

Frequently Asked Questions

Advising Tips

- Schedule advising appointment with your Academic Success Coach **before** each registration period. (This is required for all students.)
- Schedule your appointment in a timely manner to ensure you have time to discuss your goals and course options.
- Find out when coaching and registration advising weeks begin for your major or focus area so you can plan ahead.

Who is my Academic Success Coach?

Your Academic Success Coach is assigned based on your major. The specific name of your coach can be found in the left-hand corner of your Student menu in MyCSU.

If you do not see a coach's name listed on your Academic Advising Record, please contact your academic department. Students who need additional assistance identifying their assigned coach can also reach out to the Center for Academic Coaching at [706-507-8780](tel:706-507-8780)

*Click on this link to find your assigned department and how to contact them: [Who Is My Academic Success Coach?](#)

Why should I see an Academic Success Coach?

Academic Success Coaches can:

- Provide personalized guidance and coaching to help students achieve their educational, personal, and professional goals.
- Help students clarify their interests, strengths, and aspirations, and connect these to their academic and career paths.
- Offer support in selecting appropriate courses for their major and/or minor while aligning choices with long-term goals.
- Share valuable discipline-specific insights and connect students with faculty and professional networks in their field.
- Equip students with strategies for time management, study skills, goal setting, and overcoming obstacles.
- Connect students to campus and community resources that promote academic success and overall well-being.
- Assist students in navigating academic challenges and developing plans to recover from setbacks.
- Release the automatic advising hold placed on student records each term before registration, ensuring students are ready to enroll on time.
- Answer questions about academic progress, such as course withdrawals, degree program requirements, changing majors, and more — while supporting broader personal and career development.

How often should I see my Academic Success Coach?

- Students should connect with their Academic Success Coach any time they have questions or concerns about their academic progress.
- Students interested in declaring or changing a major or minor should also meet with their coach to discuss options and implications.
- Regardless of major, all students are required to meet with their Academic Success Coach before each registration period to review their plans and release any advising holds.
- If you are thinking about withdrawing from or dropping a course, your coach can help you understand the potential impacts on your degree progression and financial aid, and explore alternative strategies.
- Your Academic Success Coach is here to support you — whether you have questions about academics, personal goals, or career planning. You can make an appointment or simply email us anytime!

How do I make an appointment with my Academic Success Coach?

- Go to [Make an Appointment](#) and follow the instructions to schedule a meeting with your Academic Success Coach.

What if I am unable to come in for an appointment?

- Students who are off campus or enrolled in fully online programs receive academic coaching and advising by email or virtually using Zoom.

- After the session, the Academic Success Coach will send a follow-up email summarizing the conversation and outlining the recommended courses for the upcoming semester. Students are asked to reply to this email to confirm they have received and reviewed their academic plan.

How do I change my major?

- The Major Change Form can be accessed online in [MyCSU](#) under Student Records/Forms.
 - Note: The Major Change Form is only for currently enrolled students. **New incoming students** should use the Application Change Form, located in MyCSU under Student Records/Admissions
- Once you are logged into MyCSU:
- Click on the Student link in the left navigation menu.
- Under the Student Records tab you will see a link to Forms, then select Major Change Form.
- The form can be completed and submitted online.

Recommendation: We strongly encourage students to schedule an appointment with the Academic Success Coach for their new major before submitting the form. This ensures that the courses you have already completed or are currently enrolled in will apply effectively toward your new program.

Major Change Form Instructional Video

Are you considering dropping one or more courses?

Dropping a class means the course will not appear on your official record, and you will not earn a grade or incur a financial penalty. Dropping a course is only allowed during the designated add/drop period.

Withdrawing from a course, however, means the course will remain on your record, and you will receive a grade of either Withdraw Pass (WP) or Withdraw Fail (WF) depending on the timing of your withdrawal.

We strongly encourage you to consult the [academic calendar](#) to confirm whether you are in the drop or withdrawal period. Because a withdrawal results in a grade and you remain financially responsible for the course, it is important to discuss your plans with your Academic Success Coach and check with Financial Aid/Veterans Affairs before making any changes.

I have a hold on my account. What do I do?

Advising Hold

Have you been advised? If not, please schedule an appointment through your MyCSU account or reach out to your Academic Success Coach via email.

Unsure who your coach is? See our [Who Is My Academic Success Coach](#) page.

Office of Student Accounts

Contact the Office of Student Accounts at [706-507-8800](tel:706-507-8800)

Dean of Students Hold

Contact the Dean of Students Office at [706-507-8730](tel:706-507-8730)

Email: DOS@columbusstate.edu

Immunization Hold

Contact the Office of Admissions at [706-507-8800](tel:706-507-8800)

Email: admissions@columbusstate.edu

Transcript Holds

Contact the Office of Admissions at [706-507-8800](tel:706-507-8800)

Email: admissions@columbusstate.edu

Orientation Hold

Contact Orientation at [706-507-8590](tel:706-507-8590)

Email: orientation@columbusstate.edu

Parking Services/Ticket

Contact Parking Services at [706-507-8203](tel:706-507-8203)

University Success Hold

Contact the Center for Academic Coaching at academic_coaching@columbusstate.edu

What is DegreeWorks?

DegreeWorks is CSU's official degree audit tool, available 24/7 through your MyCSU portal.

DegreeWorks shows you all the courses required for your major, which courses you have already completed, and what you still need to finish in order to graduate.

It also includes a helpful "What If" analysis feature, which allows you to see how your completed and in-progress courses would apply if you were to change your major.

[How to Read DegreeWorks Instructional Video](#)

Other Questions/Information

For other questions and/or more information please contact:

Center for Academic Coaching

Simon Schwob Memorial Library, Room 201

Phone: [706-507-8780](tel:706-507-8780)

academic_advising@columbusstate.edu