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Support and Services

Who we are	What we do	How to reach us
OFFICE OF THE UNIVERSITY REGISTRAR		
Student Records and Services	<ul style="list-style-type: none"> Tuition fees and payments, registration, student cards, exams, graduation, course / exam schedules, USAT administration 	www.queensu.ca/registrar 613-533-2040 613-533-6894 (Records & Fees) solus@queensu.ca fees@queensu.ca
Student Awards	<ul style="list-style-type: none"> Government student financial assistance (ie: OSAP), scholarships, bursaries, awards, financial advising, work study program <p>NOTE: School of Graduate Studies administers all merit-based scholarships and awards for Graduate Students</p>	www.queensu.ca/studentawards 613-533-2216 awards@queensu.ca grad.studies@queensu.ca
UNDERGRADUATE ADMISSION AND RECRUITMENT	<ul style="list-style-type: none"> Student recruitment and admission for first-entry programs, international exchanges, Bader International Study Centre (BISC), upper-year transfers, part-time admission, Continuing and Distance Studies 	www.queensu.ca/admission 613-533-2218 admission@queensu.ca Bader International Study Centre: castle@queensu.ca
FOUR DIRECTIONS INDIGENOUS	<ul style="list-style-type: none"> Seeks to enhance the development and well-being of the Queen's Indigenous Community 	www.queensu.ca/fourdirections/ 613-533-6970

CENTRE		
STUDENT ACADEMIC SUCCESS SERVICES (SASS)	<ul style="list-style-type: none"> Student Academic Success Services (SASS) helps students improve their writing and academic skills and confidence. We offer online resources, workshops and individual appointments for strong and struggling students in any faculty, in any year. SASS is located on Stauffer Library's ground floor at the north end, and online at sass.queensu.ca. 	sass.queensu.ca 613-533-1315
QUEEN'S UNIVERSITY INTERNATIONAL CENTRE (QUIC)	<ul style="list-style-type: none"> Support and programming for international students and students seeking an internationally informed and cross-culturally sensitive learning environment UHIP administration 	www.quic.queensu.ca 613-533-2604
RESIDENCE AND HOUSING	<ul style="list-style-type: none"> Residence, residence life and community housing opportunities for all Queen's students 	http://residences.housing.queensu.ca http://community.housing.queensu.ca 613-533-2550 reshouse@queensu.ca
STUDENT WELLNESS SERVICES	<ul style="list-style-type: none"> Health and wellness services (access to doctors and nurses), counseling services, and accessibility accommodation services for all Queen's students 	www.queensu.ca/studentwellness 613-533-6467
INFORMATION TECHNOLOGY SERVICES (ITS)	<ul style="list-style-type: none"> Internet access on campus (including residences), and Queen's e-mail IT support for students, including questions about NetID's and passwords 	www.queensu.ca/its 613-533-6666
STAUFFER LIBRARY	<ul style="list-style-type: none"> Queen's main library, including the humanities and social science collections, special collections, the Queen's Learning Commons and the Adaptive Technology Centre 	http://library.queensu.ca/stauffer 613-533-2524
ATHLETICS AND RECREATION CENTRE (ARC)	<ul style="list-style-type: none"> Fitness and recreation services, meeting areas, reservations and rentals to the Queen's community 	http://rec.gogaelsgo.com/index.aspx 613-533-2500
STUDENT GOVERNMENTS	<ul style="list-style-type: none"> Student Activity Fees, Health and Dental Insurance 	www.myams.org 613-533-3001 sgps.ca 613-533-2924
STUDENT EXPERIENCE	<ul style="list-style-type: none"> offers programs and services to support student transition, community engagement, and leadership 	www.queensu.ca/studentexperience

Faculties and Schools

Faculty of Arts and Science	http://www.queensu.ca/artsci/	613-533-2470
Faculty of Education	http://educ.queensu.ca	613-533-6205
Faculty of Engineering and Applied Science	http://engineering.queensu.ca/	613-533-2055
School of Graduate Studies	www.queensu.ca/sgs	613-533-6100
Faculty of Law	https://law.queensu.ca	613-533-2220
Smith School of Business	https://smith.queensu.ca/index.php	613-533-2330
School of Medicine	http://meds.queensu.ca	613-533-2542
School of Nursing	http://nursing.queensu.ca	613-533-2668

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Important Dates

NOW	<p><u>NEW STUDENTS:</u></p> <p>After you have accepted your Offer of Admission, you need to set up your NetID at http://netid.queensu.ca/activate</p> <p><u>CURRENT STUDENTS:</u></p> <p>Outstanding amounts owed from previous term(s) must be paid. Overdue fees must be addressed before you can proceed with Fall / Winter course selection</p>
JUNE 10	<p>Residence deposit and application are due by 4:00 pm EST for students applying for residence: http://residences.housing.queensu.ca</p>
EARLY JULY	<p>We recommend you complete your OSAP or other student government assistance application by early July to ensure the fall installment of your funding is available by September: ontario.ca/osap</p>
JULY 5 – 14	<p>Summer Orientation and Resources (SOAR) for First-Year Undergraduate students. For registration information, please visit: https://www.queensu.ca/studentexperience/summer-orientation/summer-orientation-academics-and-resources-soar</p>
JULY 8	<p>Log on to SOLUS to find your Shopping Cart and Enrollment Appointment times. Start loading your Shopping Cart with courses.</p>
JULY 15 – 24	<p>Course Selection on SOLUS Student Centre. You may begin the course selection process as soon as your first Enrollment Appointment begins.</p> <p>Some courses may have restrictions on them. This is to ensure that the students who need them receive priority. See our 'Understanding SOLUS Tutorials' page for more information.</p> <p>Law and Education students should refer to our 'How do I register and select courses' information page for course selection details.</p> <p>Your Enrollment Appointment will end at 11:30 pm EST on July 24th.</p>
JULY 25	<p><i>NEW! Registration Pause Day.</i></p> <p>Following the flurry of course selection, this is your chance to catch your breath and an opportunity to review your course enrollments. It is also an opportunity for us to run enrollment reports that we will use to make adjustments to course enrollment capacities as well as for future course planning.</p>

	<p>During this time, wait lists will continue to run. Be sure to check your email regularly! If you are enrolled from the wait list, we will email you to let you know.</p> <p>Course selection will open back up on July 26th.</p>
JULY 26 – AUGUST 2	Your second enrollment appointment begins at 12:00 am EST on July 26th. This is your opportunity to make changes to your course enrollments. Most enrollment restrictions will now be lifted so if you satisfy the course prerequisites and there is room in the course, you should be able to enrol. Course selection ends at 11:59 pm EST on August 2nd.
AUGUST 1	Final Transcripts for Undergraduate Admission due for students living outside the Province of Ontario.
AUGUST 11	<p>Check your Account Summary for Charges Due September 1st. This is for your Fall Tuition and Student Assistance Levy (SAL). If you received a Queen's award, it will be posted to your account to reduce the amount you owe.</p> <p>NOTE: If you make changes to your registration, this may affect the amount due on September 1st.</p>
AUGUST 15	<p>Alternative Payment Arrangement (APA) requests due for students not paying their Fall Tuition and SAL by September 1: http://www.queensu.ca/registrar/financials/HowToPay/APA</p> <p>* If you need an APA for both Fall and Winter terms, you can apply for both at this time.</p> <p>NOTE: Students who are receiving OSAP for 2019–20, U. S. Student Loans, and students who notified Queen's they were receiving Out of Province government aid for 2018–19 will automatically have their Fall Term tuition due date deferred to September 30th.</p>
LATE AUGUST	Fall term residence fees posted to accounts
AUGUST 20 – SEPTEMBER 18	September Open Enrollment on SOLUS Student Centre. (Not applicable to all students; see the 'How do I register and select courses' information page for more information).
AUGUST 26	<p>Pay your Fall Term Tuition, so that it is received by September 1st, unless your Fall tuition due date has been deferred (e.g. an APA) to September 30th. If you are an OSAP student, all or a portion of your OSAP will be remitted to Queen's to be applied to any Fall Term tuition and fees.</p> <p>Please monitor your account balance to verify the amount owing after your Fall Term OSAP has been remitted before making any online payments by your September 30th due date.</p>
AUGUST 31	Residence Move-In Day.
SEPTEMBER 1 – 30	Full-time enrollment is confirmed, so the first installment of your OSAP funds can be released. All or a portion of your OSAP funding will be redirected to Queen's to be applied to your tuition and education-related fees. The amount of your OSAP to be remitted to Queen's will not exceed the value of your fall term tuition and fees, unless you have a balance outstanding from a previous academic term. Any remaining OSAP will be deposited to

	your personal bank account. Log on to your OSAP account at Ontario.ca/osap and view your Funding Summary for details of how much of your OSAP is being remitted to Queen's, or you can review your Student Fee Account – Net Cost View.
SEPTEMBER 1	Fall Term Tuition and SAL due. See this link for Payment Methods: http://www.queensu.ca/registrar/financials/HowToPay . Also see the ' <i>How Much Will It Cost?</i> ' page for fees for your program.
SEPTEMBER 1	Students who have not paid their Fall Tuition and SAL, due September 1st, or do not have an approved APA (which has deferred Fall tuition to September 29th) may be subject to a \$150 Late Fee and will not be able to participate in September Open Enrollment until the overdue fees are paid.
SEPTEMBER 3 – 30	AMS Opt Out period. For more information, contact the AMS. SGPS OPT Out period. For more information, contact the SGPS.
SEPTEMBER 24	Check your Account Summary for Charges Due September 30th: Fall Residence Fees, UHIP (if applicable) and any prior outstanding due amounts. NOTE: If you make changes to your registration, this may affect the amount due on September 30th. If you have an APA, this amount includes your Fall Tuition and SAL. Pay the balance of your Fall Term fees so that it is received prior to September 29th.
SEPTEMBER 30	Students who have not paid their Fall Tuition and Student Assistance Levy (SAL) due September 30th (or have a PPL in place) are subject to a \$150 Late Fee, and will have an enrollment hold placed on their accounts. If you have a credit that is eligible for refund, enter your banking information on SOLUS by September 30th. NOTE: Students who are receiving OSAP for 2019–2020, and students who received Out Of Province Government Aid for 2018–2019 will automatically have their Winter Term tuition due date deferred to January 30th.
SEPTEMBER 30	Student Activity Fees, Residence fees, UHIP due
OCTOBER 1, 2	Check your Account Summary to ensure your Charges Due are ZERO. Please pay overdue fees at this time. If you have overdue fees, a Senate Sanction may apply: http://www.queensu.ca/registrar/resources/policies/fees
OCTOBER 4	Winter term fees posted to accounts
OCTOBER 31	Queen's General Bursary application due
DECEMBER 15	Alternative Payment Arrangement (APA) requests due for students not paying their Winter Tuition and SAL by January 10th: http://www.queensu.ca/registrar/financial/HowToPay/APA
DECEMBER 15	Full-time enrollment is confirmed, so the second installment of your OSAP funds can be released. All or a portion of your OSAP funding will be redirected to Queen's to be applied to your tuition and education-related fees. The amount of your OSAP to be remitted to Queen's will not exceed the value of your winter term tuition

and fees, unless you have a balance outstanding from a previous academic term. Any remaining OSAP will be deposited to your personal bank account. Log on to your OSAP account at Ontario.ca/osap and view your Funding Summary for details of how much of your OSAP is being remitted to Queen's, or you can review your Student Fee Account – Net Cost View.

