

# NOTES OF GUIDANCE ON ONLINE ENROLMENT FOR 2011/12 FOR RETURNING STUDENTS

The following notes explain how the online enrolment procedure operates and provide guidance on the completion of the online enrolment screens.

The notes are organised into four sections:

Section A: [Some frequently asked questions and answers](#)

Section B: [Information on Fees](#)

Section C: [How to log in to Online Enrolment](#)

Section D: [A guide to using Online Enrolment](#)

**Please read through these notes before you log in to begin Online Enrolment and refer to them if you have any queries while you are completing the process. These notes are also available by clicking the Online Help icon on any of the Online Enrolment screens.**

## Section A: Some frequently asked questions and answers

### 1 Who must enrol online?

You **MUST** enrol online for the 2011/12 academic year if you are a returning student and you have been permitted to proceed to the next stage/year of the same course of study\*, and have no debts owing to the University.

Students required to repeat without attendance will be written to by the Examinations Office with instructions on how to enrol by post, and therefore cannot take part in online enrolment.

\* including progression between related Postgraduate Certificate, Diploma and Masters courses.

### 2 Do I need to complete a paper enrolment form in addition to enrolling online ?

No, if you are a returning student, then enrolling online replaces the need to complete a paper enrolment form. Once you have completed the online enrolment process, no further action will be required, apart from any tuition fee payment matters that you may have to finalise.

### 3 When can I begin enrolling online and how long do I have to complete

**this?**

Online enrolment will be available from **Wednesday 7 September 2011** and all returning students are required to complete the process before the first semester begins on Monday 26 September 2011.

#### **4 Can I still enrol if I am in debt to the University?**

You will not be permitted to enrol or to attend classes if you have any debts outstanding to the University. Your registration will cease to be valid and you will not be permitted to use the computing facilities or the Library. You must clear all outstanding debts before your registration can proceed.

#### **5 How do I know which modules I may choose?**

Details of the modules currently available are contained in your course handbook or in the Modules Catalogue. The Modules Catalogue can be found in the My Studies tab in the Student Portal ([portal@ulster.ac.uk](mailto:portal@ulster.ac.uk)) or at

[www.ulster.ac.uk/courses/modules](http://www.ulster.ac.uk/courses/modules)

On some courses a student's choice of modules (and the semester in which these are taken) will be influenced by the timetable which should be consulted, if necessary, before the final choice is made. Class timetables will be available in early September and the web address is

<http://online.ulster.ac.uk/timetabling>

It is a university requirement that you must select your modules for both semesters at this stage. Students who are only taking modules in Semester 2 must enrol for them now and not wait until the start of that semester to do so.

If you intend taking a module during the summer semester in the 2011/12 academic year, you do not have to select it at this stage but you must select it by the end of June 2012, complete a Module Amendment Form and pay the appropriate fee to the Finance Office at that time.

#### **6 How do I find out where and when classes begin?**

Either your Programme Director will have provided you with a copy of your 2011/2012 class timetable prior to the end of the 2010/11 academic year or this information will be given to you by your faculty during September.

#### **7 What if I want to change my modules after I enrol online?**

The University will permit you to add or drop modules during the first two weeks of the first semester and the first three weeks of the second semester. Changes of module must be made on a Module Amendment Form. This form must be signed by your Course Director/ Studies Adviser and you must return it to your campus Registry Office (Student Services Centre at Belfast) by the appropriate date.

While you may drop a module after the deadline you will not be permitted to add or to substitute another module. Requests for refunds should be made on the appropriate form which can be found in the Tuition Fees section of the university web site at <http://www.ulster.ac.uk/finance/fees>.

## **8 What if I have any further questions or need any assistance with online enrolment?**

If you need information about your course or the modules of study available, you should consult your Course Director or Studies Adviser before you enrol online.

If you have any questions about the online enrolment process or problems accessing the online enrolment system, you should contact your campus Registry/General Office at the telephone number or email address given earlier in these notes.

