



Frequently Asked Questions – Student Administration (SA)System

This guide outlines general Q & A's – with focus on students as the audience:

Question	Answer
<p>Who do I contact if I have problems?</p>	<ul style="list-style-type: none"> For "how to" questions regarding classes, and issues with registration, such as holds or prerequisite, please contact Enrollment Services at 667-3264 For “how to” questions regarding myCSUSTAN log on, assign or reset password, etc. please contact the OIT Helpdesk at 667-3687 or email helpdesk@csustan.edu
<p>University email:</p> <ul style="list-style-type: none"> What is the University email? 	<p>The University email is the email address where all student information will be sent to. The email address is usually the first letter of your first name followed by your last name. To ensure an email address is unique, a number may be followed by the last name. Example: jbond1@csustan.edu</p>
<p>User ID:</p> <ul style="list-style-type: none"> What is the User ID? 	<p>The User ID is the beginning of your University email address up to the @ sign. Example jbond1</p>
<p>University ID:</p> <ul style="list-style-type: none"> What is the University ID and how do I lookup if I don't know it? 	<p>The University ID is a unique 9 digit number that is used in many of the systems to identify a student. In the old system, the ID started with 98XXXXXXX. In the new system, the ID starts with 0's (zeros). Example: 001234567</p> <p>If you don't know your new University ID, you can do a lookup using the <u>New University ID</u> link from the myCSUSTAN web site</p>
<p>Registration:</p> <ol style="list-style-type: none"> What system is used to register for Summer 2008? What system is used to register for Fall 2008? 	<ol style="list-style-type: none"> Current/existing students will use the existing system to register for Summer 2008. This is where students will use their 98XXXXXXX ID number and pin to log in. This can be accessed from the myCSUSTAN page under Spring/Summer 2008. <p>Note: New students/first time students need to contact Admissions to register for Summer 2008.</p> <ol style="list-style-type: none"> All students will use the new myCSUSTAN system to register for Fall 2008.



Question	Answer
<p>Grades:</p> <ol style="list-style-type: none">1. What system is used to check for Spring and Summer 2008 grades?2. What system is used to check for Fall 2008 grades?	<ol style="list-style-type: none">1. Current/existing students will use the existing system to check for Spring and Summer 2008 grades. This can be accessed from the myCSUSTAN page under Spring/Summer 2008.2. For Fall 2008 and beyond, the new myCSUSTAN system will be used to check grades.
<p>Add/Drop Classes:</p> <ol style="list-style-type: none">1. What system is used to add/drop classes for Summer 2008?2. What system is used to add/drop classes for Fall 2008?	<ol style="list-style-type: none">1. Current/existing students will use the existing system to add/drop classes for Summer 2008 grades. This can be accessed from the myCSUSTAN page under Spring/Summer 2008.2. For Fall 2008 and beyond, the new myCSUSTAN system will be used to add/drop classes.
<p>View Holds:</p> <ol style="list-style-type: none">1. What system is used to view holds for Spring and Summer 2008?2. What system is used to view holds for Fall 2008?	<ol style="list-style-type: none">1. Current/existing students will use the existing system to view holds for Spring and Summer 2008. This can be accessed from the myCSUSTAN page under Spring/Summer 2008.2. For Fall 2008 and beyond, the new myCSUSTAN system will be used to view holds and to do lists.
<p>Financial Aid:</p> <ol style="list-style-type: none">1. What system is used to view financial aid status and information for Summer 2008?2. What system is used to view financial aid status, etc. for Fall 2008?	<ol style="list-style-type: none">1. Current/existing students will use the existing system to view Financial Aid information for Summer 2008. This can be accessed from the myCSUSTAN page under Spring/Summer 2008.2. For Fall 2008 and beyond, the new myCSUSTAN system will be used to view all Financial Aid information.
<p>Payments and Account Balances:</p> <ol style="list-style-type: none">1. What system is used to view payments, account balances, etc. for Spring, Summer, and Fall '08?2. What system is used to make online payments?	<ol style="list-style-type: none">1. myCSUSTAN system will be used to view payments, account balances, etc. information.2. Payments can be made directly from myCSUSTAN. Once in the Student Center, select Make Payment and the system will automatically log you into CashNet to make online payments regardless of the term.