DECEMBER 17	<p>Check your Account Summary for your Charges Due January 10th. This is for your Winter Tuition and SAL and any prior outstanding due amounts.</p> <p>NOTE: If you make changes to your Winter registration through to January 10th, this may affect the amount due on January 10th.</p> <p>** Queen's General Bursaries will be posted to your Queen's student account to reduce your outstanding balance. If you have an unapplied credit in your SOLUS account, a refund will be automatically processed in early February, after Open Enrolment and your courseload can be verified. Refund requests will not be processed until February**</p>
JANUARY 5	<p>Pay your Winter Term fees to allow enough time for the funds to reach Queen's by the January 10th due date. See this link for Payment methods: http://www.queensu.ca/registrar/financials/HowToPay . Also see this link for amounts: http://www.queensu.ca/registrar/financials/tuition-fees.</p> <p>Please monitor your Queen's account balance in SOLUS to verify the amount owing after your 2nd OSAP installment has been remitted to Queen's <u>before</u> making any online payments by the January 30th tuition due date</p>
JANUARY 10	<p>Winter Term Tuition and SAL due. Students who have not paid their Winter Tuition and SAL, due January 10th or do not have an approved APA are subject to a \$150 Late Fee and will not be able to participate in Open Enrollment.</p>
JANUARY 27	<p>Pay the balance of your Winter Term fees.</p> <p>Check your Account Summary for Charges Due January 31st. This is for your Winter Residence Fees and any prior outstanding due amounts.</p> <p>NOTE: If you make changes to your Winter registration through to January 15th, this may affect the amount due on January 31st. If you have an APA, this amount includes your Winter Tuition and SAL.</p>
JANUARY 31	<p>Students who have not paid their Winter Tuition and Student Assistance Levy (SAL) due January 31st (or on PPL) are subject to a \$150 Late Fee.</p>
JANUARY 31	<p>Winter residence fees due.</p>
FEBRUARY 2–3	<p>Check your Account Summary to ensure you do not have overdue charges. Please pay outstanding charges at this time. If you have overdue fees, a Senate Sanction may apply: http://www.queensu.ca/registrar/resources/policies/fees</p>

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Information for Parents and Guardians

Parents and guardians play a crucial role in the success of our students.

This page is designed to provide you with important information on your student's academic year, including dates and deadlines for various activities, as well as communications sent throughout the year.

– Parental Access to Student Information

Although you may be the parent or guardian of one of our students, [Ontario Government Law \(FIPPA\)](#) and [University Senate policy](#) prohibits our staff from sharing academic and/or financial information about them without expressed permission.

For us to be able to speak with you about aspects of your student's records, they will first need to assign permission for you to have access.

They can do this by simply logging into their SOLUS Student Centre profile and naming you as someone we can speak with on these matters. Instructions for them to assign access in SOLUS can be found on our '[Managing Personal Information](#)' tutorial page under '[Granting Permission to Release Personal Information](#)'.

Once you do have permission for us to speak with you, our staff will be able to discuss registration and payment issues (613-533-6894).

– Tuition and Fees

Our [Tuition and Fees page](#) provides detailed information on Undergraduate and Graduate Tuition (both Domestic and International), as well as links to Residence and Administrative Fees.

– When and How to Pay

Our '[Dates and Deadlines](#)' page outlines the various payment deadlines throughout the academic year, while our '[Payment Methods](#)' page provides a full listing of all the currently accepted methods for paying outstanding fees.

– Important dates (by Faculty / School)

The progress of your student's academic year at Queen's will follow a schedule of important dates and deadlines.

To better help your student plan their studies, as well as other activities, we invite you to review the list of dates provided on our '[Sessional Dates](#)' page.

For specific information relating to individual Faculties and Schools, we encourage you to consult the appropriate [Academic Calendar](#).

– Exams

The scheduling and organization of examination sessions is coordinated by the Office of the University Registrar through its Exams Office.

Exam schedules for each term – including dates, times, and locations – are posted for each student in the SOLUS Student Centre when they are finalized. When this occurs, students are contacted directly via e-mail, with further notification placed on our '[Exam Timetables](#)' webpage.

For more information on examinations, including regulations and Frequently Asked Questions (FAQ's), [please visit the 'Examinations' section of our website](#).

– Verification of Enrolment Forms

A Verification of Enrolment is a snapshot of a student's current or past registration status at Queen's. It confirms the following information:

- their program of study
- the number of credit units they have successfully completed
- the number of credit units they are/were enrolled in for the academic period
- the start and end dates of their academic period

The Verification of Enrolment form may be required for the following:

- RESP agreement forms
- Student Line of Credit verification of enrolment letters
- confirmations for non-Queen's awards (external scholarships and awards)
- Provincial Health Care Insurance forms
- confirmation of a student's status to external agencies (e.g. bank, student association)

Students requiring a Verification of Enrolment may generate the form via the SOLUS Student Centre. Because it is generated from a secure site using an authorized logon protocol, a University signature and/or seal is not required.

Once printed, it can be attached to an agency's form, and submitted to them in order to satisfy their requirements.

For more information, please visit our [Verification of Enrolment page](#).

– T2202A Income Tax Certificates

The Tuition and Enrolment Certificate, or T2202A, is issued via the SOLUS Student Centre for income tax filing purposes.

Students are able to secure the form by logging into their SOLUS Student Centre profile, downloading the Certificate in a PDF document, and printing it.

T2202A Income Tax Certificates for the preceding Taxation Year are typically available for downloading no later than the end of February.

[Our T2202A webpage provides information](#) on assistance with your claims, when certificates will be available and how, the time period covered by the certificates, and the way in which the University calculates and reports tuition amounts.

It is important to note that our office does not offer advice on tax filing, and that questions regarding the eligibility of individual claims should be directed to either the Canada Revenue Agency or to a qualified professional.

– Graduation / Convocation

Queen's University conducts two Convocations each year – one in the Spring (traditionally late May to mid-June) and one in the Fall (typically in mid-November).

Students planning on graduating are given a period of time to apply online via the SOLUS Student Centre. They must also indicate in SOLUS whether or not they are attending their ceremony AND if they are planning on inviting guests. If they plan on attending, they may also pre-book their hood and gown online.

Because of the seating capacity of our facilities, as well as safety regulations, all ceremonies are subject to guest seating limits (whether or not physical tickets are issued).

If we are unable to reserve enough seats to accommodate all of a graduate's invitees, we provide a special viewing room. All ceremonies are simulcast on a large screen and no tickets or reservations are necessary.

For more detailed information, including ceremony dates and schedules, the application process, hood and gown rentals, guest seating, and photography links, please visit the [Convocation / Graduation section](#) of our website.

– Messages to Students

Throughout the year, the Office of the University Registrar sends a monthly e-newsletter to all our students via their @queensu.ca email accounts.

The newsletters contain information on upcoming dates, deadlines and activities, as well as links to websites throughout Queen's for additional information. As each newsletter is distributed electronically, a copy is posted on the Office of the University Registrar's website.

To read what we have been sending to your student, please visit our ['Messages to Students' page](#).

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How to use this Guide

The registration process may be detailed, but we are here to help!

The Guide is colour-coded based on what type of student you are.

Look for your colour in each checklist section of the Guide to find out what you need to do each month – June, July, August, and September.

ALL STUDENTS

BLACK: Information for all students, regardless of your program or year at Queen's.

No matter who you are, we want you to be sure to check out the 'Understanding SOLUS Tutorials' section. Here, you will find detailed directions on navigating your SOLUS Student Centre, choosing your courses, paying your fees, checking your timetable and almost everything you will need to do to get a head start in September.

UNDERGRADUATE

BLUE: You are *new to your undergraduate program* at Queen's – a brand new university student, a transfer student from within Queen's, or a transfer student from a different university or college.

RED: You are *returning to your undergraduate program* at Queen's – a student who has already completed at least one term of undergraduate studies at Queen's.

PROFESSIONAL

GREEN: You are *new to your professional program* at Queen's – a new student entering Medicine, Law, or Consecutive Education (including final year Concurrent Education) or a student from another university transferring into those professional programs.

PURPLE: You are *returning to your professional program* at Queen's – a student who has completed at least one term of Medicine, or Law.

GRADUATE

Graduate students have their own checklist located [here](#).

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The basics for everyone

Stand proud and help strengthen the Indigenous presence at Queen's

Students with Indigenous ancestry can self-identify to the university at any point during their time as a student at Queen's.

1. Login to your SOLUS student account at myqueensu.ca
2. Scroll down to the bottom of the page to "Personal Information"
3. On the left side, click the dropdown menu labelled "other personal".
4. Select 'Aboriginal Self-Identification' and complete the information

Why self-identify?

- Connect and become a part of the growing Indigenous student population on campus
- Help the university better understand the Indigenous community to support outreach, program enhancements and Indigenous student success services

For more information and FAQs, visit: <https://www.queensu.ca/fourdirections/self-identification/self-identify>

Before you begin, you will need to take care of the basics...

