

Division of Student Admissions and Administration (SAAD)
Non-registered students - Guidance for colleagues in Schools
Updated July 2018

1. Introduction

Once the formal registration period has ended (exact date is dependent on month of entry) there are a number of processes that need to be undertaken to assist in the completion of student registrations and to ensure that the student record is updated appropriately. Ensuring that students are registered on a timely basis and providing senior colleagues with a clear understanding of our student numbers and tuition fee income at the earliest opportunity is increasingly an imperative.

One misconception is that a student is registered if they have completed steps 1-9 (academic registration), however, this is not the case and registration still remains incomplete until they have completed step 10, financial registration.

A number of changes have been made this year to improve the process:

- 1.1. A check on continuing students with Negative Service Indicators linked to tuition fee debt will be carried out the month prior to registration. Students will be contacted by the Student Payments and Registration and advised that they need to clear all outstanding tuition fee debt before they will be able to re-register.

- 1.2. All colleagues across the University will use the same report (SDM_STU_INCOMPLETE_REGISTRATIONS) to check for incomplete registrations, monitoring should start from 10 September,

- 1.3. A late registration charge will be applied to all students who fail to complete registration by 30 September. Students will be advised of this from 1 October.

- 1.4. Schools are asked to monitor and chase students in the 15-19 October period. After that date Student Payments and Registration Team will contact the nominated School contact to co-ordinate a meeting to review all non-registered students.

On the next page you will find a summary of the timeline and actions to be taken with regard to students who need to register in September. More detailed instructions on the new report and actions that can be taken to assist with registration can be found later in the guidance.

Please note that this process will now run throughout the year, the dates shown indicate the timeline for September registrations.

Summary of Actions and Timeline: Example for September Registration 2017

DATE	TEAM	INITIAL ACTION	FOLLOW UP ACTION
August	Student Payments and Registration	<p>Run report: STU_REPORTING CONTINUING STUDENTS</p> <p>To identify students with outstanding tuition fees – Negative Service Indicators:</p> <ul style="list-style-type: none"> • CCT - Credit Control Tuition • CTW - Credit Control Write Off (Tuition) • NFR - Not Financially Registered (from previous session) • TRG - Temporary Registration (not financially registered from previous session) 	All identified students sent the communication (Appendix 1)
August	Schools	Set up new and continuing internal awards	
From 1 September	Student Payments and Registration	Invite to Register email (Appendix 2) sent	Remainder emails sent throughout
From 10 September	Schools	<p>Run report: SDM_STU_INCOMPLETE_REGISTRATIONS</p> <p>To identify non-registered students and review all active in programme</p>	Ensure any changes – withdrawals, interruptions etc are updated immediately
1 October	Student Payments and Registration	<p>Run report: SDM_STU_INCOMPLETE_REGISTRATIONS</p> <p>To identify non-registered students</p>	Communication sent to inform them that £200 late registration charge is being applied (Appendix 3) and informing them of the last date to register
15-19 October	Schools	<p>Run report: SDM_STU_INCOMPLETE_REGISTRATIONS</p> <p>To identify non-registered students</p>	Send communication to ascertain why not registered
22 October onwards	Student Payments and Registration	Set up School meetings via the nominated contact	Meetings decide action on each individual student
5 November	Schools	Interrupt or withdraw all non-registered students	

2. Instructions for the new Discoverer report: SDM_STU_INCOMPLETE_REGISTRATIONS

Select relevant criteria from the fields below and run report:

Select values for the following parameters:

Select one or more values for Term Code*:

Select one or more values for Academic Career Code*:

Select one or more values for Faculty:

Select one or more values for School:

Select one or more values for Level 4 Organisation:

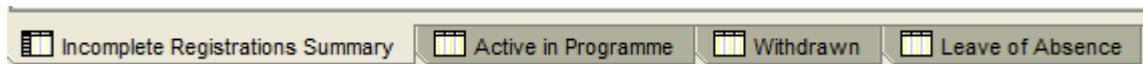
Description

* indicates required field.

Help OK Cancel

Note: Tuition fees are due from the start of teaching. Therefore, students who are interrupted or withdrawn prior to the 25th September will not be displayed in the report.

The report has 4 tabs:



Students who are 'Active in Programme' should be reviewed and monitored as a priority.

3. Reasons for non-registration – what we can do to help?

3.1. Temporary Registration

In the event that a student is unable to complete their registration for financial reasons s/he may be permitted an initial period of temporary registration until the 20th October (for September registrations).

The criteria that can be considered for temporary registration are as follows:

- Sponsorship letter is missing
- Unable to provide UK bank details

All requests for extension to a temporary registration must be submitted to tuitionfees@manchester.ac.uk

Students are liable for the tuition fees due for the period of their temporary registration even if, in the event, they do not register fully or withdraw from their programme of study or research.

