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support and services

Who we are | What we do | How to reach us
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**OFFICE OF THE UNIVERSITY REGISTRAR**
Student Records and Services
Tuition fees, registration, student card, exams, graduation, course/exam schedules, USAT administration
www.queensu.ca/registrar
613.533.2040/613.533.6894 (records and fees)
solus@queensu.ca/fees@queensu.ca

Student Awards
Government student financial assistance (i.e. OSAP), scholarships, bursaries, awards, financial advising, work study program.
NOTE: School of Graduate Studies administers all merit-based scholarships and awards for Graduate Students.
www.queensu.ca/studentawards
613.533.2216
awards@queensu.ca

**UNDERGRADUATE ADMISSION AND RECRUITMENT**
Student recruitment and admission for first-entry programs, international exchanges, Bader International Study Centre, upper-year transfers, part-time admission, Continuing and Distance Studies.
www.queensu.ca/admission
613.533.2218
admission@queensu.ca

**FOUR DIRECTIONS ABORIGINAL STUDENT CENTRE**
Seeks to enhance the development and well-being of the Queen's Aboriginal Community.
www.queensu.ca/fdasc
613.533.6970

**ACADEMIC SUCCESS SERVICES**
One-on-one writing support, workshops, peer-lead writing, learning and study skills to help develop and strengthen academic, thinking and learning skills.
Transition programming.
http://sass.queensu.ca/writing centre
http://sass.queensu.ca/learning strategies
613.533.1315

**QUEEN'S UNIVERSITY INTERNATIONAL CENTRE (QUIC)**
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**
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

**HEALTH COUNSELING AND DISABILITY SERVICES**
Health and wellness services (access to doctors and nurses), counseling services, and disability accommodation services for all Queen's students.
www.queensu.ca/hcds
613.533.6467

**INFORMATION TECHNOLOGY SERVICES (ITS)**
Campus Computer Sales & Service, internet access on campus (including residences), and Queen's email.
IT support for students, including questions about NetIDs and passwords.
www.queensu.ca/its
613.533.6666

**STAUFFER LIBRARY**
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)**
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**
Student Activity Fees, Health and Dental Insurance
myams.org
613.533.3001
www.sgps.ca
613.533.2924

Faculties and Schools

<table>
<thead>
<tr>
<th>Faculty of Arts and Science</th>
<th><a href="http://www.queensu.ca/artsci">www.queensu.ca/artsci</a> 613.533.2470</th>
<th>Faculty of Law</th>
<th><a href="http://law.queensu.ca">http://law.queensu.ca</a> 613.533.2220</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty of Education</td>
<td><a href="http://educ.queensu.ca">http://educ.queensu.ca</a> 613.533.6205</td>
<td>School of Business</td>
<td><a href="http://business.queensu.ca">http://business.queensu.ca</a> 613.533.2330</td>
</tr>
<tr>
<td>Faculty of Engineering and Applied Science</td>
<td><a href="http://appsci.queensu.ca">http://appsci.queensu.ca</a> 613.533.2055</td>
<td>School of Medicine</td>
<td><a href="http://meds.queensu.ca">http://meds.queensu.ca</a> 613.533.2542</td>
</tr>
<tr>
<td>School of Graduate Studies</td>
<td><a href="http://www.queensu.ca/sgs">www.queensu.ca/sgs</a> 613.533.6100</td>
<td>School of Nursing</td>
<td><a href="http://nursing.queensu.ca">http://nursing.queensu.ca</a> 613.533.2668</td>
</tr>
<tr>
<td></td>
<td></td>
<td>School of Religion</td>
<td><a href="http://www.queensu.ca/religion/rels.html">www.queensu.ca/religion/rels.html</a></td>
</tr>
</tbody>
</table>

WEBSITES AND TELEPHONE NUMBERS
important dates

Undergraduate and Professional Students

After you have accepted your Offer of Admission, you need to set up your NetID at https://netid.queensu.ca/idm/user/register.jsp, if you don’t already have one.

Residence deposit is due for students living in residence: http://residences.housing.queensu.ca/

Outstanding amounts owed from previous term(s) must be paid. (Debt can restrict your registration).

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 undergraduate students not receiving OSAP but wish to be considered for the Ontario Tuition Grant should also apply by early July: https://osap.gov.on.ca/OSAPPortal

Log on to SOLUS to find your Shopping Cart and Enrollment Appointment times. Start loading your Shopping Cart with courses.

Summer Orientation and Resources (SOAR) for First-Year Undergraduate students. For registration information, please visit: http://www.queensu.ca/studentexperience/summer-orientation-soar

Course Selection on SOLUS Student Centre. You may begin the course selection process as of the date/time of your Enrollment Appointment through to July 26. (Some courses have restrictions to ensure students who need them receive priority. See page 28. Law and Education students should refer to page 18 for course selection details).

July Open Enrollment on SOLUS Student Centre. All courses are available as long as you have the right prerequisites.

Final Transcripts for Undergraduate Admission due for students living outside the Province of Ontario.

Check your Account Summary for your Minimum Payment Due by September 1. This is for your Fall tuition and SAL. If you received a Queen’s award, it will be posted to your account to reduce the amount owed. NOTE: If you make changes to your registration during Open Enrollment (August 25-31), this may affect the amount due on September 1.

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

September Open Enrollment on SOLUS Student Centre. (Not applicable to all students; see page 18 for more information).

Pay your Fall Term Tuition (if you do not have an APA) so that it is received at Queen’s by September 1.

Fall term Tuition and SAL due. See this link for Payment methods: http://www.queensu.ca/registrar/financials/HowToPay. Also see pages 24-27 or this link for amounts: http://www.queensu.ca/registrar/financials/financial-fees

ARE YOU A GRADUATE STUDENT?

You will find your important dates and information beginning on page 16.
Students who have not paid their Fall Tuition and SAL, due September 1 or do not have an approved APA are subject to $150 late fee and will not be able to participate in September Open Enrollment.

AMS Opt Out period. For more information, contact the AMS Residence Move In Day

SGPS Opt Out period. For more information, contact the SGPS

Check your Account Summary for your Minimum Payment Due by September 30. This is for your Student Activity Fees, Fall Residence Fees, UHIP (if applicable) and any prior outstanding due amounts. NOTE: If you make changes to your registration during September Open Enrollment (September 1-25), this may affect the amount due on September 30. 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 30.

