UWG PROCEDURE NUMBER: 3.2.7, Enrollment Services
Authority: UWG POLICY: 3.2 (Student Services)

The Chief Enrollment Management Officer, pursuant to the authority of UWG Policy 3.2, establishes the following procedures for Enrollment Services.

A. Statement of Purpose
The University of West Georgia (UWG) seeks to support student success by providing an Enrollment Services Center (ESC), and knowledgeable staff that can assist with the following:
- registrar processes
- financial aid processes
- the management of student accounts
- general inquiries/customer service for Financial Aid and the Registrar

B. Definitions
1. Academic Renewal- A UWG Policy that allows degree seeking students who earned less than a 2.00 cumulative grade point average (GPA) at UWG to have one opportunity to make a fresh start to their academic GPA at UWG after an absence of five calendar years from any postsecondary institution.
2. Bookstore to the Rescue- allows a student to use a portion of their financial aid refund (up to $750) to purchase books at the UWG Bookstore prior to the release of their refund.
3. Family Educational Rights and Privacy Act (FERPA)- a Federal law (20 U.S.C. § 1232g; 34 CFR Part 99) that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. The ESC offers a form students can fill out to allow third parties of their choice to have access to their records protected by FERPA. Please see UWG Procedure 8.3.1 FERPA.
4. GRE Fee Waiver- A waiver that allows students who are U.S. Citizens or eligible resident aliens (eligibility based off of current financial aid paperwork) a one-time fee reduction of the Graduate Record Examination (GRE). The ESC completes the form for the student and the student submits it to the Academic Testing Office.
5. Wolf Watch Training- a web-based tool designed to help students and advisors monitor students’ progression toward degree completion. Wolf Watch tracks degree progress, prepares for registration, and plans for graduation. The ESC along with the Office of the Registrar provides Wolf Watch training to UWG 1101 classes, advisors, student organizations, and departments so they can improve their knowledge of this tool.

C. Assistance with Registrar Processes
- Academic renewal- UWG refers to BOR 3.5.3 and the USG Academic & Student Affairs Handbook, section 2.5.1 for all procedures associated with Academic Renewal. UWG also publishes information on its Academic Renewal policy and procedure, in the online Undergraduate Catalog under Undergraduate Academic Policies.
  1. Students may apply for “Academic Renewal” by turning in a completed Academic Renewal Application to the ESC.
2. All previously attempted coursework continues to be recorded on the student’s official transcript.

3. An “Academic Renewal” GPA is begun when the student resumes taking coursework following the five-year period of absence once “Academic Renewal” has been granted. The institution will place a statement on the student’s transcript indicating the “Academic Renewal” status and the beginning of a separate “Academic Renewal” GPA in addition to an overall UWG GPA.

4. The “Academic Renewal” GPA will be used for determining academic standing and eligibility for graduation. At least 50% (60 hours) of coursework must be completed after the granting of “Academic Renewal” for a student to be eligible for graduation with honors.

5. Academic credit for previously completed coursework - including transfer coursework - will be retained only for courses in which an ‘A’, ‘B’, ‘C’, or ‘S’ grade was earned. Retained grades are not calculated in the “Academic Renewal” GPA, but are counted in “Academic Renewal” hours earned.

D. Enrollment and Degree Verification

- Transcript Request and Fulfillment-Official UWG Transcripts are processed by the ESC. There are three options for delivery of an official transcript. First, transcripts can be mailed using standard USPS delivery. Second, transcripts may be ordered for pick up at the ESC. Please note transcripts are destroyed 30 days after the request date. You must have a valid photo ID at the time of pick up. Third, transcripts may be ordered to be emailed in PDF form (National Student Clearinghouse option only).
  - myUWG(currently enrolled students only)
  - BanWeb (currently enrolled students or former students that have attended UWG since 1998).
  - National Student Clearinghouse (former students that have not attended UWG since 1998, any student requesting an official transcript in PDF form).

Once the transcript request is made it will be processed by the Records Coordinator within three to five business days unless the rush option ($10 charge) is requested.

- Replacement Diploma
  Replacement Diplomas can be ordered by completing the Replacement Diploma Request Form online and by paying the $35 fee (per diploma) online by credit/debit card or webcheck.
  The Graduation Team in the Registrar’s Office will email at the email address listed on the Request Form when the diploma is ready to be mailed to the address listed on the Request Form.

- Graduation Application
  Submit the Online Undergraduate Application for Graduation and $40.00 application fee (per degree) by the appropriate deadline. To access the Online Graduation Application and Fee Payment, logon to MyUWG, select the Banweb tab, select the "Student Services & Financial Aid" link, and then, select the "Graduation Application" option.
  Students must apply for graduation in order to be awarded their degree. Even if students do not wish to participate in the commencement ceremony, an application and fee must be submitted. The graduation fee covers the cost of student diplomas and shipping within the United States.
• Wolf Watch Training
The ESC along with the Office of the Registrar provides Wolf Watch training to UWG 1101 classes, advisors, student organizations, and departments. To request training visit [https://www.westga.edu/student-services/enrollment-services/presentation-request.php](https://www.westga.edu/student-services/enrollment-services/presentation-request.php)

• FERPA/Third Party Release
The "Family Educational Rights and Privacy Act (FERPA)" form is processed in the ESC. The FERPA Acknowledgement Form ensures confidentiality of education records. For more information about "FERPA" at UWG, please see UWG Procedure 8.3.1 FERPA. For general FERPA information visit the U.S. Department of Education website.

