Glossary

- **Application:**
  The first step - you submit your application through the University website. You can save and return, but remember to submit. If accepted, you will still need to 'Enrol'.

- **Conditional Offer:**
  If given this offer, you will also be notified of conditions that must be met, such as uploading qualification certificates.

- **Unconditional Offer:**
  Given when you have met all the entry criteria. You must accept the offer online to open enrolment.

- **Evision:**
  'Evision' is an online student portal for your course administration.

- **Enrolment:**
  Confirms your place on the course. Enrolment is completed in Evision and is necessary to access learning resources. By enrolling you agree to the regulations of the university.

- **Module:**
  Individual topics of study that make up a course.

- **Canvas:**
  A Virtual Learning Environment (VLE)
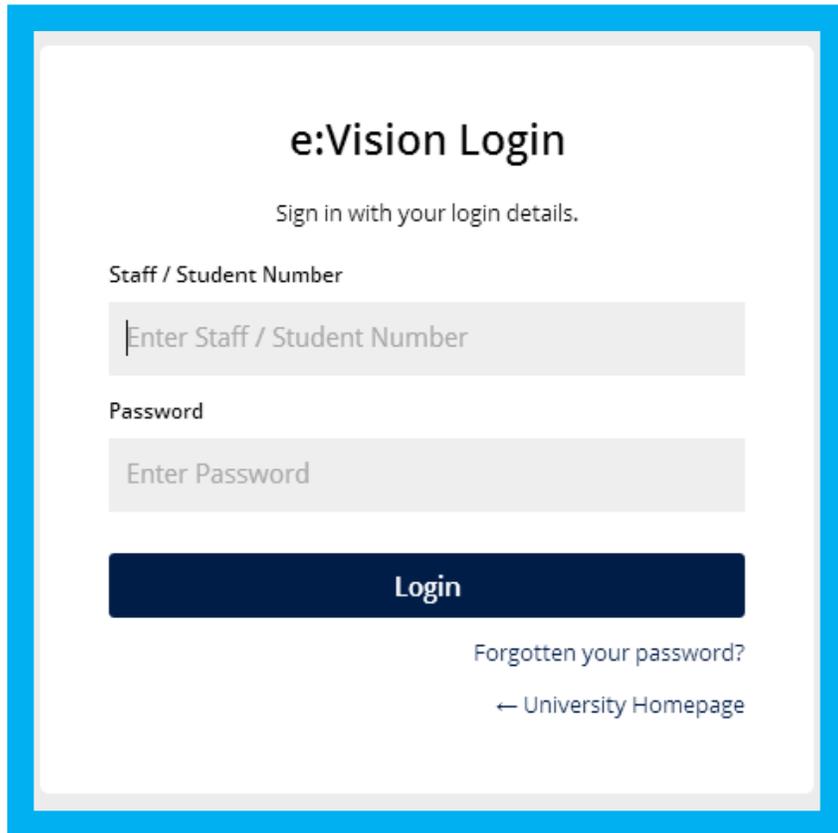
What is e:Vision?

E:Vision is an online portal for students to manage their course.

- Register your IT account

- Enroll onto your course

- Register your modules

- Breaks, transfers, extensions etc.

- Access useful information and official letters

- Ask for assistance via the Helpdesk

- Book a place at graduation

Log in to e:Vision at **smsweb.wlv.ac.uk** with your student number
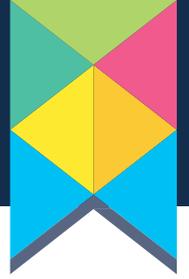
UNIVERSITY OF WOLVERHAMPTON

Logging into Evision?

Log in to e:Vision at smsweb.wlv.ac.uk

- You will receive your 7 digit Student number in an email from us when you first apply.

- Your password for Evision will be the same you created when you applied. If you forget, use the 'forgotten password' link.

Before enrolment will open you must:
a) Complete your online application
b) meet the conditions of your offer
c) Firmly accept your offer

Enrolment

- Click the enrolment tab on your home page
- You will also be asked to 'Register your IT Account' by confirming your details

Enrolment and Module Registration

ID Card

Our records indicate that you have not yet uploaded a student id photograph. Until you have uploaded a photograph you will not be sent a Campus Card, which will prevent you from being able to use the full range of University facilities.

