

WE CAN HELP YOU!



Here's how you can get help:

- Go to ColumbusState.edu for general information about all enrollment related areas. While on the site, checkout our new CodyBot who can respond to your questions – just click on the message icon at the bottom right corner of the page.
- Use this handout for responses to our most frequently asked questions and specific web locations of valuable information.
- Email the office – see email addresses below. From your email, we will determine if we can respond via email or if we need to set up a time for a call. We'll continue to respond to emails even after 5pm. We strive to respond to emails within 24 hours M-F.
- Schedule a virtual or in-person appointment using the QR codes on the back of this sheet.
- Call the Enrollment Services Center at 706.507.8800 between 8 am and 5 pm.

Enrollment Services Center (ESC)

- Email: esc@ColumbusState.edu
- To submit documents: Email them to data_entry@ColumbusState.edu
- To change your address: Go to your MyCSU account. If you have not been admitted, email admissions@ColumbusState.edu
- To find your advisor: Student Homepage of MyCSU or <http://bit.ly/CSUAdvise>

Admissions

- Not applied to CSU yet, email: enroll@ColumbusState.edu
- Applied to CSU, email: admissions@ColumbusState.edu
- Apply at <https://admissions.ColumbusState.edu>
- Transcripts required for admissions: Transcripts from every college or university you attended must be provided, regardless of: date of attendance; grades received; withdraw status; dual enrollment status; transferability of courses; etc.
- Can't get a transcript: We must have all transcripts. If you owe money to another institution, you must pay the bill and get us the transcript before we can evaluate you for admission. If a college has permanently closed, contact the department of higher education in the state where the college was located.
- Admission decisions: Once all admission documents are received, it takes about two weeks to receive an admission decision.
- Admission documents: Due to very high document traffic, it takes about 5-7 business days for submitted documents to be entered into the system. Once we process your documents, your admission checklist (located in MyCSU) will be updated.
- Next steps after being admitted:
 - Register for orientation: <https://orientation.ColumbusState.edu>.
 - Complete a housing application: <https://life.ColumbusState.edu>.
 - Check for outstanding documents on My CSU.
 - Submit your Certificate of Immunization: http://bit.ly/Immunization_Info
 - Submit your Lawful Presence documentation: http://bit.ly/Lawful_Presence
- **(Undergraduate Students)** To register for classes: After completing orientation, complete your advising survey - http://bit.ly/Advising_Survey. Then, your advisor will contact you.
- **(Graduate Students)** To register for classes: Contact your academic advisor.
- To find your advisor: Student Homepage of MyCSU or <http://bit.ly/CSUAdvise>

Registrar's Office

- Email: registrar@ColumbusState.edu
- For questions related to graduation, email: graduation@ColumbusState.edu
- To request your transcript: http://bit.ly/Request_Transcript
- General FAQs: http://bit.ly/Registrar_FAQs
- Graduation FAQs: http://bit.ly/Graduation_FAQs
- If you think your Degreeworks is incorrect: Request that your academic advisor/department chair send an email to degreeworks@ColumbusState.edu.
- To change your major: MyCSU>>Students Page>>Student Records>>Major Change Form

Financial Aid Office

- Email: financial_aid@ColumbusState.edu
- Financial Aid Checklist: http://bit.ly/Checklist_FinAid
- HOPE: Your final GPA is calculated and processed by Georgia Futures. Once we receive the calculation, Hope will be awarded within 3-5 business days.
- Verification can take up to 4 weeks.
- Awarding takes 5-7 business days.
- Aid authorizes within 3-5 business days.
- To view, accept, or decline financial aid award: login to MyCSU. (Step 4 on checklist)
- To login into the verification portal, go to http://bit.ly/FAFSA_Verify or login through your MyCSU account (Step 2 on checklist)
- To accept loans: Follow directions on Financial Aid Checklist:
 - You must accept the terms and conditions, do Entrance Loan Counseling, and complete the Master Promissory Note.
 - To have loans reset: Email financial_aid@ColumbusState.edu or call ESC: **706.507.8800**.
- If financial aid doesn't cover your bill: consider a Parent PLUS Loan, Private Loan, or the Nelnet Payment Plan: <http://bit.ly/AltFinancing>

Bursar's Office (Student Accounts)

- Email: bursar@ColumbusState.edu
- **Payment Deadlines:** <http://bit.ly/PaymentDeadline>
- Payment Plan: <https://mycollegepaymentplan.com/csu/> To sign up: MyCSU >>Students>>Financial Records>>Bursar/Student Accounts>>Set Up Payment Plan.
- To pay your bill:
 - **Online:** MyCSU>>Students>>Financial Records>>Bursar/Student Accounts>>Pay Online. Pay with a credit or debit card, or electronic check. If your aid is still in "authorized" status on your bill, your balance due in the payment portal will not reflect it. You can type in the amount you wish to pay when you get to the payment screen.
 - **Drop off a check or money order** in the drop box next to our office in University Hall or mail to: Columbus State University - Bursar's Office, 4225 University Avenue, Columbus, GA 31907
Be sure to include your student ID number on the check/money order!
- Refunds: Refunds are processed within 14 days from the date your CSU account is credited -- your aid is no longer in "authorized" status on your bill. Attendance must be verified at the beginning of each semester before your aid posts.
- Mandatory student fees: <http://bit.ly/MandatoryFees>

Military and Adult Learners

Email: veterans_affairs@ColumbusState.edu or military@ColumbusState.edu

- Website: military.ColumbusState.edu
- Using VA Benefits: http://bit.ly/VA_Benefit
- Using Tuition Assistance: <http://bit.ly/MilitaryTuition>
- Military and Adult Learner lounges are not currently open.

You may also email these offices:

Academic Advising: academic_advising@ColumbusState.edu

Orientation: orientation@ColumbusState.edu

Housing: housing@ColumbusState.edu

To schedule an appointment:

How to log into MyCSU

- Go to MyCSU.ColumbusState.edu >>enter OneCSU username (generally your lastname_firstname (ex. Doe_John))>>enter OneCSU password (initially your date of birth in MMDDYY format. (ex. March 26, 1990 = 032690) – Change password after initial login.
- If you have trouble accessing your account, use the prompts for forget username/password or contact our helpdesk: 706.507.8199 or email: helpdesk@ColumbusState.edu.

Admissions



Bursar



Enrollment Services
Center



Financial Aid



Military & Adult
Learners



Registrar