Fall Residence, Student Activity Fees, UHIP due

Check your Account Summary to ensure your Minimum payment due is ZERO. Please pay the Minimum Payment Due amount at this time. If you have overdue fees, Senate Sanction may apply: [http://www.queensu.ca/registrar/resources/policies/fees](http://www.queensu.ca/registrar/resources/policies/fees)

Alternative Payment Arrangement (APA) requests due for students not paying their Winter Tuition and SAL by January 10: [http://www.queensu.ca/registrar/financials/HowToPay/APA](http://www.queensu.ca/registrar/financials/HowToPay/APA)

Check your Account Summary for your Minimum payment due by January 10. This is for your Winter Tuition and SAL and any prior outstanding due amounts. NOTE: If you make changes to your Winter registration through to January 10, this may affect the amount due on January 10. If you have an APA, this amount will not include Winter term fees until January 7.

Enrollment is confirmed so that the second entitlement of your OSAP funds can be released to you.

Pay your Winter Term fees to allow enough time for the funds to reach Queen’s by the due date.

Check your Account Summary for your Minimum payment due by January 31. This is for your Winter Residence Fees and any prior outstanding due amounts. NOTE: If you make changes to your registration through to January 15, this may affect the amount due on January 31. If you have an APA, this amount includes your Winter Tuition and SAL.

Winter term Tuition and SAL due. See this link for Payment methods: [http://www.queensu.ca/registrar/financials/HowToPay](http://www.queensu.ca/registrar/financials/HowToPay) . Also see pages 24-27 or this link for amounts: [http://www.queensu.ca/registrar/financials/ tuition-fees](http://www.queensu.ca/registrar/financials/ tuition-fees) Students who have not paid their Winter Tuition and SAL, due January 10 or do not have an approved APA are subject to $150 late fee and will not be able to participate in Open Enrollment.

Pay the balance of your Winter Term fees.

Winter Residence due.

Check your Account Summary to ensure your Minimum Payment Due is ZERO. Please pay the Minimum Payment Due amount at this time. If you have overdue fees, Senate Sanction may apply: [http://www.queensu.ca/registrar/resources/policies/fees](http://www.queensu.ca/registrar/resources/policies/fees)
The registration process may be detailed, but we are here to help!

Starting on page 8, 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’ section, starting on page 29 of this Guide. 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 on 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 students, including School of Religion, have their own checklist on p. 16.
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](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](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 and phone numbers
- Finances – fee statements, payments and outstanding credits or amounts owing, banking information
- 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 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.

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The name for the SOLUS Student Centre was selected by Queen’s students! SOLUS is a Gaelic word meaning “knowledge and light”. It also stands for Student OnLine University System.

**Students with Disabilities**

If you are a student with a disability, for which you need academic accommodations, you will need to register with the Disability Services Office. Please complete the Pre-registration for Intake Appointment form [www.queensu.ca/hcds/ds/students/pre-reg.pdf](http://www.queensu.ca/hcds/ds/students/pre-reg.pdf) and submit it along with documentation of your disability to the Health, Counselling and Disability services (HCDS) office. You will be contacted by their office to arrange an appointment.

**PLEASE NOTE:** Students with learning disabilities or attention deficit hyperactivity disorders will need to send in updated psycho-educational assessments well in advance to ensure that the documentation is reviewed by our Advisors prior to arranging an appointment.

For more information on documentation requirements for these disabilities and others please visit the website. [www.queensu.ca/hcds/ds/students/documentation.html](http://www.queensu.ca/hcds/ds/students/documentation.html)

You can find more information about the Disability Services Office and their services on the website, along with their contact information. [www.queensu.ca/hcds/ds](http://www.queensu.ca/hcds/ds)

**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](http://www.queensu.ca/accessandprivacy/act)

**Please note:** The university relies on the information listed under “PRIMARY ADDRESS” and “EMERGENCY CONTACT INFORMATION” in your SOLUS profile. If this is missing or out of date, we will not be able to contact you or your emergency contacts. Please ensure that you keep this information current (Please see page 36).
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 osap.gov.on.ca

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 1. You will not receive any invoices from Queen's, and will be responsible for keeping track of any outstanding credits or balances (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!
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’ (page 6) section earlier in this guide.

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

**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 8, 2015. Watch for your weekly Residence newsletter in your Queen’s email!

**RETURNING TO YOUR UNDERGRADUATE PROGRAM AT QUEEN’S?**

**Pay all outstanding debts by June 15, 2015!**
If you have an outstanding debt, you will not be able to participate in Step 1 of the registration process, which is course selection. You must pay all outstanding debts by June 15, 2015. Log on to SOLUS to view your financial account to see if you have any outstanding debts.

**ONTARIO TUITION GRANTS**
Ontario students not applying for OSAP but who wish to be considered for the Ontario Tuition Grant should apply for the grant by early July, at osap.gov.on.ca

**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.

**RETURNING TO MEDICINE OR LAW AT QUEEN’S?**

**Pay all outstanding debts by June 15, 2015!**
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.

**ALL STUDENTS**

We recommend you 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. Check the OSAP website for details at osap.gov.on.ca.**

For a list of all government assistance websites, visit the Student Awards office page at www.queensu.ca/studentawards/financial-assistance/government-student-assistance

If you are an international student:

- Apply for a study permit if you don’t already have one for 2015-16.
- 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 the John Deutsch University Centre, or by accessing the pre-registration form at www.quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/enrolling-in-uhip

**CHECK FOR YOUR SHOPPING CART AND ENROLMENT APPOINTMENT TIME**

Course Selection takes place during “Enrolment Appointments”. Students who are able to choose some or all of their courses (see page 18 to determine if you will be choosing courses) will be able to see their Shopping Cart and Enrolment Appointment time in SOLUS as of July 2.

From your Enrolment Appointment date/time through to July 26, some courses will have restrictions to ensure students who need them receive priority.

From July 27 – 31, all courses will be available to you as long as you have the right prerequisites.

**PRO TIPS!**

Students who add courses to the Shopping Cart before their Enrolment Appointment have an easier time during the Course Selection period.

**UNDERGRADUATE STUDENTS**

**NEW TO YOUR UNDERGRADUATE PROGRAM AT QUEEN’S?**

**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 1. 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
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 will show on your SOLUS Account Summary. Your fall tuition and Student Assistance Levy payment are due September 1, 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 pages 24-27.
YOUR JULY CHECKLIST

UNDERGRADUATE STUDENTS continued

Are you a first-year student not living in residence?
☐ If you are among the 10% of first-year students who choose not to live in a Queen’s 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 www.queensu.ca/orientation/index.html 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 2, 2015 – Shopping Cart Available – Time to choose courses!
☐ On July 2, your shopping cart will be available. Unless your Faculty/School is choosing your courses for you (see page 18 to determine that), it’s time to log on to your SOLUS account and start adding courses to your Shopping Cart. See Start Shopping! on page 30 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.