If you have any questions about fees you should contact the Fees Office at the telephone number or email address given earlier in these notes

## **Section B: Information on fees**

### **How do I confirm who will pay my fees in 2011/12?**

If your employer, a government agency or any other organisation apart from the Student Loans Company is paying your fees, you must provide a letter to the Fees Office in advance of registration in order for your account to be updated. You will not be able to complete registration until this letter is received and processed. If you are enrolling within the University and are only providing a letter on the day of registration, please contact a member of Fees staff at the central enrolment area.

The sponsor letter must detail your student ID number, the value of the sponsorship, course title and a name and address we can send an invoice to. If your sponsor requires a purchase order number to be quoted on the invoice, this should be included in the letter. A sponsor letter is required each academic year even if your sponsor details have not changed. If your sponsor is only part paying your fees, you will be required to pay any personal contribution or else set up an instalment plan at registration.

Students on full-time undergraduate courses who are taking out a tuition fees loan from the Student Loans Company should indicate this during the online enrolment process. The Student Loans Company will confirm to the University you have taken out a loan and that your fees will be paid. If this confirmation is not received by 15 November 2011 you will be required to pay the fees yourself.

### **Members of staff**

If you are a member of staff of the University enrolling on an approved part time course, you must complete a staff tuition fee exemption form signed by your Dean/Head of

School/Head of Department. This should be forwarded to the Fees Office before the registration period in order for your account to be updated and to allow you to proceed with registration. The form can be downloaded from the University website at <http://www.ulster.ac.uk/finance/fees>. This form must be completed and sent to the Fees Office each academic year without exception.

### **What must I do if I wish to pay my fees by instalments?**

If you are unable to pay your tuition fees in full at the time of registration and the balance is £100 or more, an instalment plan should be set up at the time of registration. If the balance of tuition fees is less than £100, they must be paid in full at the time of registration. Tuition fees payable by an instalment plan are collected in five equal consecutive monthly instalments on the last day of each month from November to March.

If you wish to pay your fees by an instalment plan, two options will be made available during the online enrolment process.

#### **1. Recurring Card Payment (RCP)**

You will be given the opportunity to sign up to an instalment plan using a credit/debit card by entering your details in the online screen.

#### **2. Direct Debit (DD)**

An online instruction will be made available for you to enter your bank account details. In order to complete an online instruction you must be the account holder and the only person required to authorise debits from the account. If not, a printable DD mandate can be downloaded from the University website at <http://www.ulster.ac.uk/finance/fees> and this should be sent to the Fees Office in advance of registration in order for your account to be updated. You will not be able to complete online enrolment until this mandate is received and processed by the Fees Office.

You must have a UK bank account, not a savings account to sign up to DD. The cut off date for setting up an online DD plan and receipt of a DD mandate is 30 September 2011. The Fees Office will send you a letter in November 2011 detailing the amounts of your DD plan and the dates each instalment will be collected. If you do not receive this letter by 25 November, please contact the Fees Office.

### **What must I do if I am paying my fees myself?**

If you are from the United Kingdom or from another European Union country and you are paying your fees yourself you must pay your fees in full as part of the enrolment process or sign up to an instalment plan at registration (details above).

If you are from a country outside the European Union and are paying your fees yourself, you must pay your fees in full or a minimum deposit of £2,000. If you choose to pay a £2,000 deposit you must sign up to an instalment plan at registration for the remainder of your fees

You may pay the fee amount by credit/debit card online using the facilities provided.

If you wish to pay by cash or cheque you will have to exit the fees screen without completing the registration process and contact a member of Fees staff at the central enrolment area if you are enrolling within the University. When the payment is processed you should return to the fees screen to complete the registration process. You can also pay your fees by cash or cheque by calling in person to one of the following offices:

**Jordanstown: Finance Department, Level 8M**  
**Coleraine: Cashiers Office**  
**Magee: General Office**  
**Belfast: General Office**

or by posting a cheque made payable to the 'University of Ulster' to the Fees Office at the address given below, quoting your student ID number. Alternatively you may pay by credit/debit card by telephoning the Fees Office on +44 (0) 28 7012 4252.

