



## Self-Service Guide

**Note: There are hyperlinks within this PDF which will take you to various websites to assist you with your next steps; when hovering over the hyperlinks (colored in green); hold down your CTRL key + Click Your Mouse to access the web content.**

As you begin your journey of academic success, we want to empower you with the tools that you need to complete the next steps in anticipation for the beginning of each semester. Due to the high volume of calls and emails the Allin1 office receives at the beginning of each semester, we anticipate wait times will be longer than normal. We encourage you to be proactive electronically in the following ways, which will lessen your wait time and allow you to receive answers to your own questions:

### Admissions

- If you want to know the status of your Application, you can log back in to the [Applicant Portal](#) at to check your own admission status.

### Advising & Course Selection

- Below is a list of the Advising Offices and their Contact Information:

College	Email Address	Website	Phone
Arts & Sciences	<a href="mailto:artsandsciences@csuohio.edu">artsandsciences@csuohio.edu</a>	<a href="#">College of Arts &amp; Sciences</a>	216/687-9321
Business	<a href="mailto:businessadvising@csuohio.edu">businessadvising@csuohio.edu</a>	<a href="#">College of Business</a>	216/687-3729
Education	<a href="mailto:essc@csuohio.edu">essc@csuohio.edu</a>	<a href="#">College of Public Affairs &amp; Education</a>	216/687-4625
Engineering	<a href="mailto:engineering@csuohio.edu">engineering@csuohio.edu</a>	<a href="#">Washkiewicz College of Engineering</a>	216/687-2555
First Year, Exploratory, & CCP	<a href="mailto:firstyradvising@csuohio.edu">firstyradvising@csuohio.edu</a> <a href="mailto:ccp@csuohio.edu">ccp@csuohio.edu</a>	<a href="#">First Year, Exploratory &amp; CCP Advising</a>	216/687-2402
Graduate College	<a href="mailto:grad@csuohio.edu">grad@csuohio.edu</a>	<a href="#">College of Graduate Studies</a>	216/687-3595
Health	<a href="mailto:cohadvising@csuohio.edu">cohadvising@csuohio.edu</a>	<a href="#">College of Health</a>	216/687-3850
Honors	<a href="mailto:honors.progam@csuohio.edu">honors.progam@csuohio.edu</a>	<a href="#">Jack, Joseph, Morton Mandel Honors College</a>	216/687-5559



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Nursing	<a href="mailto:csuschoolofnursing@csuohio.edu">csuschoolofnursing@csuohio.edu</a>	<a href="#">School of Nursing</a>	216/687-3598
Public Affairs	<a href="mailto:passc@csuohio.edu">passc@csuohio.edu</a>	<a href="#">College of Public Affairs &amp; Education</a>	216/687-2135

- If you need to meet with an Academic Advisor for course selection—all of the advising offices will offer appointments via Zoom—and the zoom link meeting ID is usually posted on each respective advising office's website. You may locate your [Advising Office](#) using our website; Advising appointments may also be made via your Starfish account in CampusNet

### Registration

- If you cannot register due to a "Hold" on your account—click on the "Home" screen under your Personal Data Tab in CampusNet and Check Your Own Holds— the description of the Hold will tell you exactly what you need to do or the office you need to call to have the hold released.
- If you cannot register due to a "Requisite Error"— the error screen will tell you the department and phone number to call to request Electronic Course Permission in the system. You must reach out to the department.

### Financial Aid & Student Account

- Financial Aid (loans) disburses every two weeks on Tuesdays; Grants and Scholarships every two weeks on Wednesdays.
- Make sure you look at your "Summary" screen under the Financial Aid tab and you have green check marks to ensure the disbursement of your aid.
- Make sure you look at your "Awards" screen and have accepted your Financial Aid.
- If you are trying to figure out how much you owe or your refund amount—you can login to CampusNet and toggle back and forth between your "View Account" screen under the Account Tab and "Awards" screen



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under the Financial Tab (select the "View your 2025–2026 Award by Semester" Button) to make that determination.

- If you have set up Direct Deposit—refunds are released weekly every Wednesday; those who select the paper check option—it can take up to 5–7 days for you to receive your check in the mail. Please make sure your address is current and properly formatted under your Personal Data Tab.

### Health Insurance Waiver

- Students who are International, living in the resident hall or who are a declared health-related major (PT, OT, Nursing) are required by the state of Ohio to have health insurance and must show proof prior to each semester that you still have health insurance. You must complete the [Online Health Insurance Waiver](#) to show proof that you do have insurance to get the insurance waived off your account. Every semester you must opt-out of the student charged health insurance.
- Once you complete the waiver, the credit is not applied immediately but takes up to 5 business days to process through. If your charge is not removed after 5 business days, you may contact the Division of Belonging & Student Success at 216.687.2048; [studentbelonging@csuohio.edu](mailto:studentbelonging@csuohio.edu)
- Make sure your pop-up blocker is disabled on your internet settings in your browser, or you will not be able to submit the waiver.

### Housing and Residence Life & Dining

- If you have Housing & Residence Life questions, you can log back in to the [Residence Life and Housing Self-Service Portal](#) to conduct



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transactions such as reducing your meal plan; Housing & Residence Life concerns may be directed to [216.687.5196](tel:216.687.5196) or [reslife@csuohio.edu](mailto:reslife@csuohio.edu).

- The Dining Office is located around the corner from the Allin1 Office in Berkman Hall across from the Campus Connection Lounge Computer Lab. You may visit them in person, or contact them via email at [dining@csuohio.edu](mailto:dining@csuohio.edu).

### Transcript & Diplomas

- Transcripts can be ordered by logging into Campusnet and clicking the “Transcript” link under your Student Tab
- You may also order your transcript via our [Transcript Order](#) website
- Duplicate Diplomas and instructions are on our [Duplicate Diploma & Replacement](#) website

### General Navigation and Accessing the Office you Need

Navigating the University is easier than you think:

- If you want to just be transferred to another office on campus—you can go to the home page of Cleveland State University and click the Three Horizontal Lines button in the upper right-hand corner -- and then choose the [A – Z Index option](#) to access any department on campus and view their contact information.
- You may also click the Person Icon button in the upper right-hand corner on the home page to Cleveland State and access the [Online Campus Directory](#) to look up any department, office, or personnel on-campus.



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### Technology Needs- CampusNet, Blackboard, and CSU Email

- To reset your CampusNet Password, which is your single sign-on for Blackboard and your CSU Email account; please contact Information Services & Technology (IS&T) at [216.687.5050](tel:216.687.5050)
- You can access [CampusNet](#) on our website
- If you need assistance with accessing BlackBoard; please visit the [Center for E-Learning](#) website, you must contact the Center for E-Learning at [elearning@csuohio.edu](mailto:elearning@csuohio.edu) or 216.687.3960 if you need assistance
- To access your CSU Email, please visit our [My CSU](#) intranet website