

FOR STAFF USE ONLY

Student reports they...	Steps for resolution...	
<p>Are unable to see their course(s) in the LMS (webCampus or Canvas)</p>	<p><u>Office of Student Services</u></p> <ul style="list-style-type: none"> • Verify if that the course(s) are visible to students • Verify student enrollment status in PowerCampus • If enrolled properly, email support@uws.edu on behalf of the student. • If not enrolled properly, email the Office of the Registrar to correct registration. <p><u>Office of the Registrar</u></p> <ul style="list-style-type: none"> • Verify student enrollment status in PowerCampus • If enrolled properly, email support@uws.edu on behalf of the student. • Indicate that someone should follow-up with them within one business day. <p><u>Other Offices</u></p> <ul style="list-style-type: none"> • Email support@uws.edu • Indicate that someone should follow-up with them within one business day 	<p>When submitting a ticket on behalf of the student please include the following information, if available:</p> <ul style="list-style-type: none"> • Course name(s)/number(s) • Student ID # • Due date for next business day <p>Verify and include in the ticket if the student has:</p> <ul style="list-style-type: none"> • Never had access to their course(s) • Had access to course(s), but no longer has access –or—enrolled and then dropped all course(s) • Changed sections
<p>Did not get credentials email</p>	<p><u>Admissions Office</u></p> <ul style="list-style-type: none"> • Verify if the student has been provisioned yet • If provisioned, ask student to check spam/junk folder or promotions tab (sometimes letter goes to spam). • If unable to resolve, email support@uws.edu on behalf of the student. Indicate that someone from IT should follow-up with them within one business day <p><u>Other Offices</u></p> <ul style="list-style-type: none"> • Email support@uws.edu on the student's behalf • Indicate that someone from IT should follow-up with them within one business day 	<p>When submitting a ticket on behalf of the student please include the following information so IT staff can reach out to the student:</p> <ul style="list-style-type: none"> • Personal email • Phone number • Due date for the next business day
<p>Unable to access to their UWS email account (similar to above, but received credentials email and having login issues)</p>	<p><u>All Offices</u></p> <ul style="list-style-type: none"> • Email support@uws.edu on behalf of the student. • Indicate that someone from IT follow-up with them within one business day to help resolve their access issue(s) 	<p>When submitting a ticket on behalf of the student please include the following information so IT staff can reach out to the student:</p> <ul style="list-style-type: none"> • Personal email • Phone number • Due date for the next business day
<p>Needs login password reset (most frequently this is a student who deferred or provisioning previously)</p>	<p><u>All Offices</u></p> <ul style="list-style-type: none"> • To reset their Office 365 password direct the student to the following webpage • If this does not resolve the issue, email support@uws.edu on behalf of the student • Indicate that someone from IT should follow-up with them within one business day 	<p>When submitting a ticket on behalf of the student please include the following information so Technical Services can reach out to the student:</p> <ul style="list-style-type: none"> • Personal email • Phone number • Due date for next business day
<p>Does not have eMedley access or other eMedley issue</p>	<p><u>All Offices – if student cannot get the eMedley app to work on their iPad</u></p> <ul style="list-style-type: none"> • Verify the student has installed the app correctly and followed instructions for set-up • If not resolved, email support@uws.edu on behalf of the student • Indicate that an IT staff member will reach out to them within one business day <p><u>All Offices – any other error issue</u></p> <ul style="list-style-type: none"> • If not resolved, email support@uws.edu on behalf of the student • Indicate that a staff member will reach out to them within one business day 	<p>When submitting a ticket on behalf of the student please include the following information so Technical Services can reach out to the student:</p> <ul style="list-style-type: none"> • UWS email • Phone number • Due date for next business day <p>If student cannot get the app to work on their iPad: IT staff will work with student to get the application running</p> <p>Any other error issue: Resolved by CTL or Information Services</p>
<p>Have dropped all their courses and are unable to register</p>	<p>Direct the student to contact Student Services at studentservices@uws.edu, (503) 251-2802 or the Registrar at registrar@uws.edu (503) 847-2560.</p>	<p>A student who has withdrawn from their courses and a student who has withdrawn from their program have the same status in PowerCampus.</p>