**Your enrolment is conditional on the payment of fees. The tuition fees payment policy is available on the website below.**

The Fees Office address for correspondence relating to all campuses is:

University of Ulster  
Fees Office (Room J611)  
Cromore Road  
Coleraine  
Co Londonderry  
BT52 1SA

## **CONTACT INFORMATION FOR ONLINE ENROLMENT FEE QUERIES AND FURTHER INFORMATION**

Email: [fees@ulster.ac.uk](mailto:fees@ulster.ac.uk)  
Tel: +44 (0) 28 7012 4252  
Fax: +44 (0) 28 7012 3255  
Website: <http://www.ulster.ac.uk/finance/fees>

## **Section C: How to log in to Online Enrolment**

Students are required to enrol for each academic year of their programme of study and do so online.

New students complete online enrolment from within the University; full-time and part-time students who are continuing to the second and subsequent years of their programme, and all students on distance learning programmes, enrol from outside the University.

If you are logging in to online enrolment as a new student, or from the Registration page on the University's web site as a continuing student, you need:

Your **Student ID** (e.g. B00123456)

Your **PIN** (if you are a continuing student this is your date of birth in the format ddmmyy e.g. 120389 unless you have changed it. If you are a new student you will have been given your PIN along with your Student ID.

Alternatively, continuing students can login in through the Student Portal by going to the My Studies tab and clicking on the link there. Once in the Student Portal no further login is required.

### **Problems Logging in**

If you have problems in accessing online enrolment or difficulties while enrolling you should contact the Registry helpline number + 44 (0) 28 7012 3450 or email the appropriate Registry Office as follows:

Coleraine: RegistryCE@ulster.ac.uk Jordanstown: RegistryJN@ulster.ac.uk Magee: RegistryMG@ulster.ac.uk  
Belfast: M.Chatterley@ulster.ac.uk

If you have problems with fees you should contact the Fees Office as follows:

Telephone: +44 (0) 28 7012 4252  
E-mail: Fees@ulster.ac.uk

### **(a) Returning Students**

The following categories of student are not required to enrol online:

#### **Students repeating a year without attendance**

Students who have failed modules and are required to repeat these **without attendance** in the next academic year, and postgraduate students who are given additional time to submit their dissertation in the next academic year, **do not** enrol online. The Examinations Office will write to these students regarding enrolling.

#### **Students with unpaid tuition fees**

Students who owe tuition fees from the previous academic year are prevented from enrolling until these fees are paid. Such students should contact the Fees Office at the number given above.

#### **Students with resits**

Students who have resits over the summer period will not be permitted to enrol online until they have successfully passed their resits. Resit results (that is the Board of Examiners' decision, not marks) will be released between 30 August 2011 and 6 September 2011 on the web. You should enrol online as soon as possible after that date.

If none of these situations applies to you and you still cannot gain access to online

enrolment this is because you have no registration record for the coming academic year. The most likely reason why no record exists is that your progress to the next year of the course has not yet been approved by a Board of Examiners. You should check to see if a decision on your progress has been made by the Board of Examiners by going to the Student Portal and clicking on the **Examination Board Decision** link in the **My Studies** tab. If there is no progress decision or if the progress decision is NOT one of the following codes

P1, P3, P4, P5, P6, T1, P7, P8, P9, PB, PC, PD, N1, N2, N3,

you should contact your Course Director. If your progress information shows one of the above codes please contact the Registry Helpline or email your campus Registry Office as indicated above to resolve the problem.

### **(b) Distance Learning Students**

Students on distance learning courses who are unable to access online enrolment should contact the Registry helpline number + 44 (0) 28 7012 3450 or email the Registry Office at Coleraine: RegistryCE@ulster.ac.uk

## **Section D: A guide to using Online Enrolment**

### **WELCOME SCREEN**

In order to proceed to enrol as a student of the university you must accept the conditions set out at the start of online enrolment. One condition is that you check your University email account regularly as this is the primary means by which the University will communicate with you.

