

Advising Holds Plan

Each fall, winter, and spring term at WOU, undergraduate students have advising holds placed on their account in order to encourage them to meet with their advisor and ensure they are on track for graduation. Effective Spring Term 2019, the following plan outlines when advising holds will be placed and expired. It also includes an email timeline for sending hold and registration notices to students, faculty, and staff. The implementation of this plan is the responsibility of the Director of Student Success and Advising.

Monday of Week 5: First, we will request advising holds to be placed within 1 business day by Mike Soukup in UCS. After they are placed, we will send an email to all enrolled students notifying them of their advisor hold and encouraging them to meet with their advisor before registration week. Then, we will also send an email to all faculty and staff notifying them that advisor holds have been placed and reminding them of the date registration begins.

Week 9: After registration week has ended and registration is open for continuing students, we will request a report of undergraduate students who were enrolled for the current term but are not enrolled for the upcoming term. Students will be filtered by their assigned advisor and advisors will be set a personalized student list to each advisees who have not registered for the upcoming term. Advisors will be asked to reach out to their advisees to come in for advising to register for the upcoming term. The email to advisors will also include a sample registration “nudge” email that they can use as a template for their emails if they choose to do so (see Appendix A).

Week 10: We will request an updated enrollment report to determine if numbers of students registered increased after individualized advisor “nudges.”

Thursday of Finals week: We will request a final enrollment report to see which students still have not registered and identify which students still have an advising hold. At that point, we will contact UCS to have any remaining advising holds expired that day. Then, we will send a general registration nudge from advising@wou.edu to students who had an advising hold letting them know it has expired and encouraging them to register and follow up with their assigned advisor. Additionally, we will send a similar registration nudge to any other students who have still not registered but who did not have an advising hold. These emails will include an invitation to meet with Student Success and Advising if they need assistance with choosing a major or being successful at WOU, how to find and change advisor information, and information about common holds and contacts for the holds. See Appendix B for SSA registration nudge email templates.

Appendix A

First Registration Nudge Email Template – Sent by assigned advisor during week 9 to students not yet registered for following term

Subject: Registration Reminder

I hope you enjoyed your {insert break}! We noticed that you aren't yet registered for {insert term} Term {insert year}. I want to see you continue your success into next term, so we encourage you to get registered before break begins. {Insert information on how to set up an appointment}

There may be other holds on your account that prevent you from registering. You can check for holds on your account in WolfWeb by clicking on "Student Menu," then "Student Records," and then on "View Holds." Please contact the appropriate office for steps to resolve your hold.

I wish you the best of luck going into finals week. Please let me know if you have any questions.

Sincerely,

Appendix B

Second Registration Nudge – Students who had advisor hold but is now removed (excludes students placed on academic suspension)

Subject: Advisor Holds and Winter Term Registration

Congratulations on finishing finals for {insert current term} term. We would love to see you continue next term at WOU. It looks like you had an advisor hold on your account that prevented you from registering for classes. At this time, those advisor holds have expired and will no longer impact your registration. We encourage you to register for winter term as soon as possible. If you have questions, the Student Success and Advising office is available as a resource to help you with finding the correct major and discussing any challenges you may face in achieving your academic goals. You can contact our office at 503-838-8428.

If you have a declared major, we also recommend that you to continue meeting with the advisor for that major to discuss your major requirements, get connected with the faculty in your major, and learn about extracurricular learning opportunities. To find contact information for your current advisor or a new advisor (if you would like to change your advisor), you can go to: <http://www.wou.edu/advising/faculty-advisor-contact>.

If you have other holds that impact your registration, please contact the office related to that hold to discuss options for removing the hold. Some common holds and contacts are listed below.

AR, Accounts Receivable hold: Business Office, 503-838-8201

AD, Admission's hold - updated transcript: Admission's Office, 503-838-8211

SA, Student Affairs hold - U Got This (sexual assault training), Vice President for Student Affairs, 503-838-8221

If you need classes offered at a more flexible time or location, WOU is now offering hybrid evening and Saturday classes at our Salem location. For more information on the classes available at the Salem campus, please go to: <http://www.wou.edu/salem/for-wou-students>.

Sincerely,

Student Success and Advising
Western Oregon University
503-838-8428
www.wou.edu/advising

Second Registration Nudge – Students who do not have an advisor hold (excludes students placed on academic suspension)

Subject: Register for Winter Term – There’s Still Time

Congrats on finishing finals for {insert current term} term. There is still time to register for classes for next term. We encourage you to register as soon as possible. If you have any questions, the Student Success and Advising office is available as a resource to help you with finding the correct major and discuss any challenges you may face in achieving your academic goals. You may contact our office at 503-838-8428.

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