Upload Photograph

Enrolment

Enrolment is now available for courses starting from August 2017 onwards. Select the course you wish to enrol on. Please complete your enrolment by the given deadline - this includes your ID check at the nearest **Faculty Student Services**.

Course	Year	Start Date	Deadline	Status	
MSc Advanced Technology Management	1	23/09/2020	07/10/2020	Not Enrolled	Select

1. Upload a photo for your ID card
2. Select your course (check it's correct)

Enrolments will be open 6 weeks before your course start date, and close 2 weeks after

Enrolment

3. Check the details are correct

4. Register/Confirm your IT Account

5. Work through the enrolment tasks

Education...

- You will be asked for your Unique Learner Number – Don't worry if you don't know this! …

… Just select from the drop down menu *"I don't know my Unique Leaner Number"*

Fees...

Typically your record will automatically state that you are responsible for your fees. If you are being funded by Student Finance, an Employer, or other, select *"No"*, and complete the remaining details.

Enrolment - Fees

All students are personally liable for the payment of all charges relating to their time at the University. If you have made arrangements for any of these to be paid by a third party, you must ensure that evidence of this can be u employer sponsorship letter, Student Finance letters do not need to be uploaded as they will notify the University directly. Further information can be found here. If this payment fails to be made within 28 days of enrolment, yo Student Finance Direct applicants need to meet all the eligibility criteria to receive student funding. If you have already received previous funding or have studied previously this will effect your eligibility.

Please note: Student Finance Direct only make tuition payments for undergraduate courses directly to the University. Postgraduate Loans are paid directly to the students and tuition fees are the responsibility of the student.

Please confirm that you have read and understood this information   -- Please Select --   ▼

Our records indicate that you will be responsible for paying your own tuition fees. Please confirm if this is correct.

I confirm this information is correct: Please select   ▼

Your Student ID Card

Once you have uploaded your photo and fully enrolled your University ID card will be posted to your term-time address.

Your ID Card will give you access to:

- Campus buildings

- Library services

- Intercampus buses

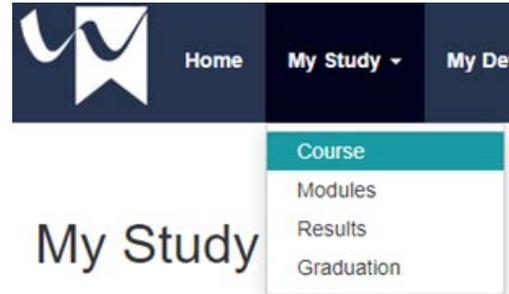- printing and photocopying facilities

UNIVERSITY OF WOLVERHAMPTON

*Leave of Absence / Transfer / Withdrawal requests

Request Official Letter (such as proof of study)

View university regulations

Apply for an *extension to assessment deadlines or extenuating circumstances

*always talk with your tutors and Serco first to advise

Requesting a 'Leave of Absence' (LOA):

- If you wish to take a break from study, it is essential that you submit the formal request with the university. You can take a maximum of 2 years leave (must be taken for a semester or full year, with a return date as the start date of that new cohort).

- Ensure you talk with your tutor to understand the possible financial or academic implications.

- Failure to submit an LOA request will result in assignments being recorded as 'none-submission'.

1. Log in to your e-vision account	→	**2.** Click on 'MY STUDY' > 'COURSE'	→	**3.** Click on 'LEAVE OF ABSENCE'

6. Student Records will process the Leave of Absence.	←	**5.** Submit	←	**4.** Complete Leave of Absence request form
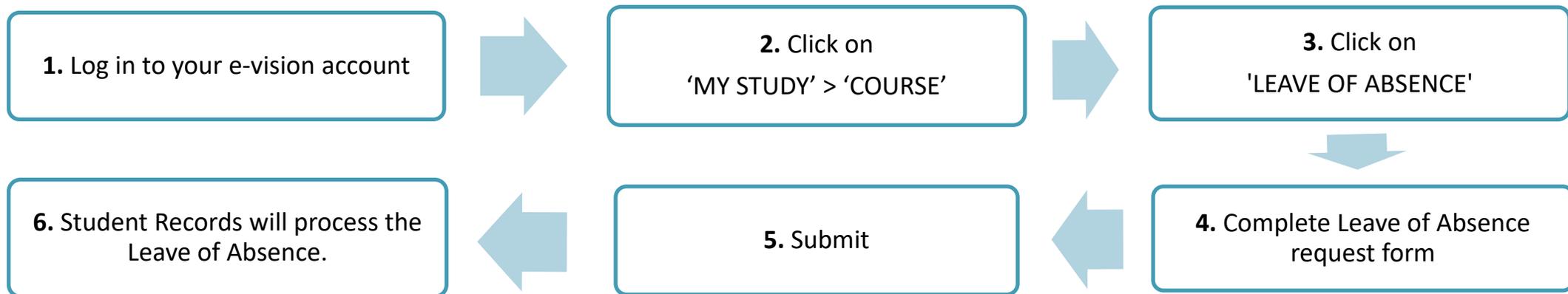
Returning from Leave of Absence (LOA):