Online enrolment consists of five stages as follows:

- 1. confirming that your programme details are correct**
- 2. checking and updating your personal and address information**
- 3. selecting your modules**
- 4. paying your fees**
- 5. answering a security question** (to enable you to reset your computer password if you lose it)

You must complete each stage before proceeding to the next. You should note that there are a number of pages or menu options within Stage 2 and you may complete these pages in any order. A tick will appear beside each option when you have completed it.

A stage bar on the right of each screen indicates the stage you are at and the stages you have completed.

### **Completing online enrolment screens**

You are required to check your information and amend or update it where appropriate. The pages are designed to be simple to use and guidance is provided on screens where appropriate. A **Help** button is available on each page and this links to further information designed to assist you.

### **Web browser**

You should move from screen to screen using the menu options and avoid using the **Back** and **Forward** buttons in your browser or the **Return/Enter** key. You must use the **Save** or **Save and Continue** buttons to confirm that your details are correct or save any changes you have made otherwise your changes will be lost. You may use the **Reset** button to abandon any changes made.

If you are enrolling from outside the University, you may exit from the system using the **Exit** button and return at a later date to complete online enrolment.

### **Moving around the screen**

Data that can be changed is included in text boxes and some of these have drop down lists from which you can select specific values. You can use the mouse or the tab key to move from box to box. With the cursor in the text box you can type in new information or double click existing data and simply over type it. Fields that must be completed are marked with an asterisk.

### **Saving Information**

On each screen there is either a **Save** button or a **Save and Continue** button and you should click one of these when you have made changes. You should also click these buttons when you have checked the information on the screen to confirm that the data is correct even though you have made no changes. In Stage 2 when you click the **Save** button a tick appears against the menu option.

### **Completing online enrolment**

When you have completed the final stage of online enrolment you are enrolled for the current academic year. You cannot access online enrolment again. If you need to make amendments to your record, for example to add or drop modules, you need to contact your campus Registry Office.

An email will be sent to your University email account confirming that you have completed online enrolment. If you are a new student an email, providing details of how to access your University email account, will also be sent to the email address that you provided when you were submitting your application. You should ensure that you read these emails as they contain important information.

## **STAGE 1 - PROGRAMME DETAILS**

In order to be able to view and select the correct modules you must be on the correct programme of study and on the correct year of the programme. If the programme

details shown are not correct then you must either

(a) contact a member of University staff if you are a new student enrolling at a computer within the University or

(b) email the Registry Office using the button on the screen if you are a continuing student and give details of your correct programme and year. The Registry Office will change your programme and/or year and email you to let you know when you may proceed with online enrolment.

## **STAGE 2 - PERSONAL INFORMATION**

There are six screens to be completed in Stage 2. These are Personal Details, Permanent Home Address, Term Time Address, Emergency Contact, Further Information and Graduation. You may complete these in any order but you must complete all six screens before you can proceed to Stage 3 (Module Selection). Please note that the Graduation Screen will only be displayed if you are a part-time student.

### **PERSONAL DETAILS**

Please check that your names and date of birth are correct. You cannot amend your forename, middle name or surname. If they are not correct please inform the Registry Office: changes will only be made on presentation of documentary evidence (that is, birth, adoption or marriage certificate, passport or UK driving licence). Please note that the middle name field is limited to 15 characters. You should ensure that your full legal name is correct and you can amend this if it is not. Your full legal name will appear on your award certificate when you graduate and it should be your name as it appears on your birth, adoption or marriage certificate; if it is not the same then you may experience problems later in proving to an employer or other organisation that you are the holder of the award.

### **PERMANENT HOME ADDRESS**

Please check your home address and telephone numbers and amend these if they are not correct. You can use the **Find UK Address** button to find your correct address as specified by the Post Office. You should provide a mobile phone number if you have one. Students from outside the United Kingdom should provide a home address in their own country.