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Don't know how to view or pay bill in MyUWS	<p>Direct the student to the Business Office webpage. For general information regarding tuition and fees.</p> <p>Provide student the Udocs link for the document entitled "How to View Balance and Pay Tuition Online."</p> <p>Remind students who expect to receive financial aid NOT to pay their bill until they receive their disbursement.</p> <p>Indicate the student should contact the Business Office with any other questions related to their bill.</p>	<p>Students receive an email at the start of the term. This email includes a link to instructions of how to view the balance and make a payment online.</p> <p>Business Office (503) 847-2553 businessoffice@uws.edu</p>
Are confused about paying for pre-requisite courses	<p>Chiropractic Students DC students are required to pay for the pre-requisite Biochemistry course. Once they start the DC program these costs will be refunded. Additional questions can be directed to the Business Office.</p> <p>Financial Aid Eligibility Students who have questions about financial aid eligibility should be directed to the Office of Financial Aid.</p>	<p>Business Office (503) 847-2553 businessoffice@uws.edu</p> <p>Office of Financial Aid (503) 847-2563 finaid@uws.edu</p>
Don't understand why they have to pay specific fees or want more general information about fees.	<p>Direct the student to the Explanation of Fees page developed by the Business Office.</p> <p>Indicate the student should contact the Business Office with any other questions related to fees.</p>	<p>The Business Office website has general information regarding tuition, fees, payment plans, refunds, etc.</p> <p>Business Office (503) 847-2553 businessoffice@uws.edu</p>
Have registered for their course(s), but don't know when their bill will be available to pay	<p>Tuition due dates are posted in the academic catalog and on the Tuition Due Dates webpage.</p> <p>Indicate the student should contact the Business Office with any other questions related to their bill.</p>	<p>The Business Office website has general information regarding tuition, fees, payment plans, refunds, etc.</p> <p>There have been some changes to tuition and payment deadlines over the past year. Please refer student to the webpage for the most up to date information.</p> <p>Business Office (503) 847-2553 businessoffice@uws.edu</p>
Don't understand their financial statement	<p>Direct the student to the How to View Balance and Pay Tuition Online document created to help students understand their financial statements.</p> <p>Indicate the student should contact the Business Office with any other questions related to their bill.</p>	<p>The Business Office website has general information regarding tuition, fees, payment plans, refunds, etc.</p> <p>Business Office (503) 847-2553 businessoffice@uws.edu</p>
Reports their paper check has been mailed to the wrong address or suspect a lost check	<p>Encourage student to set-up direct deposit to avoid delay and also to keep their address up to date in PowerCampus. Recommend they call the Business Office.</p>	<p>There are deadlines each term for students setting up direct deposit. If they miss the deadline, a paper check will be mailed to the address on file in PowerCampus.</p> <p>Business Office (503) 847-2553 businessoffice@uws.edu</p>
Are unable to reach an actual person when seeking information or support	<p>Recommend student call the Office of Student Services. Their number is setup to ring to all department members, so the student should be able to reach someone for guidance.</p>	<p>Office of Student Services (503) 251-2802</p>
Need expedited IT support	<p>All Offices</p> <ul style="list-style-type: none"> • Offer to submit a ticket on behalf of the student (all hours). • Alternatively, student can call phone number listed on ServiceHub webpage (business hours). If no one answers it will go to voicemail (after hours). 	<p>Make sure any tickets submitted are classified as URGENT in ServiceHub. This will send the ticket to all Technical Service team members to help with timely resolution.</p> <p>ServiceHub Phone: (503) 251-2831 Mon-Fri: 8:00am-4:00pm (Pacific Time)</p>