

## Keeping Your Course On Track

Before you can start work on your subjects, you need to sort out the administrative details of your course. You will need to ensure your enrolment details are correct, the University has your updated personal details on file, and you know how you will receive official information from the University.

This section looks at the services provided by Student Administration and how they can help you to keep your course on track.

### Topic List

[Administration of your course](#)  
[Your Student Liaison Officer](#)  
[Contacting Student Administration](#)  
[ID cards](#)  
[The eBox](#)  
[Change of enrolment](#)  
[Thinking of leaving?](#)  
[Enrolling for next year](#)  
[Your personal details](#)  
[Administrative forms](#)  
[Payment of invoices](#)



### Administration Of Your Course

Student Administration look after all your course administration needs from the time you accept an offer to study at CSU, right up until you graduate.

Student Administration have developed a wide range of online services to provide you with flexible, convenient and timely access to both view and update your records and to access information relating to your enrolment. These services are provided through the Admin Info Quick Link in my.csu

[admin](#)



[^ top of page](#)

### Your Student Liaison Officer

Your Student Liaison Officer (SLO) is located in Student Administration on your home campus. SLOs can assist you with course queries and act as a contact point for administrative questions or problems. They can help you with any of the following matters:

- Accessing your Financial Balances/Student Account;
- Application for Grade Pending, Supplementary Exam, Withdrawal After the Census Date or Review of Grade;
- Change of Address/Personal Details;
- Credit/Exemption from subjects;
- Course Transfers;
- Course withdrawal;
- Leave of Absence from study;
- Academic Progress Regulations;
- Enrolment and all variations to your enrolment;
- Graduation;
- HECS-HELP/FEE-HELP;
- University Rules and Regulations; or

- When you are not sure who else to contact.

[^ top of page](#)

## Contacting Student Administration

Location	Telephone	Facsimile	Post
Albury	(02) 6051 6811	(02) 6051 6629	PO Box 1268 Albury NSW 2640
Bathurst	(02) 6338 4318	(02) 6338 4176	Private Mailbag 7 Bathurst NSW 2795
Orange	(02) 6365 7002	(02) 6365 7590	PO Box 883 Orange NSW 2800



Wagga	(02) 6933 2240	(02) 6933 2922	Locked Bag 588 Wagga Wagga NSW 2678
-------	----------------	----------------	--

### Your Student Liaison Officer's Details

Locate the contact details for your Student Liaison Officer and record the details for future reference.

[admin](#)



[^ top of page](#)

## ID Cards

All students are issued with a photo student ID card. Your student ID card also acts as your library card, photocopying card and key to certain buildings on campus.

ID Cards for internal students are collected during Orientation.



ID cards for DE students are posted on receipt of your application for a Student ID card and photo.



If you lose your ID card, report its loss to Student Administration immediately. There is a \$25 replacement charge. You can order and pay for your replacement card in person or online at:

[https://online.csu.edu.au/Inter/Action?type=B&cmd=web\\_payments&task=Start&menu=OTHER](https://online.csu.edu.au/Inter/Action?type=B&cmd=web_payments&task=Start&menu=OTHER)

[^ top of page](#)

## The eBox

As described in the Your Online Environment and Resources section, your eBox is your electronic letter box' to which official University communications such as Commonwealth Assistance Notices, financial statements, invoices and results are sent.

A large portion of the information relating to the administration of your course will be delivered to your eBox and not by post.

[^ top of page](#)

## Change Of Enrolment

If you need to change your enrolment, the simplest and most convenient way to do this is online through my.csu at: [https://online.csu.edu.au/Inter/Action?type=B&cmd=Check\\_PIN&system=Enrolment\\_Menu](https://online.csu.edu.au/Inter/Action?type=B&cmd=Check_PIN&system=Enrolment_Menu) where you can:

- add or withdraw from a subject for the current session/year;
- request leave of absence; or
- withdraw from the course.

If you need to withdraw from a subject you should do so **before** the Census/Refund date. Refer to CSU Principal Dates for specific information about deadlines for adding, deleting or withdrawing from subjects.

International Students should refer to the CSU Refunds policy when withdrawing from subjects. See online at: <http://www.csu.edu.au/division/finserv/students/refund.htm>.

International **On-Campus** students should also seek advice from their Student Liaison Officer to ensure they are still complying with their student visa requirements. It is usually required that you study 4 subjects or equivalent. However, it may be possible to study 3 subjects in some circumstances.

### [dates](#)



### Withdrawal After the Census Date

Students wishing to withdraw after the census date can apply for an Approved Withdrawal (AW) grade for each subject. Students should discuss with the subject lecturer before submitting an application. Applications are decided by the Head of School on recommendation from the subject lecturer. Application forms for Withdrawal After the Census Date can be found at: <http://www.csu.edu.au/forms/current.htm#general> and submitted to the Student Administration Office.

Withdrawing after the census date does not remove any HECS-HELP/FEE-HELP, or Tuition Fee liability. However, students can apply for a cancellation or refund of their fees through the University Remission Committee. See online at: <http://www.csu.edu.au/division/student-admin/current/remissions.htm>.

### [regulations](#)



International Students must pay attention to the conditions of your Student Visa



when

changing your enrolment. It is required that you study 4 subjects or equivalent in each compulsory semester. It may be possible to study 3 subjects on the advice of your course coordinator. For further information click on the student link within the [CSU International](#) website.

## [International Office](#)



[^ top of page](#)

## Thinking Of Leaving?

If you are considering leaving University, seriously consider your options first. Read the [Student Services Guide "Thinking of Leaving"](#) before making any final decisions.

## Enrolling For Next Year

Enrolment information will be sent to your eBox in early October each year. You must re-enrol for the whole year using the online links and help information. At the same time you should check that your personal details are current, and update them as necessary. It is important your enrolment details are correct. Check that:

- the subject code is correct;
- the subject is being offered that session;
- The subject is offered in your correct mode of study i.e. Distance or Internal;
- the subject is in your course; and
- you meet any prerequisites.

[^ top of page](#)

## Your Personal Details

The simplest way to update your personal details is online through my.csu at: [http://online.csu.edu.au/Inter/Action?type=B&cmd=Check\\_PIN&system=Enrolment\\_Menu](http://online.csu.edu.au/Inter/Action?type=B&cmd=Check_PIN&system=Enrolment_Menu). You can update details including:

- your postal and email address;
- your telephone numbers; and
- your examination centre.

All On-Campus students are required to provide a local contact address within 7 days of arriving on campus.

International Students are required to provide a street address within 7 days of arriving on campus.



## Check Your Enrolment And Personal Details

Check your enrolment and personal details to ensure they are correct. Update as necessary.



Print and retain your updated details form, and keep a copy for your records.



[personal details](#)



[^ top of page](#)

## Administrative Forms

If you require hard copies of forms (for example, Special Consideration, Change of Details or Review of Grade), they are available online and can be downloaded and printed. See online at:  
<http://www.csu.edu.au/forms/current.htm#general>

[forms](#)



## Payment Of Invoices

All invoices and finance statements will be sent to you online via your eBox. These bills can be paid electronically through my.csu.

[payment](#)



[^ top of page](#)