

Registration Guidance 2019/20

Programmes and Assessment

School example contact emails



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This document supports the “Registration deadlines year-round” and “Registration timeline September-start” documents, which outline the communications and deadlines for registration.

This document contains examples of contact that schools can make to non-registered students to encourage them to register, as template emails. This is **not** the only way to contact students, but is an easy format to use as an example.

The contacts are based on the best-practice expectation that students are made aware of registration by the following:

- **Schools make at least three contacts with returning students**
- **Schools make at least two contacts with new students**
- **Operations make at least one contact with all students**

The **September** registration timeline also notes the dates when the Operations team will be making some extra contact with students to assist schools.

The “steps” referred to on the templates are the steps on both registration timelines:

- 1 – registration open (students can register)
- 2 – warning date (students expected to register by this date)
- 3 – registration deadline (students are withdrawn due to failure to register)

Further details about these steps are in the deadline and timeline documents. In turn, the templates are labelled with numbers, which are referenced on the timeline.

Full templates of the registration contact sent from the Operations team to students about registration can be requested from studentrecords@adm.leeds.ac.uk.

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Template 1 (Step 1): Registration open

SUBJECT: Registration for 20xx/xx

Dear [student]

[ID]

Registration for your [20xx/xx] academic year is now open.

You are expected to register by [warning date]. Registration is a requirement of your studies each year – it confirms your details of study, fee payment, contact details and your agreement to the Student Contract.

New students must complete any academic verification checks if requested and verify their identity in person. All students should go to minerva.leeds.ac.uk Student Services area to complete the online registration steps as instructed.

Completion of these steps ensures you are registered at the University of Leeds for your next academic year. **Failure to register will eventually result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.**

If you have any problems with registration:

1. Read our guidance pages <http://students.leeds.ac.uk/registration>
2. Email registration@leeds.ac.uk or call the registration helpline on 0800 915 0402 (within UK) or 0113 343 7000 (outside UK)

If you still cannot register after trying the above, you must ensure you discuss your situation and have a plan agreed with the relevant department (admissions in relation to qualifications checks, the fees team in relation to fees, the International Student Office in relation to immigration permissions and documents, or your parent School for other or more complex queries) as soon as possible.

We look forward to having you register with us for the coming academic year.

Kind regards,

[signature]



Template 2 (Step 1): Registration reminder

SUBJECT: Reminder - Registration for 20xx/xx

Dear [student]

[ID]

This is a reminder that registration for your [20xx/xx] academic year is open.

Registration is a requirement of your studies each year. New students must complete any academic verification checks required and verify their identity in person. Both new and returning students should go to minerva.leeds.ac.uk Student Services area to complete the online registration steps.

Unless you are awaiting documentation to complete registration, you are expected to register by [warning date].

If you have any problems with registration:

1. Read our guidance pages <http://students.leeds.ac.uk/registration>
2. Email registration@leeds.ac.uk or call the registration helpline on 0800 915 0402 (within UK) or 0113 343 7000 (outside UK)

If you still cannot register after trying the above, you must make sure you have discussed this and made arrangements for your registration with the Fees team or your parent School for registration. This may involve waiting for further documentation before you can progress further.

If you reach the above date and you are still not registered, please contact the relevant staff again. **Failure to register will eventually result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you take action as soon as possible.**

We look forward to having you register with us for the coming academic year.

Kind regards

[signature]



Template 3a online steps (step 2): Registration warning

SUBJECT: URGENT: Your registration deadline

Dear [name]

ID [ID]

Why we are contacting you

Our records show that you have not yet completed your registration for the academic year. **The final deadline for you to register is [deadline date]. Failure to register by this deadline will result in your account being shut down and withdrawal from your course at the University of Leeds.**

The process of registration

All students are required to register at the start of each academic year. Information on how to register is here: <http://students.leeds.ac.uk/registration>

Where to get help

If you still cannot register for a particular reason and have not yet contacted the University of Leeds Fees Team or us (your school) you MUST make arrangements with one of these departments as soon as possible.

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (UGfees@leeds.ac.uk or PGfees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: <http://students.leeds.ac.uk/feescharges>.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk

You must ensure you address any issues you have as soon as possible. We look forward to seeing you fully registered with the University of Leeds.

Kind regards, [signature]



Template 3b identity check (step 2): Registration warning

SUBJECT: URGENT: Your identity check deadline

Dear [name]

ID [ID]

Why we are contacting you

Our records show that you have not yet completed your identity check for your new course, and therefore not yet completed your registration for the academic year. **The final deadline for you to complete your identity check is [deadline date]. Failure to do so by this deadline will result in your account being shut down and withdrawal from your course at the University of Leeds.**

The process of registration

All students are required to register at the start of each academic year. Information on how to register, including completing an identity check, is here:

<http://students.leeds.ac.uk/registration>

Where to get help

If you still cannot register for a particular reason and have not yet contacted us (your school) you MUST make arrangements with us as soon as possible.

If you are experiencing any difficulties registering: Email

registration@leeds.ac.uk or call the registration helpline on 0800 915 0402 (within UK) or 0113 343 7000 (outside UK)

You must ensure you address any issues you have as soon as possible. We look forward to seeing you fully registered with the University of Leeds.

Kind regards,

[signature]

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“Reminder email” for personal email addresses Used by OPERATIONS at their registration contact points (see registration timeline/deadlines for further detail)

«GreetingLine»

We have recently sent urgent information about your registration at the University of Leeds to your @leeds.ac.uk email address. Please note that all communications from the University will be sent to this email address and it is your responsibility to check it regularly.

You can access your University email account by visiting minerva.leeds.ac.uk. If you haven't activated your account, please go to mypassword.leeds.ac.uk. If you have locked your account, but think you know your password, please wait 30 minutes and try again. If you have forgotten your password, please visit passwordreset.leeds.ac.uk or go to the IT Service Desk (EC Stoner Building, Level 10).

Please check the email we have sent, as it includes details of actions that you need to take to successfully complete your registration at the University. **Failure to do so may result in your account being closed and you being withdrawn from your programme at the University of Leeds.**

Should you have any further questions or think this email has been sent in error, contact us via registration@leeds.ac.uk or telephone 0800 9150402 (in UK) / +44 (0)113 3437000 (outside UK). Alternatively you can call the University Switchboard (0113 243 1751) and ask to speak with the Registration Team.

Kind regards,

Registration, Student Education Service