– NetID

Your *NetID* is your passport to student online services at Queen's, from your student email to the *SOLUS Student Centre*. Without it, you will be unable to access services, so securing your *NetID* is the first step. If you do not yet have a Queen's *NetID* and password, go to <http://netid.queensu.ca/activate> in order to activate one.

– MyQueensU Portal

The *MyQueensU* Portal functions as a personal 'home page' for students. After logging in to the Portal with your *NetID* and password, you will be able to access your Queen's email account and enter the *SOLUS Student Centre*. You will also be able to access the Message Centre, where important notices will be posted. The *MyQueensU* Portal is located at <http://my.queensu.ca>

– SOLUS Student Centre

The *SOLUS Student Centre* is the place where you will find everything relating to your student academic and financial record at Queen's. Once you have logged into the *MyQueensU* Portal, click on the red 'SOLUS' icon in the top right hand corner of the page.*

You'll find information on:

Academics – registering for classes, making changes to classes (add/drop/swap), Verification of Enrolment and viewing your grades

Biographic / Demographic Information – your mailing address, emergency contact information, release of information permissions, and phone numbers

Finances – fee statements, payments and payment options, unapplied credits or charges due, banking information, and account activity

Financial Aid – Queen's awards and scholarships that you have been granted, links to online bursary applications

Services – applying to graduate, ordering transcripts, and finding important forms such as your T2202A Income Tax Certificate

Applications to Queen's academic programs

* Students also employed as staff at Queen's (including graduate students employed as teaching assistants) will access SOLUS from the 'My Applications' tab and the Student/HR Admin link.

– Queen's Student Accessibility Services (QSAS)

Students with disabilities who require academic accommodations are strongly encouraged to register with Queen's Student Accessibility Services (QSAS).

Students are required to submit documentation that verifies they are a student with a disability and describes how their disability impacts them in school. More information about our disability documentation requirements can be found at: <http://www.queensu.ca/studentwellness/accessibility-services/information-students/documentation-requirements>

Students can begin the registration process online. Alternatively, they can submit their documentation in one of several secure ways. More information can be found on our website.

Once their disability documentation has been reviewed, QSAS will contact students to book a confidential, personal appointment with an accessibility advisor. Together with the student, advisors develop a support plan that may include accommodations, referrals to on-campus services, and other supports as needed.

Students are encouraged to contact QSAS if they have any questions about their eligibility for services, how to register, or to book an advising appointment.

– Access to your Personal Information on SOLUS

If you would like the University to release financial and/or academic information to an individual (including a parent, or to an agency external to the University) you must complete an authorization through SOLUS Student Centre. This authorization will stay in effect until you choose to cancel it.

As you manage your personal information on SOLUS, please be aware that the collection and use of this information by Queen's is governed both by law (the Ontario *Freedom of Information and Protection of Privacy Act*, or *FIPPA*) and by the policies approved by the University Senate www.queensu.ca/accessandprivacy/act

– Good Habits!

Whether you are new to Queen's, or are returning to continue your studies, there are simple things you can do in order to ensure a successful year.

- * Check your Queen's email on a regular basis- the University will only communicate with you via your Queen's email account.
- * Check your student financial account often - whether you have a credit or an outstanding balance (e.g. tuition, student activity fees, residence fees, transcript charges, overdue library fees) your up-to-date account balances are available online through the SOLUS Student Centre. Queen's will not send reminders or invoices for amounts outstanding, so it will be your responsibility to check your account regularly.
- * Mark your calendar with important dates - registration and fee due dates, as well as sessional dates specific to your Faculty or School, are available anytime at www.queensu.ca/registrar/resources/sessional-dates
- * OSAP applicants, please check your online OSAP account throughout the summer to make sure that your OSAP application is complete and that all necessary documents have been submitted. Access your account at ontario.ca/osap

Make sure your mailing address is up to date in SOLUS! This is important, so that any mail you receive gets to you!

– Be Pro-Active!

In July, the registration process will begin. Registration consists of three steps:

STEP 1: Course Selection - Choose your courses during your Enrolment Appointment time in July and/or have required courses loaded by your Faculty / School.

STEP 2: Tuition and Student Assistance Levy payment

Pay your Fall Tuition and Student Assistance Levy by September 1st.

You will not receive any invoices from Queen's, and will be responsible for keeping track of any outstanding credits or fees (e.g. tuition fees). Your up-to-date account balances are available online via the SOLUS Student Centre.

STEP 3: Have your Student Card Validated

Over the summer, new students will be asked to submit a photo that we will use to create a Student Card. During Move In Day, new students will pick-up their Student Card and have it validated. In order to have your card validated, you must be enrolled.

Registration is not complete until ALL steps are complete!

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Undergraduate, Medicine, Education, Law – Monthly Checklists

June Checklist

- Offices and Points of Contact
- Telephone
- E-mail and web addresses

July Checklist

- Undergraduate and Professional Students

August Checklist

- Payment of Tuition / SAL
- Student ID Card Validation
- Government Student Financial Assistance

September Checklist

- NetID / MyQueensU Portal
- SOLUS Student Centre
- Good Habits
- Being Pro-Active

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June Checklist

June marks the beginning of a number of important processes for new and returning students alike.

Before you begin working on your June checklist, please make sure that you have completed all of the steps in 'The basics for everyone' section earlier in this guide.

To keep track of your progress, you can complete the following list as you go:

– Details specific to your program:

UNDERGRADUATE STUDENTS: NEW TO YOUR UNDERGRADUATE PROGRAM AT QUEEN'S?

Residence: If you are staying in Residence, you will need to complete your Residence Application, and pay the deposit prior to June 10, 2019. Watch for your weekly Residence newsletter in your Queen's email!

Transcripts: If you are a brand new university student who went to high school outside of Ontario, ensure you send your final transcript to Queen's so that we have it by August 1st. It should be mailed to: Undergraduate Admission, Queen's University, Kingston, ON K7L 3N6

Orientation Week: You will have the option of participating in Orientation Week. Watch for information from your Faculty or School about how to register.

QUIC – Orientation Week for International Students: Check QUIC website for details www.quic.queensu.ca

Are you a first-year student not living in residence?: If you will not be living in Residence, be sure to connect with the FYNIRS (First Years Not in Residence Students) group. Their goal is to welcome you to Queen's and to ease your transition into university during both Orientation Week and through year-round events. More information is available at <http://www.queensu.ca/orientation/> or by emailing: fynirs@ams.queensu.ca

Student Card Validation: We will send an email, to your @queensu.ca email account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate (providing you are enrolled) during move in or orientation week in September.

July 8, 2019 –Shopping Cart Available – Time to choose courses!: Unless your Faculty/School is choosing your courses for you (See the '[How Do I Register and Select Courses?](#)' page for more details), it's time to log on to your SOLUS account and start adding courses to your Shopping Cart. Consult our '[Understanding SOLUS tutorials](#)' page for detailed instructions. You can't actually enroll in courses until your Enrolment Appointment, but this is a great time to choose courses and get your timetable organized.

UNDERGRADUATE STUDENTS: RETURNING TO YOUR UNDERGRADUATE PROGRAM AT QUEEN'S?

Pay all outstanding debts immediately! – If you have an outstanding debt, you will not be able to participate in Step 1 of the registration process, which is course selection. Log on to SOLUS to view your financial account to see if you have any outstanding debts. If so, please pay them immediately.

PROFESSIONAL STUDENTS: NEW TO MEDICINE OR LAW AT QUEEN'S?

Admission Deposits – You will need to make sure that you have paid your admission deposit. If you have not yet paid the admission deposit, please contact your Faculty Office – Law: 613.533.6000 ext. 71683; Medicine 613.533.2542 as soon as possible.

Orientation: You will have the option of participating in your Faculty's Orientation. Watch for information from your Faculty or School about how to register.

Student Card Validation: We will send an email to your @queensu.ca email account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate (providing you are enrolled) during orientation in September.

Final Year of Concurrent and Consecutive Education Program: Queen's Concurrent and Consecutive Education students will already have a student card with a photo. You will continue to use this card. Validation will take place in Wallace Hall starting August 26th. Trent final year Concurrent Education students will receive an email at your @queensu.ca account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate during orientation in September.

PROFESSIONAL STUDENTS: RETURNING TO MEDICINE OR LAW AT QUEEN'S?

Pay all outstanding debts immediately! – You must pay all outstanding debts as soon as possible. Log on to SOLUS to view your financial account to see if you have any outstanding debts.

Returning to Law at Queen's? Upper-Year and incoming Law exchange students are invited to participate in Law Orientation. Full information is available at <https://law.queensu.ca/orientation>

If you are an International Student, you will automatically be charged UHIP when you accept your offer of admission. We will send an email to your @queensu.ca email account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate in September (providing you are enrolled).

– Complete your OSAP or other student government assistance application by early July and carefully follow the instructions:

Your OSAP or other provincial/territorial student government assistance application should be submitted early to ensure funding is available by September.

– If you are an international student...

Apply for a study permit if you don't already have one for 2019–20.

– If you are an international student without valid Canadian provincial / territorial health insurance:

You will automatically be charged for and enrolled in the University Health Insurance Plan (UHIP), a mandatory health plan.

UHIP is a primary insurance plan that provides basic medical coverage for most doctor and hospital services in Ontario.

You can enroll for additional coverage in UHIP by visiting the Queen's International Centre (QUIC), located in Mitchell Hall, or by accessing the pre-registration form at www.quic.queensu.ca/international-students-and-staff/health-insurance-an...

– Check for your Shopping Cart and Enrollment Appointment time

Course Selection takes place during "Enrollment Appointments". Students who are able to choose some or all of their courses will be able to see their Shopping Cart and Enrollment Appointment time in SOLUS as of July 8th.

From your Enrollment Appointment date/time through to July 24th, some courses will have restrictions to ensure students who need them receive priority.

Registration will close at 11:30 pm EST on July 24th. This is an opportunity for you to take a breath and for us to run the wait list process and to produce enrollment reports that Faculties may use for future enrollment planning.

Registration will open back up at 12:00:01 am EST on July 26th. At this time, enrollment restrictions will be removed from most courses. **NOTE:** Some online courses may still have enrollment restrictions.

– Good Habits!

