**Enrollment procedure concerns and how to address them**

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| **Accomplishing the Personal Data Sheet (PDS)**  |
| I cannot login to accomplish the Personal Data Sheet (PDS); I forgot my username/applicant number.  | Email the Office of Admissions (ofad@ust.edu.ph). |
| I want to change the information entered previously in my PDS. | Changing of personal data can only be processed after enrollment by securing a *Change of Personal Data Form* from the Office of the Registrar ([https://registrar.ust.edu.ph/downloadableform)](https://registrar.ust.edu.ph/downloadableform%29) |
| I do not know my Learner’s Reference Number.  | The Learner’s Reference Number (LRN) is reflected on the enrollee’s academic records (i.e. report card). If a report card is not yet available, the student should inquire from the Registrar/Records Custodian of his/her Senior High School. |
| The name of my Elementary/ High school is not found in the dropdown menu for list of schools.  | The Online PDS has an explicit instruction on this matter. Carefully review the list of schools (alphabetical listing, division, abbreviations such as St. and Saint, etc). In case the school’s name is really not on the list, email OFAD (ofad@ust.edu.ph ) a copy of any official record that bears the complete name and address of the school (i.e. report card with name and address of school). |
| As an accelerated student, I cannot complete the data asked. | Accelerated students are advised to re-enter the same school for the grade level that they skipped.Example 1: A Grade 5 in School A who was accelerated to Grade 7 in School A will have to write:Grade 5: School A;Grade 6: School A;Grade 7: School AExample 2: A Grade 5 in School A who was accelerated to Grade 7 in School B will have to write:Grade 5: School AGrade 6: School BGrade 7: School B |
| **Logging-in to MyUSTe Student Portal**  |
| I do not know how to log-in or start the online enrollment. | The link to online PDS is<https://pds.ust.edu.ph>The link for Online Enrollment is<https://myuste.ust.edu.ph/student> |
| I have difficulty finding the procedures and guidelines for online enrollment. | The step-by-step procedure is posted on the announcement page of the MyUSTe Student portal. To easily refer to the procedure while navigating the MyUSTe Student Portal, click on the same guide found on the left hand panel. |
| I cannot find the tab for the Online Transactions. | Check and ensure that MyUSTe apps is being used. The online transaction tab is only available through the MyUSTe student portal.For other queries, email stepshelpdesk@ust.edu.ph for assistance. |
| **Confirming understanding of Orientation and NSTP materials** |
| I cannot find the orientation materials of my college/ faculty. | Check <http://www.ust.edu.ph/academics/programs/> If the orientation material for your program cannot be found, email the respective academic unit. |
| **Selecting NSTP Component and other courses to be taken**  |
| I do not know how to choose my NSTP/ROTC section. | The NSTP component should match the college of affiliation. Example: for an Architecture student selecting CWTS, select C-ARC-1 or other format C-ARC-X section. For ROTC, select the Military Training component by scrolling down to the last part of the options. Then, click SUBMIT. |
| I selected the wrong NSTP section. | Email the following:* for CTWS and LTS, office.nstp@ust.edu.ph;
* for ROTC, rotc@ust.edu.ph
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| I want to change the NSTP component I enrolled in.  | Changing of NSTP component is subject to adding/dropping procedures. Email the following:* for CTWS and LTS office.nstp@ust.edu.ph;
* for ROTC, rotc@ust.edu.ph
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| I want to de-load some courses due to medical/special condition. | Send inquiries to:1. the college/faculty for academic courses;
2. IPEA (ipea@ust.edu.ph) for PE courses
3. NSTP Director (office.nstp@ust.edu.ph) for CWTS and LTS components;
4. to ROTC Coordinator (rotc@ust.edu.ph) for ROTC
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| **Selecting payment terms** |
| I am enrolling under a “c/o salary” payment option. | Children of tenured UST and UST Hospital employees must click the c/o Salary button and follow the instructions indicated. |
| I paid more than the total fees required. | The excess payment shall either be refunded or credited in the succeeding term. |
| **Completing the enrollment process** |
| I do not know if I have successfully enrolled. | A prompt appears after assessment to indicate the successful enrollment of those who previously paid their Reservation Fees.Within 2-3 working days, an email confirming successful online enrollment will be sent to those whose payments through BPI or Metrobank have been confirmed by the UST Treasury Department.  |
| I do not have yet a Registration Form. | The printing of the registration form is not shown in the portal. A PDF copy of the Registration Form (Form 1) can be downloaded from the myUSTe Student Portal a week before the start of classes. |
| I do not know what to put as Reference Number when accomplishing the bank payment forms. | The required Reference Number is the Student Number assigned after accomplishing the PDS.Read carefully the guidelines for bank payments through the following links:BPI: <https://myuste.ust.edu.ph/student/index.jsp?gid=15#guid>Metrobank:<https://myuste.ust.edu.ph/student/index.jsp?gid=13#guid> |
| As a foreign student, I am unable to proceed with the enrolment process. | All foreign students are allowed to enroll online. In the absence of the required student visa or student permit, the CAC for foreign students should be accomplished. |
| I made an error in the payment transaction, e.g. wrong name, wrong student number, wrong amount, etc. | For payment errors, enrollees may do any of the following:* Kindly email Ms. Daisy Gonzales via treasury\_inquiry@ust.edu.ph and make sure to attach clear copy of payment slip.
* Call the following numbers: 8786-1611 (local 8217) or 8731-4322.
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