UVM Non-Credit Registration Office

About the Non-Credit Office:

The Non-Credit Registration Office is a centralized office within the University of Vermont available to support all non-credit registration activities. A non-credit activity is any course or activity that does not offer credit hours for participation.

- They create registration portals for any type of event, whether the offering is free or if payment needs to be collected at registration.
- They manage registrations and payment portals for conferences, courses, lectures, film screenings, and many other non-credit activities.

How the process works:

- Email the completed build template, along with any logos, to noncredit@uvm.edu to create the registration portal.
    - Note: A two-week turnaround time is requested to allow time for building and testing the portal. Often, it is turned around quicker.
- When a draft registration portal is ready, the unit will receive an email with a test link and instructions.
- After the registration portal and confirmation email have been tested and approved by the unit, the portal is live for registration.
- The unit will receive live reporting links to manage and track enrollments. NOTE: Any questions asked during the registration process can be included in this live reporting link.
- The unit forwards any changes to the portal or registrant's account (agenda selections, registration category, cancellations, refunds, etc.) to noncredit@uvm.edu and those updates will be made in the portal.
- There is a 4% credit card transaction fee for all credit card activity in the portal. NOTE, the fee can be charged to the registrant at checkout, or the unit can cover the fee.
- After the portal has closed for registration, the non-credit office will return the revenue and any credit card fees collected to the chart string provided in the build template within 30 days after the registration close date. They will also charge the credit card fee to the unit via a journal at the time of the return.

Keep in mind:

The registration system offers a lot of flexibility and customization. Portals can be built and updated to meet your needs. A few of the things this office can do are listed below:

- Assist registrants over the phone with processing their credit card payment.
- Ask unlimited custom questions during registration.
- Create multiple attendee categories; and have registrants select agenda sessions.
- Charge different fees based on registration type, along with the ability to have an early bird rate.
- Send customized confirmation emails from a name and address provided by the unit.
- Have registrants enter a "CC" email for anyone who is paying the invoice and needs a copy.
- Set capacities at the event level, category level, or agenda level.
- Charge additional fees for parking or food in addition to a registration fee.
- Create discount codes.
- Automate waitlists at the event level.
- List the cancelation and refund policy specified by the unit.
- Include standardized terms and conditions, approved by General Counsel's office.
- Provide contact information for the unit as the main point of contact on the registration portal.

Please reach out to our office via email at noncredit@uvm.edu with any questions.