While you are doing your financial planning, take a look at the Student Awards website, which contains useful information about the costs associated with attending Queen's and options for financial assistance: www.queensu.ca/studentawards

Please contact Student Awards and make an appointment if you need help with your budget. You can meet with an Awards Officer privately for support and guidance about financing your time at Queen's. You can make an appointment by calling 613.533.2216 or emailing awards@queensu.ca

– Be Pro-Active!

Within 24 hours of choosing your courses or having them loaded by your Faculty/School, your tuition and Student Assistance Levy fee for fall term will show on your SOLUS Account Summary. Fees for Winter term will show on SOLUS in October.

Your fall tuition and Student Assistance Levy payment are due September 1st, so now is a good time to get your finances together and figure out the financing of your education. Detailed tuition, levy, fee, and payment information is on our '[How much will it cost?](#)' page.

2019 – 2020 Guide to Registration and Fees

July Checklist

– Step 1 of the Registration process – Course Selection

There are three windows for Course Selection:

- 1) July 15 to 24, during your first enrollment appointment time, some courses will have reserve capacities on them. This is to ensure that students who require those courses for their degree programs receive priority;
- 2) July 26 to August 2 during your second enrollment appointment time, most reserve capacities will be lifted and provided there is space in the course and you satisfy the course prerequisites, you will be able to enroll in those courses; and
- 3) August 20 to September 18, the Open Enrollment period is your opportunity to make changes to your course enrollments.

LAW Open Enrollment takes place from July 15th to September 17th (3L) and from July 17th to September 17th (2L)

Consult our ['How do I register and select courses?' page](#) for more information and the ['Understanding SOLUS tutorials' page](#) for a how-to guide. If you need help, please contact your Faculty / School office (see ['Support and Services'](#) for contact information). (Please note that returning Law students will have already completed this process.)

– Completing your OSAP or other government student financial aid application by early July

Your OSAP or other provincial/territorial student government assistance application should be submitted by early July to ensure funding is available for September.

For a list of government assistance application websites, visit the [Student Awards Office website](#)

– If you are an international student without valid Canadian provincial / territorial health insurance

You will automatically be charged for and enrolled in the University Health Insurance Plan, a mandatory health plan. UHIP is a primary insurance plan that provides basic medical coverage for most doctor and hospital services in Ontario.

You can enroll for additional coverage in UHIP by visiting the Queen's University International Centre, located in Mitchell Hall, or by accessing the pre-registration form at <http://quic.queensu.ca/international-students-and-staff/healthinsurance-and-care/uhip>

– Good Habits!

Make sure you are regularly checking your Queen's e-mail and the MyQueensU Portal message centre for important messages from Queen's. For more information about Queen's e-mail, please go to: www.queensu.ca/its/office365/email.html

Queen's Learning Commons is a fantastic, on-campus resource that can help you with learning skills, writing, planning assignments, career planning and a lot of other things that will help you succeed at Queen's. Check out their website to learn about the workshops and tools that are available to you: www.queensu.ca/qic

If you are a student with a disability, for which you need academic accommodations, you will need to register with the Accessibility Services Office. Please complete the Pre-registration process (<http://www.queensu.ca/studentwellness/accessibility-services/how-register-0>). You will be contacted by them to arrange an appointment. More information is available on *'The basics for everyone' page*.

– Be Pro-Active!

Are you moving into residence for the first time? Why not talk to some of your friends who may have been to university to get some tips on living in residence? One of our favourite tips: bring bed raisers to create extra storage under your bed.

Now is also a good time to figure out how you are going to manage your class notes and your computer files. You are better off to do it now than to try to organize everything right before a mid-term or final exam!

Organize binders for your individual classes and set up a directory on your computer for course work and other material you will need for your classes.

2019 – 2020 Guide to Registration and Fees

August Checklist

It is time to prepare for your arrival in Kingston and on the Queen's campus.

The most important thing you must do this month is to organize your finances to pay your Fall Tuition and Student Assistance Levy (SAL) by September 1st.

IMPORTANT: If you have not paid your Fall Tuition and Student Assistance Levy OR DO NOT have an approved Alternative Payment Arrangement by the Tuition due date:

* A Late Fee of \$150 may be applied to your account; and,

* You will not be able to add or swap your courses until the amount owing is paid.

Remember that payments take 2 – 4 business days to appear in your SOLUS account once they have been made at your bank. Be sure to leave enough time for this when you make your payment.

– Step 2 of the Registration process – Payment of Tuition and Student Assistance Levy

In August you absolutely must establish your plan to pay your Tuition and Student Assistance Levy.

Fall Tuition and the Student Assistance Levy (SAL) as shown on your Account Summary in the SOLUS Student Centre, less any awards, will need to be paid by September 1st. The balance of fees (student activity fees, residence, UHIP) is due on September 30th.

Do you need to apply for an Alternate Payment Arrangement (APA) to defer your Fall Term tuition and SAL to September 29th, and your Winter Term tuition and SAL to January 30th?

NOTE: Students who are receiving OSAP for 2019–20, or US Student Loans, or students who notified Queen's they were receiving Out Of Province government financial aid in 2018–19 will automatically have Fall Tuition and SAL deferred to September 30th. OSAP students will have the 1st installment of OSAP directly remitted to Queen's. Please monitor your Queen's student account to verify the OSAP payment has been applied before making any required online payments by your tuition due date.

Go to <http://www.queensu.ca/registrar/financials/HowToPay/APA>. The due date for APA applications is August 15th.

– Checking your Queen's Financial Aid

Check your SOLUS Student Centre – View Financial Aid to see the date in which your award will be posted to your student account. Admission, renewable and upper-year awards will be posted to your student account by August 10th.

For awards administered by the Student Awards Office – award payments will be held in your student account to be applied to all current and future due university charges (e.g. Fall Term Tuition, Fees, Residence, Winter Term Tuition).

For awards administered by the School of Graduate Studies – please review the terms of your award offer(s) for payment details and check your SOLUS Student Centre – View Financial Aid for further information.

– Step 3 of the Registration process – Student Card Validation for Returning Students

Student Card Validation will take place in Wallace Hall in the John Deutsch University Centre ([a map of the Queen's campus can be found here](#)) between August 26th and September 12th.

For more information, including the complete validation schedule, please visit: www.queensu.ca/registrar/studentid

– Government Student Financial Assistance

Check the OSAP web site for online status of your application funding: ontario.ca/osap

Out of Province – be sure to check your status with your province / territory.

– Banking Information

Do we have your banking information? You can update your information in the SOLUS Student Centre in the Finances section. Your Canadian banking information permits Queen's to, when appropriate, process refunds directly into your bank account. Please remember that:

- Queen's will not deduct payments directly from your bank account. [You must make payments using one of the options listed here.](#)
- Awards administered by the Student Awards Office will be deposited to your student account, not your personal bank account. Award payments will be held in your student account to be applied to all current and future due university charges (e.g. fall term tuition, Fees, Residence, winter term tuition).

– Living in Residence?

Most room assignments are available in mid August; however, in some circumstances, we may still be assigning rooms up until the time of move-in day. We will do our best to inform you of your assignment prior to move-in.

Get ready! August 31st, 2019 is Move-In Day!!

– Good Habits!

Your first day of classes is almost here.

Whether you're new to Queen's, or are returning to campus, familiarizing yourself with the location of your classes is always a good idea. Even if you have been here for a couple of years, you may find yourself scheduled to a room in a building you've never visited before!

Viewing your class timetable, which is available on SOLUS, and visiting each location a couple of days before classes begin, is a good way to prepare yourself.

[A map of the Queen's campus can be found here.](#)

2019 – 2020 Guide to Registration and Fees

September Checklist

Your arrival on campus begins a busy period of getting settled in your new on or off-campus home, as well as learning more (or refreshing your memory!) about what's available to you at Queen's, and in Kingston.

While you have completed a great deal of preparation for your studies, there are a number of steps that you will need to review and take care of this month.

– Details specific to your program:

UNDERGRADUATE STUDENTS: NEW TO YOUR UNDERGRADUATE PROGRAM AT QUEEN'S?

Student Cards: New student? You will need to get your Student Card. See the ['How do I register and select courses?'](#) page for more information.

PROFESSIONAL STUDENTS: NEW TO MEDICINE OR LAW AT QUEEN'S?

Student Cards: New student? You will need to get your Student Card. See the ['How do I register and select courses?'](#) page for more information.

Education: Opening day / introduction to the program is September 5th.

– Payment of Fall Tuition and Student Assistance Levy

Have you made arrangements to pay your fall tuition and Student Assistance Levy by September 1st?

Log onto SOLUS and review your Account Summary in the SOLUS Student Centre. Tuition and the Student Assistance Levy (SAL) will need to be paid by September 1st, with the balance of Fall fees due September 30th. Winter term tuition fees will show on SOLUS later in the fall term and are due January 10th, Winter term residence fees are due January 31st.

More information about understanding your fees and how to pay your fees is available on the ['Understanding your Fees'](#) page.

You will be able to opt-out of optional student activity fees.

Please see the notes accompanying the Tuition Fee Table applicable to you, located on our ['How much will it cost?'](#) page. If you do not pay your Tuition and Student Assistance Levy by the due dates of each term (Fall – September 1st [September 29th with an APA]):

A late fee of \$150 may be applied to your account, and,

- You will not have access to add or swap your courses.

As soon as Queen's receives payment for the outstanding amount or you provide proven source of funding (e.g. Funding Details) the enrolment hold will be lifted.

– Pick up your Student card and have it validated

The pick up schedule is available at: <http://www.queensu.ca/registrar/studentid>

– Need to add, or drop, or swap a course?

Students who chose some or all of their courses during the course selection period in July will have the opportunity to make schedule changes during the September Open Enrolment period, (July 15 – September 17 for Law, September 1 – 17 for Education, and August 20 – September 18 for all others), in the SOLUS Student Centre. If you need help, please consult the *'Understanding SOLUS tutorials' page*.

Please note that you will not be able to add or swap your courses if you have either not paid your Fall Tuition and Student Assistance Levy by September 1st OR do not have an approved APA.

– Government Student Financial Assistance (OSAP)

Queen's will confirm full-time enrolment for students who have completed an OSAP application (make sure you have submitted all required documentation). Once we have confirmed your full-time enrolment, your first OSAP installment will automatically be released. Queen's will begin confirming full-time enrolment close to the start of your study period.

