships Office (<https://www.csuchico.edu/fa/>).

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.

Access to 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 Portal account may access their academic records by requesting an official transcript.

Transcript Requests

A California State University, Chico transcript shows only the academic work attempted at Chico State.

Ordering options are online at Chico State Transcript Ordering (<https://www.csuchico.edu/sro/transcript/index.shtml>). Please note that transcript processing can take up to 14 business days. Unofficial transcripts are available in the Chico State Portal (<https://portal.csuchico.edu/uPortal/f/u1811s4/normal/render.uP>) for students enrolled after summer 2004.

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

Transcript and Documents Fees

Costs associated with ordering official transcripts of your Chico State academic record and other Office of the Registrar services are listed below. For further information, visit or call the Office of the Registrar (<https://www.csuchico.edu/registrar/index.shtml>), Student Services Center (SSC) 110, 530-898-5142.

Note: The fees listed are subject to change. The most up-to-date information may be obtained from Student Records and Registration (<https://www.csuchico.edu/sro/index.shtml>) or Graduation Advising (<https://www.csuchico.edu/gradadvising/>).

Official Transcript Request Fees

Number of Official Chico Transcripts You Request	Amount You Pay
First Transcript	\$4
Up to nine additional transcripts prepared at the same time	each @ \$2
Additional transcripts (after 10) prepared at the same time	each @ \$1
National Student Clearinghouse Fee	\$2.50
Rush (2-5 business days)	\$8
Express, U.S.	\$17
Express, International	\$33

Unofficial Transcript Request Fees

Number of Unofficial Chico Transcripts You Request	Amount You Pay
First transcript	\$2
Each additional transcript	each @ \$2

Other Documents Service Fees

Type of Request	Amount You Pay
Application for graduation	\$68
Refiling for graduation	\$8
Replacing a diploma	\$12
Submitting documents after a published deadline (e.g., graduation application, Class Add or Drop Request forms or CR/NC petition)	\$10
Rush Services (e.g., certification of graduation, verification of enrollment, petition to repeat with academic forgiveness, transcripts, etc.)	\$8