RETURNING TO YOUR UNDERGRADUATE PROGRAM AT QUEEN’S?
☐ There isn’t anything specific just for you this month, but make sure you look under “ALL STUDENTS” for tasks to complete.

PROFESSIONAL STUDENTS

NEW TO MEDICINE OR LAW AT QUEEN’S?

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 in your final year. Validation will take place in Wallace Hall starting August 24th.

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.

RETURNING TO LAW AT QUEEN’S?

Orientation
☐ Upper-year and incoming Law exchange students are invited to participate in Law Orientation. Full information is at http://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 (providing you are enrolled).

Your July Checklist

ALL STUDENTS

Step 1 of the Registration process – Course Selection
☐ There are three windows for Course Selection: 1) July 13 to 26, when some courses will have restrictions to ensure students who need certain courses receive priority, and 2) July 27 to 31 and August 25 to September 25 (Open Enrolment), when all courses will be available to you as long as you have the right prerequisites.

See page 18 for more information and page 29 for a how-to guide. If you need help, please contact your Faculty/School office (see page 2 for contact information). (Please note that returning Law students will have already completed this process.)

We recommend you complete 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 at www.queensu.ca/studentawards/financial-assistance/government-student-assistance

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 International Centre, located in the John Deutsch University Centre, or by accessing the pre-registration form at http://quic.queensu.ca/international-students-and-staff/healthinsurance-and-care/uhip

PRO TIPS!
Don’t worry if the timetable says that your Biology class ends at the same time your Chemistry class starts! Every class ends 10 minutes earlier than posted to give you travel time between classes.
GOOD HABITS!

Make sure you are regularly checking your Queen's email and the MyQueen'sU Portal message centre for important messages from Queen's. For more information about Queen's Email, 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/qlc

If you are a student with a disability, for which you need academic accommodations, you will need to register with the Disability Services Office. Please complete the Pre-registration for Intake Appointment form www.queensu.ca/hcds/ds/students/registration.html and submit it along with documentation of your disability to their office. You will be contacted by them to arrange an appointment. More information is available on page 6.

BE PRO-ACTIVE!

Are you moving into residence, for the first time, in September? 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.
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 before September 1, 2015.

**This is 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 payment charge of $150 will 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.

Detailed tuition, levy, fee, and payment information on pages 20-27.

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ALL STUDENTS

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

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

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 1. The balance of fees (student activity fees, residence, UHIP) is due on September 30th. **In August you absolutely must establish your plan to pay your tuition and Student Assistance Levy.**

More information about understanding your fees and how to pay your fees is available beginning on page 20.

**Your Financial Account**

☐ 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, 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 (see Campus map at the end of this guide) between August 31 and September 17.

For more information, including the complete validation schedule, please visit: [www.queensu.ca/registrar/studentid](http://www.queensu.ca/registrar/studentid)
Government Student Financial Assistance

Check the OSAP web site for online status of your application funding:
https://osap.gov.on.ca
Out of Province – 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 payment using one of the options listed on page 23.
➤ 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.

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 at the end of this guide.
YOUR 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:

UNDERGRADUATE STUDENTS

NEW TO YOUR UNDERGRADUATE PROGRAM AT QUEEN’S?

Student Card

New student? You will need to get your Student Card. See page 19 for more information.

Moving into residence

Get ready! September 6, 2015 is move-in day!!

RETURNING TO YOUR UNDERGRADUATE PROGRAM AT QUEEN’S?

Look under All Students for tasks to be complete.

PROFESSIONAL STUDENTS

NEW TO MEDICINE, LAW, OR EDUCATION AT QUEEN’S?

Student Card

New student? You will need to get your Student Card. See page 19 for more information.

Education: Opening day/introduction to the program is September 1.

RETURNING TO MEDICINE OR LAW AT QUEEN’S?

Look under All Students for tasks to be complete.

ALL STUDENTS

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

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

The minimum payment due as shown on your Account Summary in the SOLUS Student Centre, will need to be paid by September 1, with the balance of fall fees (student activity fees, residence, UHIP, etc.) due on September 30th. Winter term tuition fees are due Jan 10, winter term residence fees are due Jan 31.

More information about understanding your fees and how to pay your fees is available on pages 20-23.

You will be able to opt-out of optional student activity fees. Please see the notes on this page 29 (for Undergraduate, BEd Consecutive and Professional) or page 26 (for Graduate Students).

If you do not pay your Tuition and Student Assistance Levy by the due dates of each term or have not been granted an Alternative Payment Arrangement (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. Notice of Assessment – out of province government assistance) the enrolment hold will be lifted.

Step 3 of the Registration Process—Pick up your Student Card and have it validated

See page 19 for more information for both new and returning students.

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 add, drop, or swap courses during the September Open Enrolment period, (August 25-September 15 for Law [see left column of page 18 for dates], August 25-September 17 for Education and August 25-September 25 for all others), in the SOLUS Student Centre. If you need help, please see Understanding SOLUS on page 29.

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 1 OR do not have an approved APA.

Government Student Financial Assistance (OSAP)

Queen’s will confirm enrolment for students who have a completed OSAP application (make sure you have submitted all required documentation). Once we have confirmed your enrolment, your first OSAP entitlement will automatically be deposited into your bank account beginning in September.

Please consult the Student Awards website for further instructions about receiving your funding:

www.queensu.ca/studentawards/financial-assistance/government-student-assistance/osap

Out-of-Provience 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 here:

www.queensu.ca/studentawards/financial-assistance/government-student-assistance
Submit your Notice of Assessment to awards@queensu.ca if you wish to have service charges waived for up to the amount of your second installment until January 31. (Please see page 21 for further details). If you submitted your Notice of Assessment as part of an APA request, you don’t need to send it again!

**Have you applied for a General Bursary?**

☐ If you are finding it hard to make ends meet you should apply for a Queen's 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 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, 2015.

**Pay your outstanding fees in your student account in full by September 30.**

☐ Your student account will have a balance due by September 30 that includes the balance of fall tuition and Student Assistance Levy fees (if applicable), all Student Activity Fees, fall residence fees, and UHIP (if applicable). Avoid service charges and pay by September 30! For more information, see page 20.

**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 the John Deutsch University Centre 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-and-care/uhip/ for further details.
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 M.Sc. (Occupational Therapy) and M.Sc. (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 Center (SOLUS) and your email.
➤ Get your Queen’s Student I.D. and go to this site – www.queensu.ca/its/netid/activation.html
➤ If you don’t have your Student I.D. 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 preregistration form at http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/, or by visiting the Queen’s University International Centre (QUIC), located in the John Deutsch University Centre (JDUC).

Set up, or update, your banking information on SOLUS
➤ See page 33 for help on how to do this.