Details about your OSAP disbursements are provided on your Funding Summary page on your online OSAP account at ontario.ca/osap. Your funding will take a few days after the 'Estimated Date' on your OSAP Funding Summary to be released. Once Queen's has confirmed enrolment you will see the amount that is being redirected to Queen's on your OSAP Funding Summary, or you can check your Queen's Fee Statement – Net Cost View.

Please monitor your Queen's SOLUS account to verify your OSAP payment has been applied to your account before making any additional online payments.

– Out of Province Government Student Financial Assistance

If you are an out-of-province student, please consult your provincial/territorial financial aid website for details regarding the distribution of your student loans and grants. [A list of those websites is located on the Student Awards website.](#)

Submit your Funding Details to awards@queensu.ca if you wish to have service charges waived for up to the amount of your second installment until January 31st. (*Please consult the 'Understanding your Fees' page for further details*). If you submitted

your Funding Details as part of an APA request, you don't need to send it again!

– Have you applied for a General Bursary?

A bursary is an amount of money you receive to assist you in financing your education that you do not have to pay back. It is based on an assessment of your financial need. More information about eligibility criteria can be found at:

www.queensu.ca/studentawards/financial-assistance/general-bursary

The online application form will be available on your SOLUS Student Centre under the 'Finances' section in early September. The deadline for applying is October 31.

– If you are an international student or a student without valid Canadian provincial / territorial health insurance...

You must visit the Queen's University International Centre in Mitchell Hall to confirm and receive proof of your mandatory University Health Insurance Plan (UHIP) coverage. Please consult: <http://quic.queensu.ca/international-students-and-staff/health-insurance...> for further details.

2019 – 2020 Guide to Registration and Fees

School of Graduate Studies Checklist

– Reply to your Offer of Admission

* Log into the online application site at: <https://eservices.queensu.ca/apps/sgsapp> with your UserID and password and click on 'OFFER' in the 'STATUS' column

* Click 'CONTINUE', fill in the required information, and click 'SUBMIT'

NOTE: Applicants to the Queen's MSc (Occupational Therapy) and MSc (Physical Therapy) programs reply to offers of admission through the Ontario Universities Application Centre (OUAC) instead.

– Create your Queen's NetID and password so you can access the Student Centre (SOLUS) and your e-mail

Get your Queen's Student ID number and go to this site –

<https://netid.queensu.ca/self-service/>

If you don't have your Student ID number, call 613-533-6100

– Student Card

We will send an email to your @queensu.ca email account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate (providing you are enrolled) during orientation week in September.

– UHIP

If you are an international student, you will automatically be charged for, and enrolled in, the mandatory University Health Insurance Plan (UHIP), which provides basic medical coverage for most doctor and hospital services in Ontario. You can enroll for additional coverage in UHIP by accessing the pre-registration form at <http://quic.queensu.ca/international-students-and-staff/health-insurance...>, or by visiting the Queen's University International Centre (QUIC), located in Mitchell Hall.

– Set up, or update, your banking information on SOLUS

Detailed instructions may be found in the '[Understanding SOLUS Tutorials section of this Guide](#)'

– Check your fees and set up your fee payment

Check the [fee table](#) for your program's fees

- Decide how you'd like to pay your fees:
 - Monthly payments via the Pre-authorized Payment Plan (PPL), or
 - Lump sum payments are due September 30th for Fall; January 10th for Winter and May 1st for Summer terms
- [Click here for detailed information on paying your fees with a payment plan](#)

Some (or all) of your OSAP funding will be redirected to Queen's to apply to tuition and education related fees. At the time full-time enrolment is confirmed, Queen's will identify the amount of your OSAP to be remitted to Queen's. The amount of your OSAP to be remitted to Queen's will not exceed the value of your term tuition and fees, unless you have a balance outstanding from a previous academic term. Any remaining OSAP will be deposited to your personal bank account. Log on to your OSAP account at ontario.ca/osap and view your Funding Summary for details of what is being remitted to Queen's, or you can review your Student Fee Account – Net Cost View.

– Identify the courses you will be taking

NOTE: Students must be enrolled in at least one course in all three (3) terms of 2019–20 in order to avoid delays in fee assessment and/or award payments.

- Graduate courses are normally chosen after consultation with your supervisor and/or department graduate coordinator
- Contact your department's Graduate Assistant to talk about your course selection

Continuing students: Please note that you will automatically be enrolled into your thesis course.

– Pick up your Student Card and have it validated

In order to do this, you must be enrolled in your courses. The schedule for Student card pickup and validation is available at: www.queensu.ca/registrar/studentid

2019 – 2020 Guide to Registration and Fees

Fee Payment Information for Graduate Students

Graduate students can choose to pay their fees in two ways:

Pre-authorized payment plan (PPL) – *Law students are not eligible to pay fees in installments or use the Pre-Authorized Payment Plan, unless you are registered in the LLM or PhD degree in Law. Queen's School of Business graduate students are also not eligible for the PPL.*

OR

Lump sum payment due September 30th for Fall Term, January 10th for Winter Term and May 1st for Summer Term ([Please see our 'How do I pay' page for more information](#))

– What fees can be rolled into the PPL?

The PPL covers most fees, except transcripts, for the current academic year. Overdue balances from previous academic years must be paid separately via online banking and must be paid before you can enrol in the PPL.

– How do I sign up for the PPL?

You can sign up for the PPL via SOLUS between July 1st and September 30th, 2018.

Please note that you cannot sign up for the PPL if you have an overdue debt from a previous academic year.

Under the 'ACCOUNT SERVICES' tab, click on 'ENROLL IN PAYMENT PLAN'. Follow the steps to enrol in the plan, and make sure the banking information you enter is correct. *If you do not have a bank account in Canada, please leave these fields blank and fill them in once your account has been established – at least one week before the first withdrawal.*

– How does the PPL work?

Once you have enrolled in the PPL, your PPL withdrawals will be taken directly from your bank account using the banking information you entered into SOLUS. Payments are taken once a month, on the 5th of the month (or next business day if the 5th is on a weekend or holiday), for a total of ten (10) payments over one year:

FALL TERM WITHDRAWALS

WINTER TERM WITHDRAWALS

SUMMER TERM WITHDRAWALS

October	February	June
November	March	July
December	April	August
January		

***The payments are NOT equal and may vary from month-to-month, with any adjustment to fees.*

Some (or all) of your OSAP funding will be redirected to Queen's to apply to tuition and education related fees. At the time full-time enrolment is confirmed, Queen's will identify the amount of your OSAP to be remitted to Queen's. The amount of your OSAP to be remitted to Queen's will not exceed the value of your term tuition and fees, unless you have a balance outstanding from a previous academic term. Any remaining OSAP will be deposited to your personal bank account. Log on to your OSAP account at ontario.ca/osap and view your Funding Summary for details of what is being remitted to Queen's, or you can review your Student Fee Account – Net Cost View.

If you enroll in the PPL, your OSAP payment sent to Queen's will pay off the scheduled PPL withdrawals up to the value of the OSAP payment amount. For example, if the Fall term scheduled withdrawals are \$900 for October, November, December, and January and a \$2000 Fall disbursement of OSAP is redirected to Queen's, the OSAP payment will pay the October and November withdrawals and \$200 of the December withdrawal. In this scenario, the withdrawals from your bank account will be for \$700 on December 5, 2019 and \$900 on January 10, 2020.

– How do I discontinue my PPL?

If you have completed your degree and need to be taken off the PPL, you must submit a form to the Office of the University Registrar. You can get the form here – www.queensu.ca/registrar/forms – under “Fees”. If you do not submit this form, payments may still be taken out of your bank account!

– Please Remember...

* Keep your monthly payment in your bank account until it's taken out! If your payment doesn't come out on the day you expect it to, you need to keep the right amount of money in your account for when your payment is taken.

* Review your payment schedule on SOLUS regularly! Your monthly payments may not be the same each month. Make sure you refer to your payment schedule on SOLUS regularly so you know how much money will be taken for the next payment.

* If you make a lump sum payment on your own to Queen's, the amount will come off the next scheduled payment(s) – it will not be spread out over all of your remaining payments.

– The amount of your OSAP re-directed to Queen's will come off the next scheduled payment(s)

– It will not spread out over all your remaining payments

– For example, if your monthly payments to Queen's are \$500, and you make a \$1000 lump sum payment to Queen's, your next two payments will be \$0 – the \$1000 eliminated your first two \$500 payments. Your third payment will be \$500, because your \$1000 lump sum payment or award has been used up.

* However, if you are assessed additional tuition or activity fees, the amount of the charges WILL be spread out over the remaining payments due so that you don't have to cover the extra all at once.

* We know this can be confusing! Don't hesitate to call, email, or drop in if you need help.

Student Records and Services

Email: fees@queensu.ca

Phone: 613.533.6894

In Person: Gordon Hall, Room 125

2019 – 2020 Guide to Registration and Fees

How do I register and select courses?

Registration consists of three steps:

1. Selection of courses;
2. Payment of Tuition and the Student Assistance Levy (SAL) and,
3. Picking up and/or validating your Student Card.

You have not completed the registration process until you have completed all steps.

Please be aware that, if you have an outstanding debt, you will NOT be able to participate in the course selection period. All outstanding debts must be paid before you can register. Log on to SOLUS to view your account and see if you have any outstanding debts.

– Law Students: Key Dates for Course Selection

- First-year law students will be registered in their first-year courses by the Faculty of Law in July.
- July 15 – September 7: Open Enrolment to add a course for Upper Year Law students.
- October 4: Last date to drop a course for Upper Year Law students.
- New Upper-Year Law students should contact the Student Services Office for enrollment assistance

– Step 1: Course Selection

These steps are for undergraduate and professional students only. If you are a Graduate student, please contact your Graduate Assistant to talk about your course selection and registration.

Windows for Course Selection

- July 15 – 24, when some courses will have restrictions to ensure students who need certain courses receive priority; and,
- July 26 – August 2 (July Open Enrolment), when all courses will be available to you as long as you have the right prerequisites.

