

Clayton State University
Registration
Frequently Asked Questions

Q: HOW MANY HOURS MAY I TAKE IN A SEMESTER?

A: Undergraduate Students - 18 hours
Graduate Students - 12 hours

Q: WHEN CAN I REGISTER?

A: Check your time ticket on the DUCK for specific dates.

Q: DO I NEED TO SEE MY ADVISOR BEFORE I REGISTER FOR CLASSES?

A: YES! Each semester you will have an advisor hold placed on your record. You will not be permitted to register for classes until your advisor has removed the hold.

Q: DO I HAVE TO AGREE TO THE REGISTRATION AGREEMENT IN ORDER TO REGISTER FOR CLASSES?

A: A student's authorization to enroll in courses at Clayton State University is conditional upon acceptance of all terms and conditions set forth in the Registration Agreement. Students must agree to the mandatory terms and conditions when they enter the registration system. Once you have agreed to the mandatory terms and conditions, you will be permitted to proceed to registration. Students who do not accept the terms and conditions of the Registration Agreement will not be permitted to register in courses at Clayton State University.

Q: I HAVE A HOLD ON MY ACCOUNT THAT IS PREVENTING ME FROM REGISTERING FOR CLASSES. WHAT SHOULD I DO?

A: If you have an outstanding balance on your student account, please contact the Bursar's Office. Library Holds - contact the Library. Parking Tickets - contact Public Safety. Immunization Holds - contact Health Services. Advisor Holds - contact your advisor or the Center for Advising and Retention (CAR).

Q: I RECEIVED A PRE-REQUISITE REGISTRATION ERROR WHEN I TRIED TO REGISTER FOR A CLASS. WHAT SHOULD I DO?

A: Contact your advisor for assistance.

Q I RECEIVED A CAMPUS or DEGREE RESTRICTION ERROR MESSAGE. WHAT SHOULD I DO?

A: This section is only open to students in a specific major/degree. Please choose a different course. If you are interested in changing your major, please contact your academic advisor to discuss your options.

Q: THE CLASS I NEED IS FULL/CLOSED. WHAT ARE MY OPTIONS?

A: First, check to see if the class has a waitlist. Waitlisted courses automatically will display the following message: "Closed, There are X number students on the waitlist for this class." If the course is still accepting students on the waitlist, add your name to the waitlist. Watch your CSU email for a notice if a space opens. You will have a limited time period in which to reserve your seat. If the course does NOT have a waitlist, you may contact the Department Chair for the course to determine if there is a possibility of overloading the section.

Q: WHAT IS THE NO SHOW POLICY?

A: Each semester Clayton State University will publish a deadline by which students are required to report to class. If you fail to attend/participate by the published deadline, your registration will be cancelled. There can be serious academic/financial aid consequences if your registration is cancelled. The Solution: Start strong and GO TO CLASS before the deadline!

Q: WHAT IS THE DIFFERENCE BETWEEN "DROPPING" A CLASS AND "WITHDRAWING" FROM A COURSE?

A: Dropping a class is the same as cancelling your registration in a class. Because you are no longer registered for the class, you are not required to pay for the class. The option to drop a course only is available through the end of drop/add; after drop/add, your option is to withdraw from a course. If you withdraw, the course will remain on your academic record and your final grade in the course will be a W or WF depending on whether you withdrew before or after the midpoint. Partial withdrawals will not result in a tuition refund. Please see the refund policy published on the Bursar's Office webpage for additional information.

Q: I NEED TO WITHDRAW FROM MY ECORE CLASS. WHAT SHOULD I DO?

A: To withdraw from an eCore course, you must complete the online withdrawal form on the eCore website - <https://ecore.usg.edu/current-students/student-forms-and-withdrawals>

Q: IF MY PLANS HAVE CHANGED AND I WILL NOT BE ATTENDING CLAYTON STATE THIS SEMESTER, DO I NEED TO DROP MY CLASSES?

A: YES! You will be held financial responsible for any classes that remain on your registration at the end of drop/add. Please drop your classes so your classmates may have access to the seat you are presently holding.

Q: HOW WILL I KNOW IF MY FINANCIAL AID WILL PAY FOR MY CLASSES?

A: Contact the Financial Aid Office directly.

Q: WHY AM I LIMITED TO 13 SEMESTER HOURS FOR THE CURRENT TERM?

A: Students who are currently on academic warning or probation are limited to 13 semester hours.

Q: HOW DOES CLAYTON STATE DETERMINE WHICH REGISTRATION TIME TICKET I WILL RECEIVE?

A: Time tickets are based on the *current number of hours you have earned*. The hours you currently are taking do not apply.