Check your fees and set up your fee payment
➤ Check the fee table on pages 24-27 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 1 for fall; Jan 10 for winter and May 1 for summer
➤ Turn to page 17 for detailed information on paying your fees with a payment plan

Identify the courses you will be taking
➤ 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 by September 1. The schedule for Student Card pickup and validation is available at website: www.queensu.ca/registrar/studentid
Fee Payment Information for Graduate Students

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

Pre-authorized payment plan (PPL) – see information below

OR

Law students are not eligible to pay fees in installments or use the Pre-Authorized Payment Plan, unless you are registered in the LL.M. or Ph.D. degree in Law. Queen’s School of Business graduate students are also not eligible for the PPL.

Lump sum payment due September 1 for fall, Jan 10 for winter and May 1 for summer (go to page 23 for instructions)

WHAT IS COVERED BY THE PPL?

The PPL covers tuition fees, the Student Assistance Levy fee, student activity fees, residence fees, meal plan fees, and the University Health Insurance Plan (UHIP). It does not cover library fines, previous balances, bank fees, etc. A separate payment must be made for these.

HOW DO I SIGN UP FOR THE PPL?

You sign up for the PPL via SOLUS between July 1 and September 1, 2015.

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 enroll 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 fee payments 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), October to April and June to August, for a total of 10 payments over one year. The payments are NOT equal and will vary from month-to-month.

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. – For example, let’s say your monthly payments to Queen’s are $500. If 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, unlike payments, 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 (building #27 on the Campus Map)

Note: Students must be enrolled in at least one course in all 3 terms of 2015-16 in order to avoid delays in fee assessment and/or award payments.
the registration process

Registration consists of three steps – selection of courses and payment of tuition and the Student Assistance Levy and 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 by June 15. Log on to SOLUS to view your account and see if you have any outstanding debts.

Law: Key Dates for Course Selection
▶ First-year law students will be registered in their small section and first-year courses by the Faculty of Law in the week of July 6 to 10, 2015.
▶ August 25-Sept 15 — open enrolment to add a course for Returning Upper Year Law students only
▶ September 16 — last date to drop a course for Returning Upper Year Law students only
▶ New upper-year law students will be registered in courses manually with assistance from the Manager of Academic Programs, Nancy Somers, somersn@queensu.ca. Academic advice regarding course selection should be sought from Assistant Dean of Students, Jane Emrich, jane.emrich@queensu.ca.

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 (see page 16).

There are two windows for Course Selection:
1 July 13-26, when some courses will have restrictions to ensure students who need certain courses receive priority, and
2 July 27-31 (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 (Courses added week of July 6-10)
- 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*

*New incoming upper-year Law students will select courses and be enrolled manually with the assistance of the Manager of Academic Programs, Nancy Somers at somersn@queensu.ca.

Enrolment Appointment – You will be able to see your Shopping Cart and Enrolment Appointment time in SOLUS as of July 2. When your Enrolment 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 Enrolment – If you chose some or all of your courses, you will have another chance to add, drop, or swap courses during September Open Enrolment, previously called ‘Add/Drop’. Open Enrolment begins August 25 at 12:01 am, except for Law (August 25-September 15) and Education (August 25-September 17) but 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 FEE

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 1, 2015 for fall term and January 10, 2016 for winter term.

To see how much you owe, log on to the SOLUS Student Center via the MyQueen'sU Portal. Under the heading ‘FINANCES’, locate the drop-down box labeled ‘OTHER FINANCIAL’. Open the drop-down menu and click on ‘CHARGES DUE’.

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

To assist students who cannot meet the September 1 and January 10 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 30th for fall term fees and Jan 31 for winter term fees.

An APA request must be submitted no later than August 15, 2015 for fall term and December 15, 2015 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 Notice of Assessment to awards@queensu.ca
➤ 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 paycheque after deadline). – send a detailed request to fees@queensu.ca

You will be granted an APA automatically if you have:
➤ applied for OSAP for 2015-16 and have received an assessment
➤ received Provincial/Territorial government assistance last year in 2014-15 at Queen’s
➤ applied for US Government Loans for 2015-16

See page 21 for full details on the APA process, or on the Registrar’s website at: http://www.queensu.ca/registrar/financials/tuition-fees

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

* if you did not receive in 2014-15 at Queen’s (e.g. entering students)
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. Under the heading ‘FINANCES’, locate the link labeled ‘FEE STATEMENT’. Open the drop-down menu and click on ‘ACCOUNT ACTIVITY’. For more detailed instructions, please review the ‘Fee Statement’ tutorial on page 33 of this guide.

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 1, 2015

Fall Tuition and Fees (see fee tables)
Table 1 – Undergraduate and Professional Domestic Students (page 24)
Table 2 – Undergraduate and Professional International students (page 25)
Table 3 – Graduate Domestic Students (page 26)
Table 4 – Graduate International Students (page 27)
Balance of any Fall Tuition and Student Assistance Levy fees for courses added during the Open Enrolment period in September

DUE BY SEPTEMBER 30, 2015

FALL Residence Fees (if you are staying in residence)
http://residences.housing.queensu.ca/applications_assignments/residence-fees/

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.

UHIP
Table 2 – Undergraduate and Professional International Students (page 25)
Table 4 – Graduate International Students (page 27)

DUE BY JANUARY 10, 2016

Winter Tuition and Student Assistance Levy (SAL) (see fee tables)

DUE BY JANUARY 31, 2016

Winter Residence Fees

TO REVIEW YOUR STUDENT ACTIVITY FEES IN MORE DETAIL, PLEASE VISIT THE APPROPRIATE WEBSITE

Undergraduate Students – Alma Mater Society (AMS): myams.org/society/about-your-ams/student-activity-fees
Graduate and Professional Students – Society for Graduate and Professional Students (SGPS): www.sgps.ca/info/fees.html
More information about Faculty or School societies may be found on pages 24 and 26.
WHAT IF YOU ARE UNABLE TO PAY YOUR TUITION AND STUDENT ASSISTANCE LEVY (SAL) BY THE DEADLINES?

To assist students who cannot meet the 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 (in part or in full) without penalty, to September 30th for fall and January 31 for winter.

Tuition fees and the Student Assistance Levy (SAL) are billed each term and are due at the University as follows:
- **Fall:** September 1
- **Winter:** January 10

Registration is not complete unless fees are paid, or students have provided Queen's with an APA and it has been approved. Submit your APA request by August 15 for fall term and December 15 for winter term.

IMPORTANT
- APA requests must be submitted no later than August 15 for fall term and December 15 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 email address and must include your student number.
- If you have not paid the term’s tuition and SAL by the due date OR you do not have an approved Alternate Payment Arrangement by the term due date:
  - a late fee of $150 may be applied to your account, and
  - you will not have access to add or swap courses until the payment is received by Queen's.