Students in the following programs and years will have some or all of their courses *automatically added* to their schedule by their Faculty / School in late June:

Commerce	Years 1 and 2
Education	All years
Music	Year 1

Nursing	All years
Physical Education / Kinesiology	Years 1 and 2
Engineering & Applied Science	All years
Law	Year 1
Medicine	All years

Students in the following programs and years will *choose* some or all of their courses and will have what are called 'Enrolment Appointments':

Arts and Science	All years
Commerce	Years 2 – 4
Music	All years
Nursing	Years 2 – 4
Physical Education / Kinesiology	All years
Engineering & Applied Science	Years 2 – 5
Law	All years

Enrollment Appointment

You will be able to see your Shopping Cart and Enrolment Appointment time in SOLUS as of July 8. When your Enrollment Appointment time begins, access the SOLUS Student Centre to enroll in your classes. If there is space available in the classes you have selected, you will be enrolled in those classes.

September Open Enrollment

If you chose some or all of your courses, you will have another chance to add, drop, or swap courses during September Open Enrollment, Open Enrolment begins August 20th at 12:01 am, except for Law – July 15 to September 17 (add); July 15–October 4 (drop) – and Education (September 1–19). Please remember that in-person help can only be provided from Monday to Friday, 8:30 am to 4:30 pm (Eastern Standard Time). Online user guides for SOLUS can be found at www.queensu.ca/registrar/solus

– Step 2: Payment of Tuition and Student Assistance Levy (SAL)

Tuition and the Student Assistance Levy will be applied to your account within 24 hours of your courses being selected and/or loaded and are due in full by September 1st for Fall Term and January 10th for Winter Term. To see how much you owe, log on to the SOLUS Student Centre via the MyQueen'sU Portal. Under the 'Account Summary' click on 'CHARGES DUE BY DUE DATE'.

Challenges meeting the Tuition and Student Assistance Levy (SAL) deadline?

To assist students who cannot meet the September 1st and January 10th payment deadlines, but have a proven source of funding, an Alternative Payment Arrangement (APA) Program has been developed. The APA allows students, upon approval, to defer payment of their tuition without penalty, to September 29th for Fall Term fees and January 30th for Winter Term fees.

An APA request must be submitted no later than August 15th for Fall Term and December 15th for Winter Term. APA requests must be sent from your @queensu.ca email address and must include your student number. You may submit beginning in July and may request both terms at the same time.

Submit an APA request if you will be receiving the following sources of funding that prevent you from paying your tuition by the respective due dates.

- Provincial / Territorial Government Assistance (Out of Province government assistance) – send a copy of your Funding Details to awards@queensu.ca if you did not notify Queen's of your Provincial/Territorial government assistance last year
- Scholarships / Awards External to Queen's – send your award letter to fees@queensu.ca
- Third-party funding (e.g. foreign government, corporation, band funding, etc.) – send your sponsorship letter to fees@queensu.ca
- Extenuating Circumstances – If you have circumstances that will prevent you from paying your tuition by the due dates, you may request an APA. For example, if you can pay most of your fees by the deadline, but not all (e.g. receiving a final summer employment pay cheque after deadline). – send a detailed request to fees@queensu.ca

You will be granted an APA automatically if you have:

- applied for OSAP for 2019–20 and have received an assessment by August 15th
- notified Queen's of your Provincial/Territorial government assistance last year in 2018–19
- applied for US Government Loans for 2019–20

For full details on the APA process, visit <http://www.queensu.ca/registrar/financials/HowToPay/APA>

– Step 3: Student Card Validation

The final step of registration is to ensure you have your Student Card validated. Please follow the schedule available on our website: www.queensu.ca/registrar/studentid. You will keep your card for the duration of your degree program at Queen's, and will have it validated each September. Please note that your registration is not complete until you have your card validated.

Validating your Student Photo ID Card

Every Queen's student is issued a Student Card at the beginning of their studies. It serves not only as a form of identification, but as your passport to a number of on-campus services, including those provided by:

- The Office of the University Registrar
- Campus Security
- Faculty offices and departments
- Queen's University Libraries
- The Athletics and Recreation Centre (ARC)
- Numerous student services, including pre-purchased meal plans and bus service

Students are issued a card at the beginning of their studies, and it is validated each year provided you are enrolled.

For more information on the Student Card, as well as policies governing its use, please visit:

www.queensu.ca/registrar/studentid

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Understanding your Fees

Your Account Summary on SOLUS will be updated within 24 hours of you choosing your courses, or having your courses loaded for you by your Faculty or School. To see the detailed version of your account:

1. Go to your SOLUS Student Centre
2. In the 'ACCOUNT SUMMARY', you can find information about your:
 - Charges by Due Date
 - Tuition Fee Schedules (so you can calculate fees for future terms not yet assessed)
 - Deposit Requirements (if your program requires one)
 - Unapplied Credits

To review your Student Activity Fees in more detail, please visit the appropriate website:

- Undergraduate Students – Alma Mater Society (AMS): <https://myams.org/studentfee/>
- Graduate and Professional Students – Society for Graduate and Professional Students (SGPS): <https://sgps.ca/sgps-activity-fees/>

– What is SOLUS telling you?

The total amount owing, for registration, that you will see on SOLUS is made up of four different types of charges:

1. Tuition and the Student Assistance Levy (SAL);
2. Student Activity Fees;
3. Residence fees;
4. UHIP (for International students)

– Due by September 1st, 2019

Undergraduate Fall Tuition and Fees (see fee tables – unless you have an APA)

[Table 1 – Undergraduate and Professional Domestic Students](#)

[Table 2 – Undergraduate and Professional International Students](#)

Balance of any Fall Tuition and Student Assistance Levy fees for courses added during the Open Enrolment period in August.

– Due by September 30th, 2019

Graduate Fall Tuition and Fees (see fee tables)

[Table 3 – Graduate Domestic Students](#)

[Table 4 – Graduate International Students](#)

FALL Residence Fees (if you are staying in residence)

http://residences.housing.queensu.ca/applications_assignments/residence-...

Mandatory and Optional Student Activity Fees

Undergrads, visit www.myams.org for information about your Student Activity Fees.

Graduate Students, visit www.sgps.ca for information about your Student Activity Fees.

University Health Insurance Plan (UHIP)

[Table 2 – Undergraduate and Professional International Students](#)

[Table 4 – Graduate International Students](#)

– Due by January 10th, 2020

[Undergraduate and Graduate Winter Tuition and Student Assistance Levy \(SAL\)](#)

– Due by January 31st, 2020

Tuition if you have an APA for the Winter Term

– What if you are unable to pay your Tuition and Student Assistance Levy (SAL) by the deadlines?

To assist students who cannot meet the September 1st and January 10th payment deadlines, but have a proven source of funding, an [Alternative Payment Arrangement \(APA\) Program](#) has been developed. The APA allows students, upon approval, to defer payment of their tuition without penalty to September 29th for Fall and January 30th for Winter.

IMPORTANT:

- APA requests must be submitted no later than August 15th for Fall term and December 15th for Winter term. Requests received after the deadline will be processed on a best-efforts basis only.
- APA requests must be sent from your @queensu.ca e-mail address and must include your student number.
- If you have not paid the term's tuition and SAL by the due date (September 1st and January 10th without APA; September 30th and January 31st with APA, you may be subject to a \$150 late fee and will not have access to add or swap courses in the following circumstances:):
 - You do NOT have a Fall APA and you miss the September 1st fee due date
 - You HAVE a Fall APA and you miss the September 29th tuition due date
 - You do NOT have a Winter APA and you miss the January 10th due date
 - You HAVE a Winter APA and you miss the January 30th tuition due date

Do NOT submit an APA request if:

- applied for OSAP for 2019–20 and have received an assessment
- notified Queen's of your Provincial/Territorial government assistance last year in 2018–19
- applied for US Government Loans for 2019–20
 - For full details on the APA process, visit <http://www.queensu.ca/registrar/financials/HowToPay/APA>

Do submit an APA request if you will be receiving:

- Provincial / Territorial Government Assistance (Out of Province government assistance) – send a copy of your funding details to awards@queensu.ca if you did not notify Queen's of your Provincial/Territorial government assistance in 2018–19
- Scholarships / Awards External to Queen's – send your award letter to fees@queensu.ca
- Third-party funding (e.g. foreign government, corporation, band funding, etc.) – send your sponsorship letter to fees@queensu.ca
- Extenuating Circumstances – If you have circumstances that will prevent you from paying your tuition by the due dates, you may request an APA. For example, if you can pay most of your fees by the deadline, but not all (e.g. receiving a final summer employment pay cheque after deadline). – send a detailed request to fees@queensu.ca

– What happens if I can't pay my tuition and SAL by September 1st (or January 10th) and have not been granted an Alternative Payment Arrangement?

- You will not have access to add or swap your courses; and,
- A Late Fee charge of \$150 may be applied to your account

As soon as Queen's receives payment for the outstanding amount or is provided a proven source of funding (e.g. Notice of

Assessment – out of province government assistance), the enrollment hold will be lifted.

– What happens if I have an APA and miss the deferred tuition due date of September 30th (or January 31st)?

- You will not have access to add or swap your courses; and,
- A Late Fee charge of \$150 may be applied to your account

As soon as Queen's receives payment for the outstanding amount or is provided a proven source of funding, the enrollment hold will be lifted.

– Changes in Fee Assessment

While every effort is made to avoid errors in fee assessment, should an error occur, it will be corrected and every effort will be made to attempt to notify affected students. However, lack of notification does not exempt a student from paying the appropriate fee.

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How do I pay?

Queen's offers students several payment methods to pay for the charges on their student account: Tuition, Student Assistance Levy, Student Activity Fees, UHIP and Residence Fees.

Items returned by a bank, for any reason, will be liable for a \$40 returned item charge to the student's account.

To avoid Late Fees, tuition payments must reach the Office of the University Registrar at Queen's University before September 1st, with the balance of fees before September 30th for Fall Term and January 10th (Tuition and SAL) and January 31st (Residence) for the Winter Term.

– Students paying from within Canada

Online Banking (*recommended method of payment*), Telephone or ABM Banking

- Contact your Canadian financial institution to add *Queen's University* as a payee through Internet, Telephone or ABM banking service.
- Use your Queen's 8-digit Student I.D. as the Queen's account number for payment
- Allow two to four business days for payments to be credited to your Queen's student account.
- For further information on using Internet, Telephone or ABM banking services, contact your financial institution.

