



Important information for students re-enrolling in 2012

FREQUENTLY ASKED QUESTIONS

Who can use the web re-enrolment system?

- all undergraduate and postgraduate coursework students, and continuing Study Abroad and Exchange students. All Postgraduate Research students should refer to the online re-enrolment information at <http://www.uow.edu.au/research/rsc/student/UOW008992.html>

Who can't use the web re-enrolment system?

- non-award students and students from other universities studying here on a cross institutional basis.

What do I need to use the web re-enrolment system?

- your SOLS login username and password;
- subject codes (eg ACCY102, BIOL981);
- session in which the subject is offered (eg Autumn).

How and where do I connect to the web re-enrolment system?

To log onto the re-enrolment system:

- go to 'current student' web page at <http://www.uow.edu.au/student/>
- enter the requested details in the SOLS logon box (ie your username and password);
- click on the **Login** button;
- select '**enrolment and variations**' and add your subjects (one at a time);
- when completed, click **Logoff** to close your web session.

You can access the re-enrolment system from any computer that has Internet access, though we recommend that you use a browser such as Mozilla, Netscape 7 or Internet Explorer 4 or above (go to <http://staff.uow.edu.au/web/using/index.html> for more information regarding system requirements for using the University website). The student computer labs, situated on level 1 of Building 17, would be an ideal place to do your re-enrolment.

To ensure that you have made suitable choices of subjects for 2012, check the course and subject information in the **Course Handbook** (<http://www.uow.edu.au/handbook/>). The Handbook contains details of the courses on offer in 2012 and descriptions of available subjects. The subject timetable is also on the web and can be found at <http://www.uow.edu.au/student/timetables/index.html>.

When can I access the web re-enrolment system?

You can connect to the University's re-enrolment system between **21 November 2011** and **31 January 2012**. You can still re-enrol after 31 January but you will incur a \$100 late enrolment fee if you have not added any subjects via SOLS by this date.

Can I change my subjects once I have enrolled?

Yes. Once you have enrolled you will be able to vary your enrolment as often as you like (within normal university rules) using the same procedure. You should ensure that you are aware of the [key dates](#) for addition and withdrawal for your subjects.

Why has my enrolment been changed?

The University may cancel your enrolment if you owe the University money; or if you are a research student and have not returned your progress report; or, if following your Spring session results, you fail to meet the course progress requirements and are subsequently excluded. The University may also alter your enrolment if you do not satisfy pre-requisite requirements for any of your subjects. You will be notified by SOLS Mail if your enrolment is altered for any of these reasons.

How and when do I pay my Student Contribution Amount (domestic Commonwealth supported students only)?

For those domestic students who elect to make a partial or full upfront payment of their Student Contribution Amount, the amount payable will appear on your Fee Statement which can be accessed through SOLS. The amount quoted will include the discount for students who pay upfront. The deadline to pay your Student Contribution Amount is 31 March for Autumn session subjects.

Students who apply for [HECS-HELP](#) and do not elect to make an upfront payment will not have any student contribution amounts quoted on their fee statement. This information will be available from your SOLS Commonwealth Assistance Notice (CAN) which is provided 28 days after each census date.

How and when do I pay my tuition fees?

All international students and domestic fee paying students will be sent a payment advice in late February, along with information about the options you have to pay your fees.

Will I receive another payment advice if I change my enrolment?

An amended payment advice **WILL NOT** automatically be mailed to you if you change your enrolment. If your enrolment is changed, your updated fees can be viewed the next working day by logging onto SOLS and selecting 'Fee Statement'. The updated amount can be paid using your original payment advice. Simply change the amount owing to match the new amount on SOLS. Alternatively, a new payment advice can be obtained from Student Central or by telephoning 1300 ASK UOW.

Who can I contact for more information or if I have a problem using the web re-enrolment system?

Contact Student Central on 1300 ASK UOW or send an e-mail to askuow@uow.edu.au.

