

“Where do students go for...?”

Students can access the admissions application, course schedules for the upcoming/ current term, the CT State Catalog, BlackBoard, Banner, Degree Works, via my.CTState.edu and many functions can be completed on a self-serve basis. However, not all functions are online and some students will need additional help.

Consult the chart below to find where to send students who need assistance with...

Admission or readmission to CT State for credit programs and classes	One Stop Enrollment Center Campus Recruiter
Registration for non-credit programs and classes	Workforce Development and Continuing Education
Tours and campus visits to High Schools	Campus Recruiter
Financial Aid questions (credit programs only)	Financial Aid Office (One Stop Enrollment Center can only answer basic questions)
New student orientation	Director of Student Activities One Stop Enrollment Center Regional Onboarding & Orientation Specialist
Personal information changes (name, address, phone, personal email)	One Stop Enrollment Center
Questions about accommodations related to disabilities	Disability Services Coordinator
Educational record privacy (e.g., FERPA releases)	One Stop Enrollment Center
Residency changes (i.e., from out-of-state to in-state status)	One Stop Enrollment Center
Home campus changes	One Stop Enrollment Center
Adding, changing, removing credit programs	One Stop Enrollment Center
Selecting credit classes, planning course schedule for current/future terms, transfer planning, career planning	Guided Pathways Advisor Manufacturing (Mfg) Program Advisor Faculty Advisor
Waiving prerequisites for course registration	Instructor/ Program Coordinator/ Dept. Head/ Dean Guided Pathways/ Mfg Program/ Faculty Advisors One Stop Enrollment Center
Registration questions, including adding, swapping, auditing, dropping, and withdrawing from credit classes	One Stop Enrollment Center - Form completion needed for audits, withdrawals, and Sr. Waiver registration Guided Pathways/ Mfg Program/ Faculty Advisors

Appeals for exceptions to registration rules for students on probation and suspension statuses	Associate Dean of Student Development - Will need to be entered by OSEC staff
Registration for high school students	One Stop Enrollment Center Campus Recruiter Individual guidance and other assistance depends specific dual enrollment program
Academic Engagement policy questions	One Stop Enrollment Center - Will consult CT State Registration & Academic History as needed
Account balance and payment plan questions	Business Office
Enrollment verifications Credit Degree and Certificate verifications	One Stop Enrollment Center
Non-credit certificate verifications	Workforce Development and Continuing Education
DegreeWorks degree audit questions	Guided Pathways/ Mfg Program/ Faculty Advisors One Stop Enrollment Center - Will consult CT State Degree Auditor as needed
Transcript requests for credit classes and programs	One Stop Enrollment Center - Will consult CT State Registration & Academic History as needed
Transcript requests for non-credit classes and programs	Workforce Development and Continuing Education
Graduation application questions	One Stop Enrollment Center - Will consult CT State Degree Auditor as needed
General questions about how to log into my.CTState, how to navigate to applications within the portal, where to access information, where to access forms, etc.	One Stop Enrollment Center Instructional Design & Educational Technology
Questions about BlackBoard and other learning management systems	Instructional Design & Educational Technology
Issues with logging into my.CTState.edu, updating passwords, etc.	Information Technology: - 24/7 Help Desk (primary) 860.723.0221 - Campus IT Service x31290



One Stop Enrollment Center

Mondays-Thursdays 8:30 AM – 5PM
Fridays 8:30 AM – 4:30 PM

AS-OneStop@ct.edu

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