- The return task appears in Evision 4 weeks before your scheduled return date.
  If you wish to return sooner, contact 01902 32 3017. Your return must be at the start of the module.

- Once your return has been processed by Student Records, you will need to re-enrol onto your course.

- If you wish to extend your LOA, this must also be requested in Evision. Failure to return or extend LOA may result in being withdrawn from your course.

1. Go to your e-vision account	→	2. Click on 'MY STUDY' > 'COURSE'	→	3. Click on RETURN FROM LEAVE OF ABSENCE'
6. You will need to **RE-ENROL** once return has been accepted.	←	5. Submit	←	4. Complete Return from Leave of Absence form
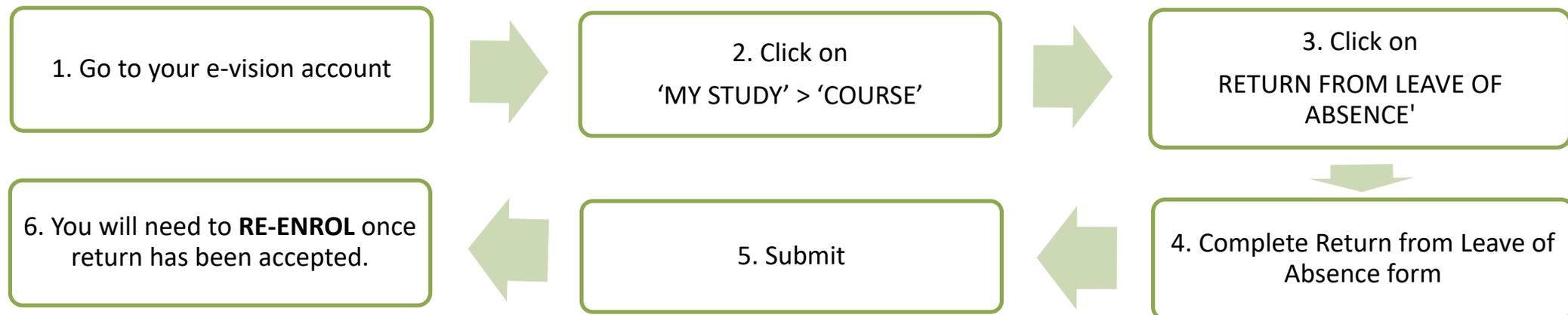
Requesting a Withdrawal:

- If you wish to withdraw from your studies, you should firstly discuss this with your tutors and Serco to see if another option would be suitable for you (such as a break from study, or to discuss other support options).

- If withdrawal is still the best option for you, please complete the request in Evision for our records to update.

1. Go to your e-vision account	2. Click on 'MY STUDY' > 'COURSE'	3. Click on 'WITHDRAWAL'
6. Student Records will process the Withdrawal.	5. Submit	4. Complete Withdrawal form