Do NOT submit an APA request if:
- You have received your OSAP assessment for the 2015-2016 Academic Year
- You have received Provincial/Territorial Government Assistance (Out of Province) while attending Queen's last year (2014-15).
  (Note: Out of Province students who wish to have service charges waived until January 31 for up to the amount of their second instalment will need to submit their funding details (e.g. Notice of Assessment) to the Student Awards Office at awards@queensu.ca)
- You have applied for US Government Loans for the 2015-2016 Academic Year
- You will enroll in the Graduate student Payment Plan

Do submit an APA request if you will be receiving:
- Provincial/Territorial Government Assistance (Out of Province)* Send a copy of your funding assessment (Notice of Assessment) to awards@queensu.ca by August 15, 2015 to receive an APA for fall term and December 15, 2015 for winter term.
- Scholarships/Awards External to Queen's – Send your award letter to fees@queensu.ca by August 15, 2015 (Fall) or December 15, 2015 (Winter) to receive an APA.
- Third-party funding (e.g. foreign government, corporation, band funding, etc) – Send your sponsorship letter to fees@queensu.ca by August 15, 2015 (Fall) or December 15, 2015 (Winter). For information on what the letter needs to include, see Pay by Funding Agency.
- Extenuating Circumstances – If you have circumstances that will prevent you from paying your fall tuition by September 1, 2015 or winter tuition by January 10, 2016, you may request an APA. For example, if you can pay most of your fees by the deadline, but not all (e.g. receiving final summer employment pay cheque after deadline). Provide details of your circumstance and send to fees@queensu.ca by August 15, 2015 (Fall) or December 15, 2015 (Winter).

WHAT HAPPENS IF I CAN’T PAY MY TUITION AND SAL BY SEPTEMBER 1 (OR JANUARY 10) AND HAVE NOT BEEN GRANTED AN ALTERNATIVE PAYMENT ARRANGEMENT?
- A late fee charge 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 is provided a proven source of funding (e.g. Notice of Assessment – out of province government assistance), the enrolment 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.

NOTE: Student activity fees for the next academic year are approved by the Board of Trustees at their May meeting. Therefore, students registered full or part-time, who start their program in May, may be assessed student activity fees retroactively.

* if you did not receive last year government assistance in 2014-15 at Queen’s (e.g. entering students)
Queen's offers students several payment methods to pay for the charges on your student account: tuition, Student Assistance Levy, student activity fees, UHIP and residence fees:

STUDENT PAYING FROM WITHIN CANADA

Online Banking (recommended method of payment)

- 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 telephone, Internet 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 Electronic/Wire Transfer

- Funds must be transferred to:
  Bank of Montreal, Main Branch (Kingston Ontario)
  297 King St East, Kingston Ontario Canada K7L 3B3
  Tel: 613.545.3003
  Bank Number: 0001, Bank Transit Number: 00162
  Account Number: 1046-122, Swift Code BOFMCAM2,
  IBAM: 00161046122
- Students MUST ensure that their name and Queen's 8-digit Student I.D. are included in the transfer to ensure payment is processed properly.
- Note that both the initial and receiving banks may impose administrative fees for wire transfer.

2 Western Union

- IMPORTANT: Ask for the Quick Collect rate (blue form)
- Company Name: Queen's University
- Locale/Code City: QUEENSONTARIO,ON
- Account Number: Your Queen's 8-digit student number
- Obtain a confirmation number and a receipt from Western Union. For more information, contact Western Union.

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, payments must reach the Office of the University Registrar at Queen's University before September 1, 2015, with the balance of fees due before September 30, 2015 for fall term and January 10, 2016 (tuition and SAL) and January 31, 2016 (residence) for winter.

WAIVER OF SERVICE CHARGES FOR STUDENTS ACCESSING GOVERNMENT STUDENT ASSISTANCE

- Registered undergraduate students receiving OSAP will automatically receive a waiver of service charges up to 40% of their overall OSAP entitlement until January 31, conditional on students receiving their first OSAP instalment.
- The amount eligible for a Waiver of Service Charges will be identified as Financial Aid Deferred on the Account Summary of the main page on SOLUS if you have a balance owing. (See page 35 for an illustration). Questions? Please email awards@queensu.ca

Please note changes to an OSAP assessment will also change the amount of Financial Aid Deferred (i.e., reducing academic load, opting out of student activity fees, etc). OSAP information is received regularly from the Ministry of Training, Colleges and Universities and the amount of Financial Aid Deferred is updated on SOLUS to provide the most recent information.

- Out-of-Provence registered undergraduate students receiving government student financial assistance may apply to have service charges waived for up to the amount of their second instalment until January 31. Students must provide proof of the amount of assistance (i.e. Notice of Assessment) to the Office of the University Registrar (Student Awards). If proof is not available, students may apply for a retroactive waiver of service charges, once their Notice of Assessment is received.

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 instalment. 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 at www.queensu.ca/registrar.
# how much will it cost?

## Table 1: Undergraduate and Professional Domestic Students

### TUITION AND FEES 2015-16

<table>
<thead>
<tr>
<th></th>
<th>Normal Units</th>
<th>Unit Fee</th>
<th>Due: Sep 1 Fall Tuition/SAL</th>
<th>Due: Sep 30 Student Activity Fees</th>
<th>Due: Jan 10 Winter Tuition/SAL</th>
<th>Total</th>
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<tbody>
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<tr>
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<tr>
<td>All students</td>
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<td>$3,152.15</td>
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<tr>
<td>After May 1, 2014</td>
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<td>$1,168.96</td>
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<tr>
<td>Per Unit</td>
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<td></td>
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<td>$488.95</td>
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<tr>
<td>Consecutive</td>
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<td>Concurrent (Final Year)</td>
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<td>Concurrent (Education Courses)</td>
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<td>Continuing Education Courses (AQ)</td>
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<td>Continuing Education Courses (ABQ)</td>
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<td>$685.00</td>
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<td><strong>Law</strong></td>
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<tr>
<td>All students</td>
<td>Per term</td>
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<tr>
<td>After May 1, 2015</td>
<td>Per term</td>
<td>$12,130.30</td>
<td>$12,180.30</td>
<td>$1,194.46</td>
<td>$12,180.30</td>
<td>$25,555.06</td>
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<tr>
<td>Between May 1, 2013-Apr 30, 2015</td>
<td>Per term</td>
<td>$12,130.30</td>
<td>$12,180.30</td>
<td>$1,114.46</td>
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<td>Prior to May 1, 2013</td>
<td>Per term</td>
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<td>$11,950.12</td>
<td>$1,114.46</td>
<td>$11,950.12</td>
<td>$25,014.70</td>
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<tr>
<td>All students</td>
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<td>$206.81</td>
<td>$3,152.15</td>
<td>$1,048.56</td>
<td>$3,152.15</td>
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<td>$3,467.36</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Master of Divinity/Bach of Theology (2 year program)</td>
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<td></td>
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<tr>
<td>All Students</td>
<td>Per term</td>
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<td>$3,107.30</td>
<td>$1,094.31</td>
<td>$3,107.30</td>
<td>$10,416.21</td>
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<tr>
<td><strong>Master of Div/Bach of Theology (3 year program)</strong></td>
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<tr>
<td>All Students</td>
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<tr>
<td>All Students</td>
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<td>$1,094.31</td>
<td>$3,488.00</td>
<td>$8,070.31</td>
</tr>
</tbody>
</table>