### **TERM TIME ADDRESS**

Please select the appropriate value from the **Term Time Accommodation Type** box to describe the type of accommodation you are living in during term, for example University accommodation, the home of your parents, your own home or other accommodation (for example, accommodation that you are renting).

Check your term time address and telephone number and amend these if they are not correct, or enter them if they are missing.

If your term time address is the same as your home address, click the **Copy Home Address** button to enter this as your term address.

You can use the **Find UK Address** button to find your correct address as specified by the Post Office.

If you are living in University accommodation, click the **Find University Accommodation** button and select the correct address from the list provided.

Otherwise, type in your address.

## **EMERGENCY CONTACT**

You are asked to provide the name, address and telephone number of a person, preferably a close relative, that the University can contact in case of an emergency.

## **FURTHER INFORMATION**

The information collected in this page enables the University to monitor how its equal opportunities policies are operating and to collect data that it is required to return to Government. While it is compulsory to answer most questions, an option to decline to provide the information requested is available where appropriate. We would, however, encourage you to provide the information to ensure that our monitoring is effective. The information will be used for equal opportunities monitoring reports and such reports will not include details which would enable individual students to be identified.

Use the arrow to the right of the list box to select the appropriate answer.

### **Contacts - Chaplains**

If you would like a chaplain to contact you please select your religious denomination, otherwise leave this box blank.

### **Contacts – Disability Services**

If you would like someone from Disabilities Services to contact you regarding your disability please tick the box, otherwise leave it blank.

## **GRADUATION**

If you are a part-time student and hope to complete your course by June in the academic year for which you are enrolling then you should tick the box to ensure that you will receive an invitation to attend graduation. This is necessary as, owing to the flexible nature of part-time study, it is not possible for the University to be certain when part-time students will complete their course. The graduation screen will not be displayed to full-time students.

## **STAGE 3 - MODULE SELECTION**

There are four sub-stages within the module selection stage of online enrolment though

not all students will need to go through all of these and some students, for example research students, who do not normally take modules, can proceed to Stage 4 (Fees) of online enrolment after confirming that they are not taking any modules. If there are only mandatory modules on the year of the programme you are taking then you will not be presented with the Optional Modules screen (sub-stage 3b) and will proceed to stage 3c.

All students, except research students, should enrol on at least one module. Students taking modules in the second semester **MUST** select these at enrolment at the start of the academic year. Students have two weeks at the start of the first semester and three weeks at the start of the second semester in which to add or drop modules.

Part-time students are reminded that University Regulations stipulate that part-time students may take no more than a maximum of 45 credits in semester 1, 45 in semester 2 and 20 in semester 3 (subject to course regulations). Students are responsible for ensuring that they do not exceed this study load.

If you are a student on a full-time undergraduate degree course you will be restricted to selecting modules to the value of 120 credit points unless your course regulations require you to select more.

If you are carrying one or more failed modules from last year you should not enrol for these as you will be charged tuition fees. The Examinations Office will add any failed modules that are being re-taken to your academic record.

### **3a Mandatory Modules Confirmation**

If there are mandatory modules on the year of the course on which you are enrolling, these will be listed. Please ensure that each of the modules you are taking has a tick in the box beside the module. You should not select more than one section or CRN\* for a module if more than one is displayed.

*\*Note: A module may have more than one offering or section. For example, it may be offered in more than one semester, on more than one campus, at different levels (on undergraduate and postgraduate programmes) or with different credit points. Each section of a module has a Course Reference Number (CRN) which uniquely identifies it in a particular academic year.*

If you are **not** taking one, or more, of the mandatory modules, perhaps because you have been granted exemption, then you should drop the module by ensuring that the tick is removed and the box is blank. However, you will need to complete, at a later stage, a Module Exemption Form and have it signed by your Course Director. This will ensure that an exemption for this module is correctly recorded on your student record. Failure to do so could result in your award being withheld until the exemption is approved and recorded.