– Students paying from outside Canada

Students who are outside Canada may also use the following payment methods, in addition to those listed above:

1. CIBC Wire Transfer

Sending funds from your bank in your home currency

Queen's University has partnered with CIBC International Student Pay to make paying your student fees easier than ever. This means that you can pay in your preferred currency and CIBC will convert your student payments to CAD and transfer the funds to Queen's University to be posted to your student account on SOLUS.

To pay your student account using a foreign currency, please follow the steps below:

1. Using your Queen's NetID, log on to your SOLUS student portal.
2. Make a note of the amount you need to pay
 - Assessed fees – On the SOLUS home page, in your Account Summary, click the "*Charges by Due Date*" link to see how much you owe and the due date for these fees.
 - Deposit Requirement – you can use this payment method to pay your deposit requirement, if required, as part of your

acceptance to your program

3. Obtain an exchange rate quote

- i. On the SOLUS home page, in the Finances section, click the “*Pay by International Wire*” link. This will take you away from the Queen’s website, to the CIBC portal.
- ii. Follow the steps on the CIBC portal to get an exchange rate quote, and payment instructions that you will need to provide to your bank. If you need help navigating the CIBC portal, please contact StudentHelp@cibc.com.

4. Make a payment to Queen’s

- i. Go to your local bank and provide them with the payment instructions that were emailed to you from CIBC.
 - You can log into the CIBC portal at any time to review the status of your payment.
 - Your payment should appear in your SOLUS account within 5 business days of you making the payment at your financial institution. If your payment doesn’t appear in SOLUS by then, please contact fees@queensu.ca.

2. Direct Wire

If your local currency is not supported by the International Wire option or you would prefer to use the Direct Wire option, then you can request information by sending an email to fees@queensu.ca, with the Subject line “Requesting wire information”, and in the body please explain why you require the wire information, what currency you currently hold, what country you are paying from along with your name, student number and contact information. This method of payment requires that you convert the funds to CAD before you wire them to Queen’s.

Please note:

- Aside from the sending bank, the receiving bank may impose service charges and additional handling charges.
- Wires sent directly to the University will take 2–10 business days to be received and processed.
- Ensure that your name and student number is included in the wire transfer information so the payment can be credited to your SOLUS account.

3. Western Union

Instructions on how to pay via Western Union's 'Quick Pay' service:

- Go to Western Union’s website: http://www.payment-solutions.com/quickpay_form.html

When at your local Western Union location:

- Be sure to use the BLUE form.
- Complete the form and include the following information:
 1. Company Name: Queen’s University
 2. Company Code: QUEENSUONTARIO, ON
 3. Account Number: your 8–digit Queen’s Student ID number

– Paying when you have Scholarships, Awards and Bursaries

Scholarships, bursaries and awards that are administered by Queen's for students in undergraduate and professional programs (e.g. Queen's Law / Queen's Medicine) will be credited to your student account for the upcoming academic year in ONE installment. Check your SOLUS Student Centre – View Financial Aid to see the date in which your award will be posted to your account. Admission, renewable and upper-year awards will be posted to your student account by August 10th.

For awards administered by the Student Awards Office – award payments will be held in your student account to be applied to all current and future due university charges (e.g. fall term tuition and Student Assistance Levy, Student Activity Fees, Fall Term Residence, Winter Term tuition, Winter Term residence).

For awards administered by the School of Graduate Studies – please review the terms of your award offer(s) for payment details and check your SOLUS Student Centre – View Financial Aid for further information.

Any scholarships, bursaries and awards that are granted by external agencies but administered by Queen's will be credited to your student account as soon as the external agency provides Queen's with the funds. Check your SOLUS Student Centre – View Financial Aid to verify if the funds have been received and when they will be posted to your student account. If you are receiving a non-Queen's scholarship or award (external to Queen's University) that you will use to pay tuition, fees, and/or residence charges, and you are unsure the funds will be available by the applicable due date, you must submit an Alternative Payment Arrangement (APA) request. Information and deadlines for submitting an APA is available on our [APA information page](#)

– Paying with your OSAP

At the time full-time enrolment is confirmed, Queen's will identify the amount of your OSAP to be remitted to Queen's. The amount of your OSAP to be remitted to Queen's will not exceed the value of your term tuition and fees, unless you have a balance outstanding from a previous academic term. Any remaining OSAP will be deposited to your personal bank account. Log on to your OSAP account at ontario.ca/osap and view your Funding Summary for details of what is being remitted to Queen's. Your funding will take a few days after the 'Estimated Date' on your OSAP Funding Summary to be received. You can also review your Student Fee Statement on Solus to verify Queen's has received your OSAP payment.

Please monitor your SOLUS student account to verify your OSAP has been received by Queen's and deposited in your account before making any additional online payments by your tuition due date.

+ Refunds

- Award payments will be held in your student account to be applied to all current and future due charges for the academic year
- Please refer to the Registrar's website for information about how and when award refunds will be refunded: (<http://queensu.ca/registrar/financials/refunds>)

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How much will it cost?



TABLE 1: DOMESTIC UNDERGRADUATE TUITION AND FEES



TABLE 2: INTERNATIONAL UNDERGRADUATE TUITION AND FEES



TABLE 3: DOMESTIC GRADUATE AND PROFESSIONAL TUITION AND FEES



TABLE 4: INTERNATIONAL GRADUATE AND PROFESSIONAL TUITION AND FEES

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Understanding SOLUS tutorials

SOLUS is a Gaelic word which means “*knowledge and light.*” It also stands for Student On Line University System.

The SOLUS Student Centre is the primary means by which online services are provided to students. Whether you are new to Queen’s, or are a returning student, you will access SOLUS for a variety of things – from checking your fees, to selecting your classes, to viewing your class and exam schedules, to downloading forms for Enrolment Verification and Income Tax purposes. The following ‘How-To’ Navigation Guide is designed to help you through the basic steps involved in beginning your academic year.

As with any technology, the more you use a service the more comfortable you become with it.

We encourage you to take the time to navigate SOLUS on your own – click on the various links within the Student Centre and see where they lead.

The Office of the University Registrar’s ‘SOLUS Central’ webpage contains several instruction guides for all the ways you can use the SOLUS Student Centre – from managing your academics and personal information to planning your finances. Just visit www.queensu.ca/registrar/solus

– Accessing SOLUS

The screenshot shows the MyQueen'sU website interface. At the top, there is a navigation bar with links for 'Applications', 'Software Centre', 'My Library', and 'Resources'. A red 'SOLUS' button is visible in the top right corner. The main content area features a 'the new MyQueen'sU!' announcement, a 'Register to Vote' section with a 'Voter LookUp.ca' banner, and a 'Queen's in the News' section with a date of July 23, 2014.

In the upper right hand corner, click on the banner labeled 'SOLUS' to access the Student Online University System.

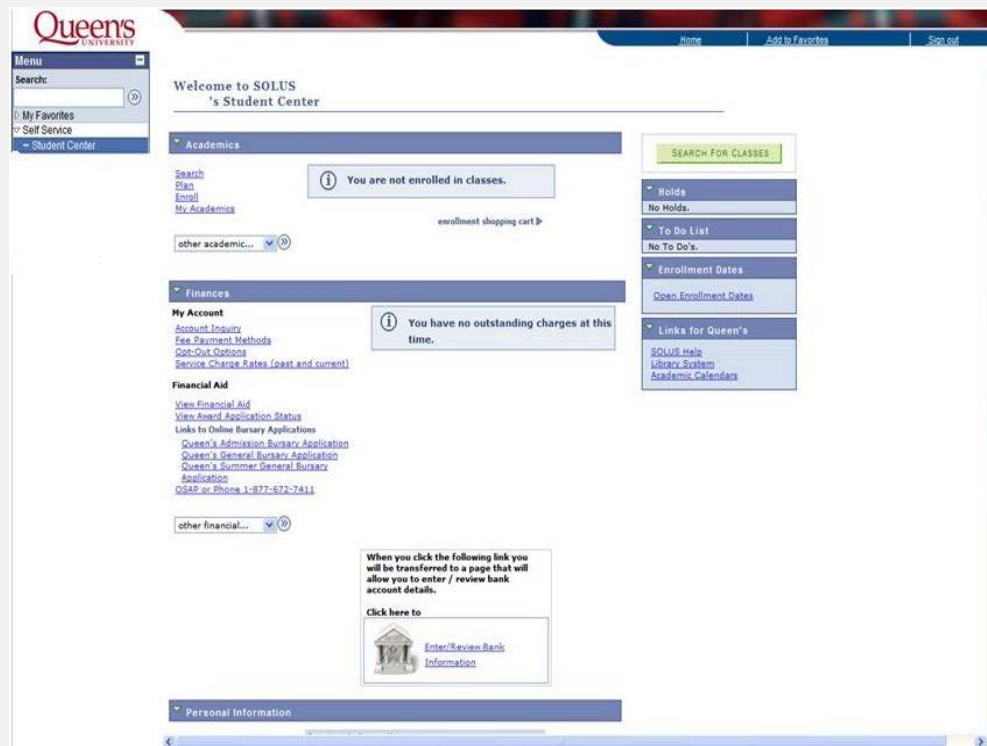
SPECIAL NOTE TO TEACHING ASSISTANTS AND QUEEN'S STAFF ACCESSING SOLUS:

If you are employed by Queen's either as a regular staff member, or as a graduate student working as a Teaching Assistant, the red 'SOLUS' icon will NOT appear in the MyQueen's Portal.

To access your SOLUS Student Centre profile, you will first have to click on the menu item labeled "My Applications." You will be directed to a new page, with a section titled 'PeopleSoft Resources'.

Click on the link labeled 'Student / HR Self Serve (PRD).' This will take you to your SOLUS profile.

Navigating SOLUS



You are now in the main page of your profile – you should be able to see the title ‘WELCOME TO SOLUS – [Your Name’s] STUDENT CENTRE’

Your SOLUS profile page is divided into four main sections:

- * Academics – which includes such services as Class Schedules, Course History, Enrolment and Course selection, Exam schedules, Transcripts, Verification of Enrolment, and Grades;
- * Finances – includes charges by due dates, fee statements, information on account activity (payment and billing records), accepted payment methods, Queen’s awards and scholarships you have been granted, links to online bursary applications, as well as instructions to set up Electronic Funds Transfers between Queen’s University and your Canadian banking / financial institution (Please note that this is not a way to pay your fees –that must still be done through your bank / financial institution);
- * Personal Information – includes primary and admissions addresses, email addresses, phone numbers, and emergency contacts. Here you will also be able to authorize permission for others to access academic and / or financial information related to your studies at Queen’s;
- * Admissions – includes information about applying for admission to a program at Queen’s, information on submitting Personal Statements of Experience (PSE) and Supplemental Essays, as well as reviewing the status of your application.