**Notes**

1. Tuition for all programs (except Law and Medicine) is assessed on a per unit basis. If you enroll in more or fewer units than the normal load, your tuition will be adjusted accordingly. Engineering & Applied Science students, please see note 2.

2. Engineering and Applied Science Students are assessed on a per unit basis up to 15 units per term. The maximum per term tuition is equal to 1/2 of the tuition fee.

3. The Student Assistance Levy (SAL) is applied on a per term basis using the following charts.

4. Student Activity Fees (SAF) have mandatory and optional components. Please see your respective student government website for more details about SAF. The AMS website is: http://www.myams.org; the SGPS website is: http://www.sgps.ca

5. Registration in the Engineering & Applied Science Extended (900 section) program incurs a fee of $516.40 per course. Registration in the Engineering & Applied Science Extended (900 section) program rewrites (Summer Term 2016) incurs a fee of $466.00 per rewrite. Supplemental examination incurs a fee of $250.00 per exam (see Faculty calendar for details).

6. Registration in PACT 338 or 438 incurs an additional fee of $400.00 per course.

---

**Note:** While every effort is made to avoid errors in fees listed, should an error occur it will be corrected and every effort will be made to notify students. Students are also expected to monitor their student account in SOLUS. Student Activity Fees for the next academic year are approved by the Board of Trustees at their May meeting; therefore, students who start their program in May may be assessed student fees retroactively.
### Table 2: Undergraduate and Professional International Students

#### TUITION AND FEES 2015-16

<table>
<thead>
<tr>
<th>Engineering &amp; Applied Science(^2,5)</th>
<th>Normal</th>
<th>Unit Fee</th>
<th>Due: Sep 1 Fall Tuition &amp; SAL(^3)</th>
<th>Due: Sep 30 Student Activity Fees(^4)</th>
<th>Due: Sep 30 UHIP(^7)</th>
<th>Due: Jan 10 Winter Tuition &amp; SAL(^3)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>After May 1, 2015</td>
<td>30</td>
<td>$1,153.07</td>
<td>$17,346.05</td>
<td>$1,091.07</td>
<td>$612.00</td>
<td>$17,346.05</td>
<td>$36,395.17</td>
</tr>
<tr>
<td>Between May 1, 2014-Apr 30, 2015</td>
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<td>$1,121.04</td>
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<td>$612.00</td>
<td>$16,865.60</td>
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<tr>
<td>Between May 1, 2013-Apr 30, 2014</td>
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<tr>
<td>Prior to May 1, 2013</td>
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<td>$15,944.15</td>
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</table>

<table>
<thead>
<tr>
<th>Arts and Science(^6)</th>
<th>Normal</th>
<th>Unit Fee</th>
<th>Due: Sep 1 Fall Tuition &amp; SAL(^3)</th>
<th>Due: Sep 30 Student Activity Fees(^4)</th>
<th>Due: Sep 30 UHIP(^7)</th>
<th>Due: Jan 10 Winter Tuition &amp; SAL(^3)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>After May 1, 2015</td>
<td>30</td>
<td>$1,014.27</td>
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<td>$612.00</td>
<td>$15,264.05</td>
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<tr>
<td>Between May 1, 2014-Apr 30, 2015</td>
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<td>$959.44</td>
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<td>$612.00</td>
<td>$14,441.60</td>
<td>$30,492.15</td>
</tr>
<tr>
<td>Between May 1, 2013-Apr 30, 2014</td>
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<td>$907.57</td>
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<td>$612.00</td>
<td>$13,663.55</td>
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<tr>
<td>Prior to May 1, 2013</td>
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<td>$612.00</td>
<td>$12,927.65</td>
<td>$27,464.25</td>
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</table>

<table>
<thead>
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<th>Commerce</th>
<th>Normal</th>
<th>Unit Fee</th>
<th>Due: Sep 1 Fall Tuition &amp; SAL(^3)</th>
<th>Due: Sep 30 Student Activity Fees(^4)</th>
<th>Due: Sep 30 UHIP(^7)</th>
<th>Due: Jan 10 Winter Tuition &amp; SAL(^3)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>After May 1, 2015</td>
<td>33</td>
<td>$1,133.17</td>
<td>$18,752.31</td>
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<td>$612.00</td>
<td>$18,752.31</td>
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<tr>
<td>Between May 1, 2014-Apr 30, 2015</td>
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<td>$1,168.96</td>
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<td>$16,448.45</td>
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<table>
<thead>
<tr>
<th>Certification in Business (per unit)</th>
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<td></td>
<td>Concurrent (Education Courses)</td>
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<td>$1,004.31</td>
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<td>After May 1, 2015</td>
<td>Per term</td>
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</tr>
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<td>Between May 1, 2014-Apr 30, 2015</td>
<td>Per term</td>
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</tr>
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<td>Prior to May 1, 2014</td>
<td>Per term</td>
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<td>$19,181.00</td>
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<td></td>
<td>$19,181.00</td>
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<td></td>
<td>$18,146.75</td>
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<td>Per term</td>
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<td>Between May 1, 2013-Apr 30, 2014</td>
<td>Per term</td>
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<td>Per term</td>
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<td>Between May 1, 2013-Apr 30, 2014</td>
<td>Per term</td>
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<td></td>
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<td>Per term</td>
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<td>School of Religion</td>
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Notes:
1. Tuition for all programs (except Law and Medicine) is assessed on a per unit basis. If you enrol in more or fewer units than the normal load, your tuition will be adjusted accordingly. Engineering & Applied Science students, please see note 2.
2. Engineering and Applied Science Students are assessed on a per unit basis up to 15 units per term.
3. The maximum per term tuition is equal to 1/2 of the tuition fee.
4. Student Activity Fees (SAF) have mandatory and optional components. Please see your respective student government website for more details about SAF. The AMS website is: myams.org; the SGPS website is: www.sgps.ca
5. Registration in the Engineering & Applied Science Advanced (900 section) program incurs a fee of $516.40 per course. Registration in the Engineering & Applied Science Extended (900 section) program renews (Summer Term 2016) incurs a fee of $466.00 per rewrite. Supplemental examination incurs a fee of $250.00 per exam (see Faculty calendar for details).
6. Registration in PACT 338 or 438 incurs an additional fee of $400.00 per course.
7. The University Health Insurance Plan (UHIP) is applied at the single rate to all International Students. Coverage for dependent family members who will be in Canada with you is mandatory at an additional cost. Visit http://quic.queensu.ca/incoming/uhip.aspx for more information.