### **3b Optional Modules Selection**

Any optional modules available are listed in this part of Module Selection. Please tick the box against each of the optional modules you will be taking. You should not select

more than one section or CRN\* for a module if more than one is displayed. Please ensure that you select the correct section by checking the campus, semester, level and credits of the module. Modules which have a Type of DL are only for students on programmes that are offered by distance learning.

If you are a student on a full-time undergraduate degree course you will be restricted to selecting modules to the value of 120 credit points unless your course regulations require you to select more.

*\*Note: A module may have more than one offering or section. For example, it may be offered in more than one semester, on more than one campus, at different levels (on undergraduate and postgraduate programmes) or with different credit points. Each section of a module has a Course Reference Number (CRN) which uniquely identifies it in a particular academic year.*

### **3c Additional Modules**

If you have been permitted by your Course Director to take modules that are not already recorded in the mandatory and optional module selection stages you should add these here. To add a module, use the **Find Module by CRN** if you know the CRN (the five digit Course Reference Number) of the module. If you do not know the CRN, use the **Search for Modules** button.

If you are carrying one or more failed modules from last year you should not enrol for these as you will be charged tuition fees. The Examinations Office will add any failed modules that are being re-taken to your academic record.

*\*Note: A module may have more than one offering or section. For example, it may be offered in more than one semester, on more than one campus, at different levels (on undergraduate and postgraduate programmes) or with different credit points. Each section of a module has a Course Reference Number (CRN) which uniquely identifies it in a particular academic year. You may not select more than one section or CRN for a module.*

If you cannot find a module that you are taking you should contact the Helpline or notify a member of Registry staff who will take steps to resolve the problem. Occasionally modules are changed or introduced but the Registry Office has not been informed of this prior to enrolment.

### **3d Confirm Module Selection**

This screen enables you to review your module choices. If you wish to drop any of these modules or to add others you can do so using the **Edit Modules** button. Once you are satisfied that your choice is correct click **Submit and Proceed to Next Stage**.

If you are not required to enrol on any modules (for example, you are a research student) simply click **Submit and Proceed to Next Stage** to arrange to pay your fees.

If you select a module in error you can delete it by clicking the **Edit Modules** button and de-selecting the module.

## **STAGE 4 - TUITION FEE PAYMENT**

In order to complete the enrolment process and become registered for the academic year you must, where a fee amount due is displayed, select one of the options available for paying your tuition fees. If you are having difficulty completing the fees screen or wish to pay your fees by cash or cheque you must exit the fees screen and either

- (a) contact a member of Fees staff at the central enrolment area if you are enrolling within the University, or
- (b) telephone the Fees Office on (028) 7012 4252 or visit the Finance/General Office on your campus

## **STAGE 5 - SECURITY QUESTION**

### **Security Question**

Before you exit online enrolment you will be asked to answer a security question. This will be used to enable you to reset your network password (see below) should you ever forget it. If you are a continuing student the answer you provided previously will be displayed. There is no need to change this.

### **Network Password**

If you are a new student, you will be presented with a screen which gives your network password. You need this together with your student ID number to access the University's computer network on campus from the Learning Resource Centres or computer laboratories. You should make a note of your password and keep it securely. If you are a returning student you will already know your password and it will not be displayed.

## **COMPLETION OF ENROLMENT**

On completion of online enrolment an email will be sent to your University email account confirming that you have enrolled and providing further information which you should read. If you are a new student an email will also be sent to the email address that you provided when you applied to the University informing you how you can access your University email account.

### **Checking your student record**

You may check your enrolment details on Student Self-Service. You should do so within two weeks of enrolling and you must notify your campus Registry Office immediately if any amendments are required.

You can access Student Self-Service in the My Studies tab on the Student Portal by

clicking on **Banner** in the Home Page or on **Banner Student Self Service** in the My Studies Tab.

To login to the Student Portal you require your network username which is your student ID number and your network password.