• Address Change
To update your personal information through BanWeb, please follow the directions below.
1. Login to [BanWeb](https://www.westga.edu/student-services/enrollment-services/presentation-request.php)
2. Click on the "Personal Information" Tab
3. Click on the "Personal Information" Link
4. From here, you will be able to update your address, phone number, emergency contact information, etc.
5. Follow the directions within BanWeb for updating each item.

Paper forms are also available for Address Changes in the ESC.

• Enrollment Verification for Unemployment
Students currently drawing unemployment benefits and need proof of enrollment status, can bring their unemployment verification slip received from the Georgia Department of Labor Unemployment Office to the ESC. Records will be reviewed enrollment status verified.

• Graduation Application Assistance
To apply for graduation students must:
1. Submit the Online Undergraduate or Graduate Application for Graduation and $40 application fee (per degree) by the appropriate deadline listed below.
2. To access the Graduation Application and pay the fee, log into your MyUWG account.
3. Click on the BanWeb tab
4. Click on the "Student Services & Financial Aid" link
5. Click on the "Graduation Application" link. (Undergraduates will automatically be linked to the Undergraduate Graduation Application and Graduates to the Graduate Graduation Application).
6. Follow the directions provided to complete your application. You will receive a confirmation email at the email address you provide once your application and fee has been processed. You will not receive a separate email from the Enrollment Services Center or Office of the Registrar.

• "GRE Fee Waivers"
Students are eligible for a GRE fee reduction if (1) they have never received one before, (2) they are citizens of the U.S. or resident aliens, (3) they have current financial aid paperwork on file at UWG (Current aid year FAFSA).
Students should visit Learning Support and Testing located at 110 Strozier Hall to receive the GRE Fee Waiver form. Students will then need to complete the Name and Social Security portion of the form and bring it to the ESC. Processing for the GRE Fee Waiver form
is 3-5 business days. Students will receive an email to their UWG email address when the Waiver is processed and ready for pick up.

E. Assistance with Financial Aid Processes

- "Bookstore to the Rescue"
  In order for a student to use their refund at the Bookstore, they must register for the "Bookstore to the Rescue" Credit.
  Log onto your myUWG
  - Click on the "BanWeb" tab
  - Click on "Financial Aid"
  - Click on "Bookstore to the Rescue" Permission
  After 24 hours the student will then be able to visit the UWG Bookstore, tell the cashier they are participating in the "Bookstore to the Rescue" program and present the cashier with your student ID. The amount charged at the Bookstore will be deducted from their estimated refund.

- General Scholarships
  The UWG General Scholarships are available to undergraduate and graduate continuing and transfer students. The General Scholarship Application deadline is March 1 each year. Please note that you can only complete this form ONCE. The application can be found at https://westga.scholarships.ngwebsolutions.com/CMXAdmin/Cmx_Content.aspx?cpld=896. Once the application is closed, the General Scholarship Coordinator organizes committees to award each scholarship based off of the requirements in the individual scholarship agreement.

F. Assistance with Student Accounts.

- Understanding the Student’s Bill
  To view Student Bill for the semester including financial aid applied to the bill
  - Log onto your myUWG
  - Click on the BanWeb tab
  - Click on "Student Services & Financial Aid"
  - Click on "Financial Aid"
  - Click on "Student Breakdown Bill"

Summary of Charges: Your tuition, mandatory fees, housing, meal plan, course specific fees, and other miscellaneous charges such as parking fines will appear in this section of your bill. Estimated Financial Aid: Any financial aid that has been applied to your account will appear on the right side of your bill. If you believe you have financial aid, but do not see any financial aid payments appearing, please contact the ESC immediately to discuss your financial aid.

Summary Statement: This section will show your total charges, total financial aid applied, and any additional payments received. The “Current Balance Due” will be your total bill minus financial aid applied and payments received. If your bill is paid in full and your
balance due is $0, you might have an estimated refund. Your refund will show as processed approximately 1-3 weeks after the add/drop period of the semester.

- Bill Payment Assistance
  ESC provides assistance to students needing assistance with the bill payment system and has a computer lab available to students to allow them to pay their bill.

- Short Term Loan Applications
- Veteran Benefits Liaison

The ESC provides face-to-face and phone customer service for the Financial Aid Office.

The ESC can assist you with the following Financial Aid items:

a. Completing your FAFSA (Free Application for Federal Student Aid)
b. Completing your GSFAPPS (Georgia State Financial Application)
c. Understanding your Award Letter
d. Accepting your Student Loans
e. Completing your Entrance Counseling
f. Signing your Master Promissory Note
g. Understanding Satisfactory Academic Progress
h. Applying for Federal Work Study Funding
i. Applying for Scholarships
j. Assist parents with applying for the Parent PLUS/Direct PLUS Loan

The ESC provides face-to-face and phone customer service for the Office of the Registrar. Please speak to a member of the ESC team regarding your registration needs prior to visiting the Office of the Registrar.

Issued by the Chief Enrollment Management Officer, the 22nd day of February, 2019.

Signature, Chief Enrollment Officer

Reviewed by: Vice President for Student Affairs and Enrollment Management

Previous version: N/A