3.2. Paid first instalment of tuition fees

Students are to be advised to pay the remainder of their tuition fees in full and complete financial registration.

If a student is awaiting bank account details in order to pay the remainder of their tuition fees they can apply for a temporary registration until the 20th October.

3.3. Student has paid but payment is not showing in Campus Solutions

If a student has paid tuition fees directly to the University and it is not showing on their student account they should be advised to contact the Student Payments and Registration Team, Student Services Centre.

3.4. Student has sent in a sponsor letter but it is not showing in Campus Solutions

If a student has sent in their sponsorship letter directly to the University and it is not showing on their student account they should be advised to contact the Student Payments and Registration Team, Student Services Centre directly on 0161 275 5000.

4. Telephone Contact Details

Student Payments and Registration Team, Student Services Centre: on 0161 275 5000

Credit Control Office: 0161 275 8130

5. Face to Face Support

The Atrium, University Place 10-28 September

Student Services Centre – rest of the year

Tracy Gallimore
Student Services Manager (Student Payments and Registration)
Student Services Centre
July 2018



Re-registration Outstanding Tuition Fees

I note that you are expected to re-register for the academic year 2018/19.

Unfortunately, as at today's date your account shows that you have outstanding tuition fees for the current year. While this debt remains outstanding you will be unable to complete your registration for the forthcoming year and continue your studies.

Here's what to do next.

Review your student account

If you have outstanding tuition fees you need ensure that the outstanding amount is paid in full before you can re-register for the next academic year.

To arrange payment of your outstanding tuition fees please contact the Credit Control Office on
+44 (0)161 275 8130

1.

If you are unsure what the outstanding tuition fees relates to and for further assistance please contact the Student Services Centre on
+44 (0)161 275 5000

Registration for the forthcoming academic year must be completed no later than 30 September. After this date you may be charged a late registration fee of £200.

Please note: Failure to complete registration by this date may result in you being withdrawn from study.

Need help?

If you require additional assistance please telephone
+44 (0)161 275 5000.

You are receiving this email as a student
of The University of Manchester.

[w: My Manchester](#)

The University of Manchester, Oxford
Road, Manchester. M13 9PL



You need to Register online

Registration for the 2018-19 academic year is now open.

Registering is simple, and you can do most of it online, before you arrive in Manchester

Here's what to do next.

Register online

Go to [My Manchester](#) – the University's student portal – and follow the instructions to complete registration online.

The final step of registration is payment of your tuition fees.

If you have applied for, but haven't yet received confirmation that your fees will be paid by an external funder (including Student Finance for postgraduate student loans) don't worry - information is available online [here](#)

1.

If you are registering for modular study or a Distance Learning programme further guidance is available online [here](#)

You must complete registration no later than 30 September. After this date you may be charged a late registration fee of £200.

Registration information will be on your My Manchester homepage throughout September.

Please note: You'll need to activate your IT account in order to log in to My Manchester. If you haven't done this already, do this now using the [University IT account manager](#). You'll need your student ID number, which can be found on any correspondence you have from the University.

Upload a photo

2.

Once you've logged into My Manchester, you'll also be able to [upload a photo](#) for your student card in the My Profile area.

There are some restrictions on the size and style of your photograph. Make sure you check the guidance.

Collect your student card

3.

Once you have arrived in Manchester you can collect your student card. This little card will give you access to everything on campus, including the Library, so make sure you collect it as soon as possible.

Check our [Welcome website](#) for details of where you can get your student card.

Need help?

If you have problems completing Registration online, visit our Welcome website for more information, or telephone +44 (0)161 306 5544

Please note: Once you have completed Registration, we will begin to use your University email address as the main method of communication with you. Make sure you check it regularly, which you can do in [My Manchester](#).

You are receiving this email as the holder of an offer from The University of Manchester for 2018 entry.

The University of Manchester, Oxford Road, Manchester. M13 9PL

[Facebook.com/admissionsUoM](https://www.facebook.com/admissionsUoM)

Twitter: [@admissionsUoM](https://twitter.com/admissionsUoM)

[manchester.ac.uk/welcome](https://www.manchester.ac.uk/welcome)

Appendix 3 – Late Registration Charge email

Dear

Student ID number

We note that you have not completed registration by the deadline of the 30th September 2018. Therefore, you are now liable for a £200 late registration charge.

You can pay the £200 charge online via the [Online Store](#), please ensure that payment is made on or before Friday 12th October 2018.

Failure to pay by the above date will result in the £200 charge being referred to our Credit Control Team for collection.

You also need to ensure that you have paid your fees and completed in full by Friday 12th October 2017. Failure to complete registration by this date will result in your School contacting you directly to discuss your academic options, which may result in interruption or withdrawal from your programme of study. To make a tuition fee payment, please call Student Services Centre on +44 (0)161 275 5000

Should you have any queries regarding this matter then please do not hesitate to contact us.

Kind regards

Student Payments and Registration Team