SESSION DATES AND OTHER IMPORTANT DEADLINES

Not all subjects and courses commence at the same time so you should check the starting date for classes well before session begins. When adding your subjects via SOLS you will be presented with information similar to that listed below. Make sure to note the key dates for your subjects when enrolling.

Example only

Session: Autumn

Year: 2011

Start date: 28-FEB-11

End date: 23-JUN-10

Last date to enrol: 13-MAR-11

Last date to enrol (need academic approval): 20-MAR-11

Last date to withdraw without financial penalty: 31-MAR-11

Last date to withdraw without academic approval: 8-MAY-11

For a list of the standard academic session dates and other important deadlines go to

<http://www.uow.edu.au/student/dates/index.html>

For the Sydney Business School academic session dates and other important deadlines go to

<http://www.uow.edu.au/sbs/current/importantdates/UOW108719.html>

UNIVERSITY CHARGES

All international students and domestic students making a partial or full upfront payment of their Tuition fees or Student Contribution Amount will be sent a payment advice in late February to enable you to pay your fees for Autumn session 2012.

The payment options are:-



Paying using BPay: Contact your participating financial institution to make this payment from your cheque, savings or credit card account. UOW's **Biller Code** is 950220. Have your student reference number ready (you can find your reference number on the payment advice or by logging on to SOLS and selecting 'Fee Statement').

WWW.

Paying via the Internet: Log on to SOLS and select 'Fee Statement' to make a credit card payment (MasterCard, Visa or Bankcard). Have your credit card details and your student reference number ready (you can find your reference number on the payment advice or by logging on to SOLS and selecting 'Fee Statement').



Pay by Phone - Credit Card (MasterCard, Visa, Bankcard or American Express): Calls within Australia, dial 1300 301516 (local call). If you are calling from outside Australia, dial 0061 before this number (international rates). You will require the following information before dialling: your student number, reference number and credit card details (you can find your reference number on the payment advice or by logging on to SOLS and selecting 'Fee Statement').



Mailing your Payment: Please complete and detach the Payment Advice deposit slip from your payment advice, enclose it in an envelope with your cheque or money order (made payable to University of Wollongong) and post to: University of Wollongong, Reply Paid 65475, DARLINGHURST NSW 1300



Paying in Person: Please present your Payment Advice deposit slip to any branch of the National Australia Bank (NAB). Banks accept all forms of payment including cash.

OTHER MONEY MATTERS

The following late charges will be payable:

\$100.00	if you have not added at least one subject via SOLS by midnight 31 January 2012 ;
\$100.00	if any charges are paid after the Census Date when the University has withdrawn and subsequently re-instated your enrolment;
\$450.00	if international students have not paid their tuition fees in full by the due date.
\$200.00	if domestic students have not paid their up front fees by the due date.

INTERNATIONAL STUDENTS

You must pay your Autumn session **tuition fees** in full by **31 March 2012**. Fees are calculated per credit point, based on your course fee. The last date to withdraw and receive a credit for individual subjects can be checked on the 'enrolment variation' page in SOLS. For a total withdrawal from your course please refer to the International Student Refund Policy available at <http://www.uow.edu.au/student/finances/UOW008306.html>

If you need to renew your student visa please make sure that you apply on-line for your new electronic Confirmation of Enrolment (eCOE) as early as possible. It usually takes one week to process an application for an eCOE and they will not be issued on the same day that you apply.

ACADEMIC ADVICE

For all enquiries regarding your academic program, contact the relevant academic unit.

NEED TO UPDATE YOUR RAIL CONCESSION?

Rail concessions must be updated every year. To update your concession for 2012, take your student ID card to **Student Central** (ground floor, Building 17) before the end of week 1 of Autumn session 2012 (your current concession is valid until then). To be eligible for a rail concession you must be a domestic student and be enrolled full time for both Autumn and Spring sessions.

FURTHER INFORMATION

For further information contact Student Central on 1300 ASK UOW or send an email to askuow@uow.edu.au.