Welcome New Transfer Students  
Winter Quarter 2013

Course Registration, Advising and Transfer Credit

When can I register?
For most new transfer students, after you indicate Intent to Register in MyCSUEB and the Office of Admission has reviewed and processed your transcripts, you are sent an e-mail to your Horizon account letting you know that you can begin enrolling in MyCSUEB. For most students starting in Winter 2013 this takes place in November and early December 2012.

Students who have not received an enrollment appointment should check MyCSUEB to confirm all required transcripts have been received by the designated deadlines and submit outstanding items as soon as possible. E-mail transferadmission@csueastbay.edu if more than three weeks has elapsed since your last required document’s submission.

How do I submit required documents to the Office of Admission?
Documents may be:
- Hand-carried to CSUEB’s Enrollment Information Center in the Student Services and Administration building on the Hayward Campus, or the Academic Services Center on the Concord Campus;
- Mailed by a college or university to: Office of Admission, Cal State East Bay, 25800 Carlos Bee Blvd., Hayward, CA 94542. Documents are processed in receipt date order. If you have courses in progress at a community college during Fall 2012, a final transcript with grades posted is required by the January 15, 2013 final document deadline. Failure to submit will result in a hold preventing future registration.

What if I don’t register in Winter 2013 classes?
Your admission is for the term of entry for which you have applied. If you choose not to enroll in Winter 2013 classes, you will need to reapply to CSUEB for another quarter.

Until what date can I add/drop classes?
The last day to add a class without instructor/department permission is January 14, 2013. The last day to add a class with instructor/department permission is January 22, 2013. The last day to drop a course or swap class sections is January 18, 2013. If you drop all your courses before January 7, 2013 (the first day of class) you will not incur pro-rated fees.

What is a hold? How do I know if I have a hold and how do I remove it?
Holds may be placed on your student account and can prevent you from enrolling in classes until they have been cleared. You can view holds in MyCSUEB. Click on “details” to view the department that set the hold, the term that the hold is set for, and instructions for clearing it. Common holds are:
- Past Due Fees (including application fees): View your balance due in MyCSUEB. Submit payment to the Cashier’s Office.
- Transcript Hold: You must send final transcripts from all colleges and universities to the Office of Admission. View your “To Do List” items in MyCSUEB to determine which transcript is still needed.
- Health Insurance Requirement: If you are an international student with F-1 or J-1 status, you must present proof of health insurance to Associated Students, Inc. or purchase an insurance policy from CSUEB. Visit http://www20.csueastbay.edu/cie/f1students/insurance.html for more information.
- EPT/ELM Requirement: You must take the English Placement Test (EPT) or Entry Level Math (ELM) exam to clear this hold. Consult the General Education Office if you have questions.

When will I know how my credits transferred?
Your transferable credits will be outlined in your CSU Academic Advisement Report (CAAR) provided by the Office of Admission. When your CAAR is complete, it will be e-mailed to your CSUEB Horizon e-mail account. Due to the high volume of new transfer students enrolling at CSUEB, it typically takes a minimum of 2 quarters of enrollment before your CAAR is sent to you. Prior to your CAAR’s completion, you can view your in-progress Transfer Credit Summary in your MyCSUEB Student Center. (Be sure to expand the report to see all of the details.) You can also review the Academic Advising and Career Education office’s Guide for New Transfer Students listed in the Academic Advising box at www.csueastbay.edu/aace for assistance in selecting non-major courses to add to your class schedule.
I need additional advising after Orientation. Who do I contact?  
After Orientation, new students may contact the Academic Advising and Career Education (AACE) office at www.csueastbay.edu/aace for information about group advising sessions and appointments. To assist in selecting classes, please review the Academic Advising and Career Education office’s Guide for New Transfer Students listed in the Academic Advising box.

Fee Payment

How do I know what tuition and fees I have to pay?  
Your balance due in MyCSUEB’s Student Center can include university tuition fees, other campus-based fees, and if applicable housing and meal plan fees. Please note, fees can be added to your student account at any time, so check frequently. Tuition fees typically begin to post on student accounts one month prior to the fee payment deadline.

What is the fee payment deadline?  
The fee payment deadlines for Winter 2013 are: December 17, January 9 and January 22. Any outstanding balance of new fees (including tuition, housing, or other fees) incurred from the last payment deadline are due on the next fee payment deadline date. Fees must be paid by 4 p.m. on the due date. Installment forms must be submitted by noon on the due date. (Each quarter students must pay the fees due by the fee payment deadline listed at www.csueastbay.edu/importantdates.)

How do I pay my fees?  
Students have a variety of ways to pay enrollment fees.

- Pay online through MyCSUEB with credit card or electronic check. Cal State East Bay accepts American Express, Discover and MasterCard. Sorry, we do not accept VISA.
- Pay in person (cash or check) at the Cashier’s Office on the Hayward or Concord campus. Payments may also be mailed to the Cashier’s Office.
- A Fee Installment Plan allows you to pay your tuition and fees in three installments. To pay with installments, set up a fee payment plan in MyCSUEB. Be sure to make your installment payments by the published due dates.

Financial Aid

I applied for Financial Aid. What happens next?  
Students who complete the 2012-2013 FAFSA received an Estimated Financial Aid Award from the Office of Financial Aid inside MyCSUEB. Estimated Awards can’t be accepted. Once all required documents listed on your MyCSUEB To Do List are received and reviewed, your award is finalized and you will be sent an email to your CSUEB Horizon account notifying you to accept your financial aid award in MyCSUEB.

How do I know if Financial Aid needs documents to complete my file?  
Check your To Do List in your MyCSUEB Student Center for “initiated” Financial Aid items. These are items you need to submit by the document deadline. The Winter Quarter Financial Aid document deadline was November 9, 2012. Documents not received by the deadline may result in your financial aid funds not disbursing by the start of classes, and can in some instances result in you being dropped from your classes.

How does Financial Aid get applied to my bill and cover my tuition and fees?  
Financial Aid is usually disbursed a few days prior to the start of each quarter and weekly thereafter. Your actual disbursement date will be scheduled after you accept your Financial Aid offer. If you give permission when you complete your online Student Agreement, your Financial Aid is first applied to University charges (tuition, housing, etc.) and the balance is mailed to you. (If you do not indicate permission for your aid to first be applied to your University charges, you must pay the full amount due before your financial aid is mailed to you.)

For more information, contact:
Academic Advising and Career Education: (510) 885-3621 (Hayward), (925) 602-6700 (Concord), or aace@csueastbay.edu
Admission: (510) 885-2784 or transferadmission@csueastbay.edu
Financial Aid: (510) 885-2784 or finaid@csueastbay.edu
General Education Office: (510) 885-2941
Registration and Records: (510) 885-2784 or reg@csueastbay.edu
Transfer Credit: (510) 885-2784 or transfercredit@csueastbay.edu
Student Financial Services / Cashier’s Office: (510) 885-3767