Note: While every effort is made to avoid errors in fees listed, should an error occur it will be corrected and every effort will be made to notify students. Students are also expected to monitor their student account in SOLUS. Student Activity Fees for the next academic year are approved by the Board of Trustees at their May meeting; therefore, students who start their program in May may be assessed student fees retroactively.
### Table 3: Graduate Domestic Students

#### TUITION AND FEES 2015-16

<table>
<thead>
<tr>
<th>Term</th>
<th>Fee¹</th>
<th>Tuition 2015-16</th>
<th>Student Assistance Levy</th>
<th>Student Activity Fees²</th>
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<tr>
<td>Doctoral Programs</td>
<td>$2,138.15</td>
<td>$6,414.45</td>
<td>$100.00</td>
<td>$994.31</td>
<td>$7,508.76</td>
</tr>
<tr>
<td>Master of Engineering</td>
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<td>$100.00</td>
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<td>$14,099.53</td>
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</tr>
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<td>$6,289.98</td>
<td>$100.00</td>
<td>$994.31</td>
<td>$7,384.29</td>
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<td>$3,105.00</td>
<td>$33.33/term</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

#### School of Business

For Payment Schedules, please consult your program information at: http://business.queensu.ca/index.php

| MBA | $77,000.00 | $100.00 | $1,111.46 | $78,211.46 |
| Accelerated MBA | $77,000.00 | $100.00 | $77,100.00 |
| Executive MBA | $95,000.00 | $100.00 | $95,000.00 |
| Cornell-Queen's MBA | $113,900.00 | $133.32 | $114,033.32 |
| Master of International Business (12 months Single) | $29,630.00 | $100.00 | $29,730.31 |
| Master of International Business (16 months Double) | $38,820.00 | $133.32 | $39,953.63 |
| Master of International Business (24 months Double) | $45,405.00 | $166.65 | $46,565.96 |
| Master of Finance | $38,097.00 | $100.00 | $38,197.00 |
| Master of Finance – Remnin | $34,522.00 | $100.00 | $34,622.00 |
| Master of Management Analytics | $39,725.00 | $100.00 | $39,825.00 |
| Master of Entrepreneurship & Innovation | $30,000.00 | $100.00 | $30,100.00 |
| Graduate Diploma in Business Administration | $28,000.00 | $33.33 | $28,033.33 |
| Graduate Diploma in Accounting (per 3 unit course) | $1,469.80 | $33.33 | $1,503.13 |

### Notes

1. Graduate students who do not enroll in the Payment Plan must pay tuition and fees by the first date of each term enrolled (September 1 for Fall term, January 10 for Winter term and May 1 for Summer term).
2. Student Activity Fees (SAF) have mandatory and optional components. Please see your respective student government website for more details about SAF. The AMS website is: http://www.myams.org; the SGPS website is: http://www.sgps.ca.
3. Master’s and Doctoral students in the following plans:
   - Education full-time: Add $25.00 Education Graduate Society Fee
   - Education part-time: Add $12.50 Education Graduate Society Fee
   - Epidemiology & Biostatistics students: Add $10.00 Public Health Sciences Society Fee
   - Computing students: Add $10.00 Graduate Computing Society Fee
4. The University Health Insurance Plan (UHIP) is applied at the single rate to all International Students. Coverage for dependent family members who will be in Canada with you is mandatory at an additional cost. Visit http://quic.queensu.ca/incoming/uhip.asp for more information.
5. Healthcare Quality/Aging & Health students assessed $1,500 program fee for fall term.

*Subject to Board of Trustees Approval.

**Note:** While every effort is made to avoid errors in fees listed, should an error occur it will be corrected and every effort will be made to notify students. Students are also expected to monitor their student account in SOLUS. Student Activity Fees for the next academic year are approved by the Board of Trustees at their May meeting; therefore, students who start their program in May may be assessed student fees retroactively.

Fees will not show on your SOLUS Student Centre until you are enrolled in classes.
<table>
<thead>
<tr>
<th>Tuition and Fees 2015-16</th>
<th>Term Fee</th>
<th>Tuition 2015-16</th>
<th>Student Assistance Levy</th>
<th>Student Activity Fees</th>
<th>UHIP</th>
<th>Total</th>
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<td>$12,927.45</td>
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<td>$612.00</td>
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<td>Doctoral Programs</td>
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<td>After May 1, 2014</td>
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<td>Prior to May 1, 2014</td>
<td>$6,604.50</td>
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<td>$1,004.31</td>
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<tr>
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<td>Master of Science-Aging and Health**</td>
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<td>$100.00</td>
<td>$23,523.88</td>
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<tr>
<td>School of Rehab Therapy (MSCOT &amp; MSCPT)</td>
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<tr>
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<td>$23,543.97</td>
<td>$100.00</td>
<td>$994.31</td>
<td>$612.00</td>
<td>$25,250.28</td>
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<tr>
<td>Professional Master in Public Administration</td>
<td>$7,847.99</td>
<td>$23,543.97</td>
<td>$100.00</td>
<td>$994.31</td>
<td>$612.00</td>
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<tr>
<td>Professional Master in Industrial Relations</td>
<td>$4,087.77</td>
<td>$16.67/term</td>
<td>$612.00</td>
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<tr>
<td>Master in Industrial Relations</td>
<td>$7,847.99</td>
<td>$23,543.97</td>
<td>$100.00</td>
<td>$994.31</td>
<td>$612.00</td>
<td>$25,250.28</td>
</tr>
<tr>
<td>Professional Master in Industrial Relations</td>
<td>$4,087.77</td>
<td>$16.67/term</td>
<td>$612.00</td>
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<td></td>
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</tr>
<tr>
<td>Master in Urban and Regional Planning</td>
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<td>$19,620.33</td>
<td>$100.00</td>
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<td>$100.00</td>
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<td></td>
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<tr>
<td>Prior to May 1, 2015</td>
<td>$6,297.88</td>
<td>$18,893.64</td>
<td>$100.00</td>
<td>$20,672.33</td>
<td></td>
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<td>Master of Education (Part time) (per 3 unit course)</td>
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<td>$16.67/term</td>
<td>$12.50</td>
<td>$612.00</td>
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<tr>
<td>Professional Master of Education (per 3 unit course)</td>
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<td>$16.67/term</td>
<td>$612.00</td>
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<tr>
<td>Diploma in Risk Policy and Regulation</td>
<td>$19,680.00</td>
<td>$33.33</td>
<td>$755.00</td>
<td>$204.00</td>
<td>$21,559.33</td>
<td></td>
</tr>
<tr>
<td>Diploma in Professional Inquiry (per 3 unit course)</td>
<td>$2,286.90</td>
<td>$16.67/term</td>
<td>$612.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma in Aging and Health** (per 3 unit course)</td>
<td>$6,250.00</td>
<td>$66.66</td>
<td>$12,566.66</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate in Community Relations (per 3 unit course)</td>
<td>$3,150.00</td>
<td>$33.33/term</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes**

