



Caller - student/parent

**Prerequisite error**

English, Math, Physics, Philosophy, Digital Media, Bridge Language Course.

What class are you trying to register for?

Other

Yes

Action: Check student dashboard for test scores. Have they been received?

No

Action: Check student status. Is it set to HSCE?

No

Are scores meeting the requirement?

No

Instruct student to take the UVU Testing exams. (Accuplacer for English, ALEKS for Math).

Yes

Send email to EC, with the following info:  
- UVUID  
- Student Name

Subject Line: Request for Student Status Reset

Yes

Action: Inform student that their scores did not meet the requirements. Instruct student to meet with their UVU CE Academic Advisor to discuss options.

Action: send an email to EC, with the following info:  
- UVU ID  
- Student name  
- summary of issue.

Action: Send an email to EC.

Subject Line: Test Scores Meet Requirements, Student Can't Register

Include the following info:  
- UVUID  
- Student Name  
- Phone number/email  
-summary of issue