Academics

During Course Selection, SOLUS functions just like lots of e-commerce sites, with a ‘SHOPPING CART’ that you can load with classes. Your Enrolment Appointment is the date/time when the store opens for business. You’ll be able to see it in the ‘ENROLMENT DATES’ box on the right hand side of your SOLUS home page.

If you will be choosing some or all of your courses, log on to SOLUS as of July 8th to find your Shopping Cart and Enrolment Appointment time.

There are three (3) windows for Course Selection:

- July 15 to 24 – Some courses may have restrictions on them to ensure students who need certain courses receive priority, and
- July 26 to August 2 and August 20 – September 18 (September Open Enrollment), when all courses will be available to you as long as you have the right prerequisites and there is space in the course.

You will be free to add or remove classes from your 'SHOPPING CART' as you plan your academic year. You can start adding courses to your shopping cart as of July 8th, after the Timetable is posted. Times and locations for each class are presented in SOLUS to help you plan your weekly schedule.

There may be situations where you have classes scheduled immediately after the other. Relax – classes normally end ten minutes early in order to allow students enough time to get to their next course.

REMEMBER! You can't finish enrolling in classes until your Enrollment Appointment. Your Enrollment Appointment is displayed in the Enrollment Dates box on the right-hand side of your Student Centre.

Related Tutorials:



[Enrolment: Add Classes](#)



[Enrolment: Swap Classes](#)



[Enrolment: Drop Classes](#)

Checking Your Timetable

Your SOLUS profile gives you access to your course timetable. Just choose the 'CLASS SCHEDULE' option from the dropdown menu in the 'MY ACADEMICS' section. SOLUS provides two options to view your schedule – either by a weekly calendar, or by a list view. Clicking on the 'DISPLAY OPTION' radio buttons above the schedule will allow you to pick the option you prefer.



[Class Schedule](#)

Financials

Payment of tuition and compulsory fees completes the registration process. Your SOLUS profile is an essential tool in paying tuition and other fees.

While the University does offer a number of payment options (a complete listing can be found at www.queensu.ca/registrar/financials/HowToPay) most students will pay their fees by online bill payment through their Canadian bank or financial institution.

Electronic Funds Transfer (EFT) is used by the University when transferring funds back to students, whether for award deposits or fee refunds. In order for the University to be able to transfer possible credits to student bank accounts, we require that your banking information (Canadian Financial Institutions only) be entered into SOLUS (*see tutorial below*):

Related Tutorials:



- *Please remember that we cannot accept information for bank accounts residing with institutions outside Canada.*



Maintaining Personal Information

From time to time during your studies, the University may need to contact you for a variety of purposes. Ensuring that your personal contact information is correct is vitally important

It is important that you keep your emergency contact information and your current address up-to-date. Review it every September and April, to ensure it is accurate.

Related Tutorials:



[Editing / Updating Your Addresses \(Mailing\)](#)



[Editing / Updating Your Telephone Numbers](#)



[Editing / Updating Your Emergency Contacts](#)

Assigning Access To Your Personal Records

Your academic and financial information is protected by Ontario government law (FIPPA) and University Senate policy. This means that access to your records will not be given to any individual unless you grant them access.



[Granting Permission to Release Personal Information](#)

Verifying Your Enrolment

At various times, you may be required to provide a document to a third-party. The 'Verification of Enrolment' Form is a snapshot of your current (or past) registration status at Queen's. It confirms the following information:

- Your program of study
- The number of credit units successfully completed
- The number of credit units you are (or were) enrolled in for the academic period; and
- The start and end dates of your academic period

SOLUS allows you to generate and print an official Verification of Enrolment letter in a PDF document.

The Verification of Enrolment form may be required for the following:

- RESP agreement forms
- Student Line of Credit verification of enrolment letters
- Confirmations for non-Queen's awards (external scholarships and awards)
- Provincial Health care Insurance forms
- Confirmation of your student status to external agencies (e.g. bank, student association)



[Enrolment Verification](#)

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Policies and important fine print

For a listing of fee policies, including assessment changes, overdue accounts, service charges and refunds, please visit the Fee Policies page at: <http://www.queensu.ca/registrar/students/financials/fee-policies>

For information on the University's refund schedule, please visit: <http://www.queensu.ca/registrar/financials/refunds>

For a listing of administrative fees, please visit: <http://www.queensu.ca/registrar/financials/tuition-fees> Also check your Faculty/School academic calendar.

For more information on how fees are assessed, whether by program or by course, please visit: www.queensu.ca/registrar/financials/tuition-fees

Please note that acceptance of fee payment does not necessarily imply acceptance of registration.

– Fee Approval

The Board of Trustees reserves the right to make changes, without notice, in the scale of fees. If fee changes are approved after publication deadlines, every effort will be made to notify students affected. However, lack of notification does not exempt a student from paying the appropriate fee. Normally, fee increases, if applicable, become effective May 1 each year. Acceptance of fee payment does not necessarily imply acceptance of registration.

– Changes in Fee Assessment

While every effort is made to avoid errors in fee assessment, should an error occur it will be corrected and every effort will be made to attempt to notify affected students. *However, lack of notification does not exempt a student from paying the appropriate fee.*

– Senate Policy on Student Debtors

Any student with an overdue debt with the University will not be permitted to register or to receive examination results, official transcripts, or marks reports until the outstanding account is settled in full or until an acceptable arrangement for settling the account is made by the department(s) concerned.

In no case will a diploma be released to a student with an outstanding debt with the University.

– Queen's Code of Conduct

The Queen's Code of Conduct outlines the standard of behaviour to which students will be held. It is important that you take the time to review it and understand the information it contains. The Code of Conduct can be found at:

<http://www.queensu.ca/studentconduct/>

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Glossary and Map

For information on how to navigate the Queen's campus, please consult the online campus map at:

<http://www.queensu.ca/campusmap/main>

Alternative Payment Arrangement (APA) – Used by students who are unable to pay their tuition and Student Assistance Levy (see definition below) by the September 1st deadline date, but have a proven source of funding. If approved, your payment deadline for all or part of what you owe will be changed from September 1st to September 29th for the Fall term and January 10th to January 30th for the Winter term.

Award – An amount of money you receive to help you in financing your education that you do not need to pay back, which is often given on the basis of academic achievement, financial need, and/or other criteria.

Bursary – An amount of money you receive to help you in financing your education that you do not need to pay back, which is based on an assessment of your financial need.

Domestic student – A student with Canadian citizenship or permanent resident status, regardless of where the student went to high school, or has lived in the past.

Enrolment Appointment – The date/time when you can start to confirm the courses you want to take for the upcoming year. Prior to this, you can choose courses and put them in your shopping cart (*see definition below*), but you haven't completed the course selection process until your Enrolment Appointment starts, which is when you can confirm your choices.

Graduate student – A student completing a Masters or Doctoral program in the School of Graduate Studies.

International student – A student without Canadian citizenship, or permanent resident status.

MyQueensU Portal – A gateway on the Queen's website, through which you access the SOLUS Student Centre, receive important messages, see news and special events postings, etc.

Net ID – This is usually a combination of your initials and some numbers and, like a user-name, you will need your NetID and a password to log onto the MyQueensU Portal and your Queen's e-mail.

Open Enrolment – The period during the course selection window when you can select any course you would like to take, provided you have the correct prerequisite(s).

Orientation Week – The week before classes start at Queen's when student groups organize academic and social events for new, exchange, and/or transfer students to introduce them to life at Queen's, and in Kingston.

Ontario Student Assistance Program (OSAP) – Both the federal and Ontario governments provide student financial assistance to qualifying Canadian citizens, permanent residents and protected persons from Ontario while studying at the university level who

demonstrate financial need. This funding can be a combination of repayable loans and non-repayable grant assistance.

Portal (see "*MyQueensU Portal*")

Preauthorized Payment Plan (PPL) – Available only to graduate students, the PPL permits the payment of tuition and associated fees over several months.

Prerequisite – A course that must be completed before you can take another course. For example, to register in most second year Biology courses, you need to have completed a first year Biology course. That first year Biology course is the *prerequisite* for the second year course.

Professional student – A student completing a Law, Medicine, or Education degree (including final year Concurrent Education students).

Registration – Registration at Queen's consists of three steps: choosing your courses, paying fees, and picking up and / or validating your Student Card.

Release of Information – Completed through SOLUS, Students are able to assign access to academic and/or financial information for an identified individual.

SOLUS Student Centre – Your online source for all information about your academic and financial information as a Queen's student.

Scholarship – An amount of money you receive to help you in financing your education that you do not need to pay back, which is based on superior academic achievement.

Shopping Cart – This is a tool within the *SOLUS Student Centre* that lets you select courses you are interested in taking before you make your final course choices. You can load courses into your Shopping Cart and they will be held there until your Enrolment Appointment, when you confirm which ones you want to take and complete the course selection process.

Student Activity Fees – Levied by the AMS (undergraduate) and SGPS (graduate), a portion of these fees are mandatory, and cover access to athletic, health, and wellness facilities, etc. Some are optional, and support various campus groups, and you can choose to opt out of these when you are on campus in September.

Student Assistance Levy (SAL) – All students are assessed the SAL, which provides help to improve existing scholarship and student assistance programs, fund summer work experience programs, and support the Queen's learning environment.

Student Card – Your Student Card has your picture on it and is used to access the libraries, cafeterias, Athletic Centre, and various other services provided by Queen's.

Timetable – The course timetable is a list of all courses being offered by Queen's in the upcoming year, including when and where they will be taught.

Undergraduate student – A student completing a Bachelor's degree.

UHIP – The University Health Insurance Plan, a mandatory plan for international students and/or their dependents, that covers basic doctor and hospital expenses.

Unapplied Credit – credits that cannot be applied to any of the fees currently assessed. Unapplied credits may or may not be eligible for refund.

Verification of Enrolment – A form generated in SOLUS that confirms current, or past, registration for a given academic period.