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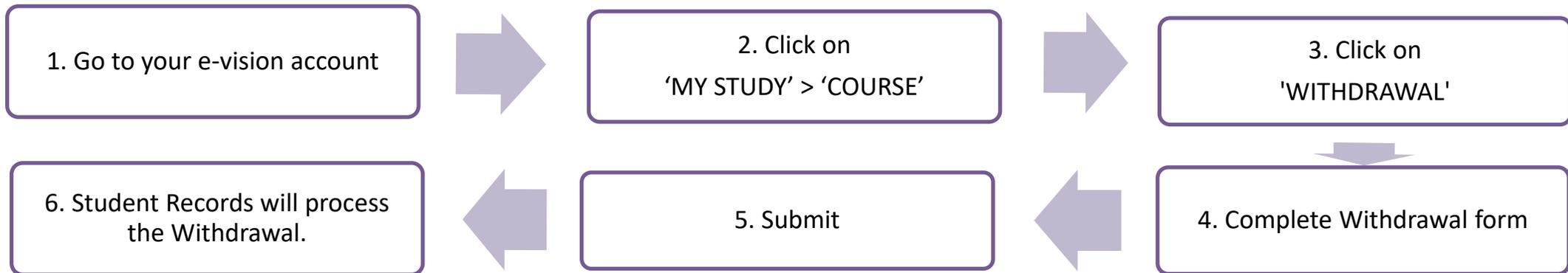
Log a 'Help Call' through e:Vision

Student Helpdesk

Use the e:Vision Helpdesk to log any queries that you have regarding the administration of your student record blah blah blah... your call will be sent to the correct team within the university to answer your question, you'll be notified by email whenever the call is updated.

Email notifications will be sent to **andy@wlv.ac.uk**. If this email address is incorrect please change it via the Personal Information task on the e:Vision home page.

My helpcalls

Log a new call to...

Student Services

Admissions

Accommodation

Faculty Student Advisors (FEHW Only)

External Partnerships

UKVI, Visa and Immigration Support team

Students can log a helpdesk call for a variety of issues and queries such as:

- Module registration
- Systems access or errors
- Enrolment
- Graduation
- IT issues
- Advice/guidance for extensions

How to log a query:
1. Log into e:Vision
2. Click on Help in the menu
3. Select the appropriate team and submit your query

FAQs: Application

Q. I have applied to the wrong course/location. What should I do?

A. If you haven't started enrolment, you can contact Admissions to correct the information (remember to give your student number). If you are enrolled, you must complete a Transfer request in the Course page in Evision.

Q. I can't find my student ID number so can't access Evision.

A. The ID number is sent in an automated email (to the address on your application) once you submits your application. Please double check your email again and your junk folder for your 7 digit student number.

Q. I haven't received an offer letter or email from the university, what should I do?

A. Your may have completed and saved your application but not submitted it. Please double check this. If you have definitely submitted and have double-checked your emails, please get in touch with admissions and check the email address in your application is correct.

Q. What are the conditions on my offer?

A. Students are notified of their conditions in offer letters from admissions. These can be checked and completed directly with the admissions team on **01902 32 3505** – admissions@wlv.ac.uk.

Q. What happens if I don't meet the enrolment deadline?

A. You will need to complete a 'late enrolment task' to request enrolment be opened again. When re-opened you will have 48 hours to complete enrolment. If you were only partially enrolled when the deadline passed, Student Records can re-open the task (log a helpcall in Evision).

Q. What is the enrolment process for students returning to year 2?

A. Returning students will receive a reminder to their university email. Enrolment will open 6 weeks before the course start. You won't re-fill all enrolment tasks, but will need to confirm the course/register their modules.

Q. My Enrolment is blocked or missing. Why am I unable to enrol?

A. Either there are conditions outstanding, additional information is needed or there's an error. The Admissions team will be able to advise you – admissions@wlv.ac.uk

Q. The modules are registered incorrectly, how can this be fixed?

A. Please get in touch with Student Records via the Evision Helpdesk with the correct modules to be registered.

BEFORE ENROLMENT

Evision Support – Contact through Evision helpdesk.
- For queries relating to Evision access or system errors within Evision.

Admissions – admissions@wlv.ac.uk – 01902 32 3505
- For queries relating to applications and offers, including application transfers, changes of details, conditions of offer etc.
- You will have an individual contact within the team for your subject area.

AFTER ENROLMENT

Student Records – FEHWStudentRecords@wlv.ac.uk – 01902 32 3017
- For queries relating to module registration, sponsorship records, leave of absence, information changes after enrolment, or to reopen partially complete enrolment after deadline missed.
- You will have an individual contact within the team for your subject area.

IT Support – ITSupport@wlv.ac.uk – 01902 32 2000
- For queries relating to account access when enrolled.

University of Wolverhampton

Best of luck with your studies and enjoy your time with us!

THE UNIVERSITY OF OPPORTUNITY