Caller: Student/Parent

I have a hold on my account and it's preventing me from registering for classes/ordering a transcript.

Action: ask for UVU ID and look up student account and check holds.

Academic Hold (AW, AP)

Instruct student that they will need to work with their UVU CE Academic Advisor.

Academic Holds happen when the semester GPA drops below 2.0

Note on Tuition Holds for students who have taken at least one semester of classes:

If they did not pay in the fall, and are signing up for Spring semester classes, they will get notifications from Collections, but their account needs to be paid with the cashiers office/online throug the MyUVU portal.

If they did not pay in the fall, and it is now May, their balance will be in the collections office.

If they took a spring semester class and have not paid, and they try to register for Fall semester classes, their account is in collections and can pay over the phone.

Tuition Hold (OT, WO, CE)

Action: Check the semester tuition is owed.
If current semester: inform student they need to pay through MyUVU

If previous semester: transfer or have student call Collections: (801) 863-8611

New Freshman Holds (AC, OH, JS)

Are you a senior this year and graduating in May?

Yes

No

If Fall Semster: send an email to students EC. Include the following info:
- Name
- UVU ID
- Phone number/email
- summary of issue - request to updated graduation date/remove holds.

If Spring Semster, send email to EC. Include the following info:
- Name
-UVU ID
- Phone/email

If Spring Semester and trying to register for Fall after High School Graduation, student needs to contact and work with the UVU First Year Advising Center.

Action: send an email to students EC and include the following info:
- Student name
- Student UVU ID
- request to update graduation date (admin to create an email template)

Have you graduated high school?

Yes

Tell student to contact first year advising.

I have a name mismatch hold on my account.

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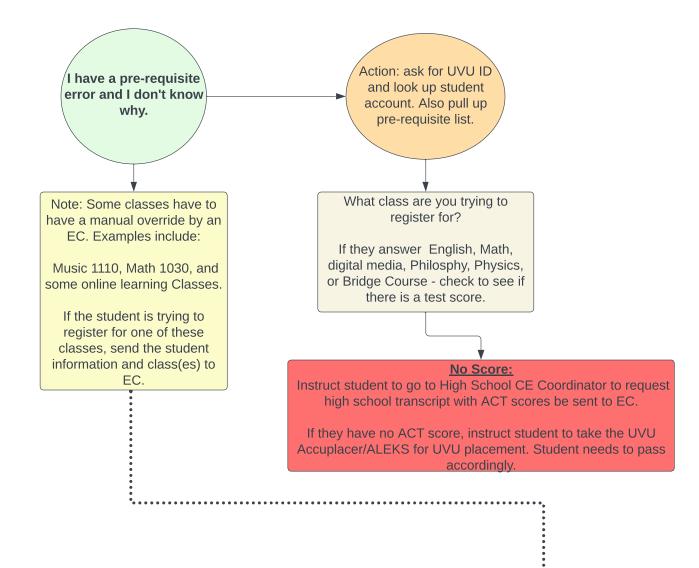**Action:** ask for UVU ID and look up student account./holds.

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This is usually a Social Security number error or name/spelling error. You will need to complete the Change of Personal Information form online. Easiest way to find that is to Google Search UVU Change of Personal Information. You will be required to upload a photo of their SS# and birth certificate.

Work with the campus registrar to have information corrected. There is NO workaround for this hold.

https://www.uvu.edu/registration/index.html

I have a pre-requisite error and I don't know why.

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Action: ask for UVU ID and look up student account. Also pull up pre-requisite list.

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Note: Some classes have to have a manual override by an EC. Examples include:

Music 1110, Math 1030, and some online learning Classes.

If the student is trying to register for one of these classes, send the student information and class(es) to EC.

↓ (to MAT1010 box)

What class are you trying to register for?

If they answer English, Math, digital media, Philosphy, Physics, or Bridge Course - check to see if there is a test score.

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No Score:
Instruct student to go to High School CE Coordinator to request high school transcript with ACT scores be sent to EC.

If they have no ACT score, instruct student to take the UVU Accuplacer/ALEKS for UVU placement. Student needs to pass accordingly.

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MAT1010 , MAT1030 & STAT1040 do not require an ACT score. HS is the gatekeeper of the prereq for these classes. If the student is getting a prereq error for these classes contact Sandra Ozuna with Term, Course # CRN and name of HS.

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If hold or error is related to a **Bridge Dual Language Course** and they have passed the AP exam, instruct student to send the AP scores to UVU. They must have scores sent from the College Board. Students can do a Google search for College Board and order/send scores from there.

If hold/error is related to an upper level class, make sure the class is a CE class, and not one they decided they wanted to take. They may choose to work with their CE Advisor.

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Remind students/parents that test scores must be received before the registration deadlines.