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3. The University Health Insurance Plan (UHIP) is applied at the single rate to all International Students. Coverage for dependent family members who will be in Canada with you is mandatory at an additional cost. Visit [http://residences.housing.queensu.ca/index.php](http://residences.housing.queensu.ca/index.php) for more information.

4. Healthcare Quality/Aging & Health students assessed $1,500 program fee for Fall term.

*Subject to Board of Trustees Approval.

How Much Will It Cost?
UNDERSTANDING SOLUS tutorials

SOLUS is a Gaelic word which means “knowledge and light.” It also stands for Student Online 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 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 (see page 37 for an illustration) 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.

For more information, visit our website at www.queensu.ca/registrar and select the SOLUS Central info tab.

Accessing SOLUS

To get to the SOLUS Student Centre, you will first need to access the MyQueen’s Portal, located at http://my.queensu.ca

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 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** – 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.

Navigating SOLUS

You will be asked for your NetID and Password to login.

If you don’t have one, please refer to “The Basics for Everyone” section located on page 6 of this booklet.

You will be taken to a new page with the title ‘MyQueensU’ in the banner.

Below the banner and the three tab selections, you will see a thin grey bar. Located on the bar will be a red coloured box labeled ‘SOLUS’. Clicking on this box will take you to the SOLUS Student Centre.

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, Select My Applications tab and click on the link labeled ‘Student / HR Admin’.

This will take you to your SOLUS profile.
Choosing your classes

During Course Selection, **SOLUS** functions just like lots of shopping 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 (see page 18), log onto SOLUS as of July 2 to find your Shopping Cart and Enrolment Appointment time.

**Start shopping!**

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 2, after the Timetable is posted. Times and locations for each class are presented in **SOLUS** to help you plan your weekly schedule.

**STEP 1**

> Select either **SEARCH** or **ENROLL**.
> **SEARCH** will take you to your shopping cart;
> **ENROLL** will take you to enrolment. You can’t enroll in courses until your Enrolment Appointment.
> You may also select the ‘**SEARCH FOR CLASSES**’ green button on the right.

**STEP 2**

> When searching for classes, ensure that you have the **Course Career** field set to **Undergraduate** (see red arrow).
> If you are selecting courses offered by Continuing and Distance Studies, you will need to change the field to ‘**Distance Studies**’ before entering the course you are interested in.

**YOUR WEB BROWSER...**

**SOLUS** is a web-based application, which means you access it through an Internet browser.

Not all web browsers are supported by **SOLUS**, and use of a non-supported browser could mean that requests you make in your student centre will not get processed.

To get the most of **SOLUS**, we recommend use of the following web browsers:

> Microsoft Internet Explorer (IE) for PC
> Mozilla Firefox (Mac and PC)
> Apple Safari (Mac and PC)

Use of other non-supported web-browsing programs (such as Google Chrome) may lead to a loss of user application data (e.g.: Applications to Graduate)

**POP-UPS WELCOME**

If you are planning on printing forms from the **SOLUS** Student Centre, it is a good idea to check whether your browser is set to block pop-up windows.

**SOLUS** generates forms by producing them in an Adobe PDF format in a new browser window. If your browser is set to block pop-ups, then your forms will not appear on your computer.

Each browser and operating system has a different way of doing this. Please review our instruction page at: [www.queensu.ca/registrar/solus/start](http://www.queensu.ca/registrar/solus/start)

There are instructions for both Mac and PC computing environments.
STEP 3

➤ Click here (red arrow) to select class.

STEP 4

➤ Congratulations – you have successfully added a class to your shopping cart.

➤ To continue adding classes to your shopping cart, simply select ‘START A NEW SEARCH’ (green icon) and repeat the above process.

There may be situations where you have classes scheduled one 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 Enrolment Appointment. Your Enrolment Appointment is displayed in the Enrolment Dates box on the right-hand side of your Student Centre.

Unhappy with your selection?

During the Open Enrolment period, you can add, drop or swap courses in your schedule. Think of this as the time when you go back to the store to return what you purchased, or exchange it for another item. Like any exchange policy, Open Enrolment is a period of time in which you can make changes without penalty.

This takes place from July 27-31 and again from August 25 to September 25.

Note: Any enrollment action may result in a fee adjustment.

SWAPPING CLASSES:

Note: You cannot use the swap or edit functions if your class has an A or B suffix. You must drop the class, then add another.

STEP 1

➤ Decided that you didn’t want that class? Click on the ‘SWAP’ tab in order to switch it for another.

STEP 2

➤ Enter the search criteria for the class you want to take in its place.

➤ Once you have entered the criteria, click on the ‘SEARCH’ icon.
STEP 3

➤ Click ‘SELECT CLASS’ to choose the right course section.

STEP 4

➤ Click ‘SELECT CLASS’ to choose the right course section.

STEP 5

➤ This screen will show both the course you want to swap and the course you want to get. Click ‘FINISH SWAPPING’ if the information is correct.

➤ If the information is not correct, you can exit by clicking on ‘CANCEL’.

STEP 6

➤ A confirmation screen will appear, letting you know whether or not the swap was completed.
DROPPING CLASSES:

STEP 1

➢ To drop a class, simply select ‘DROP’ from the tabs located above, then click the check box that corresponds to the class being dropped.

STEP 2

➢ To confirm your selection, click on the ‘FINISH DROPPING’ icon.

➢ To cancel the drop, you may click on either ‘CANCEL’ or ‘PREVIOUS’.

When the Open Enrolment period for a term has passed, you will still have an opportunity to drop classes, but they will result in a partial withholding of course fees.

Paying your fees

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 the following information be entered into SOLUS:

➢ In the Finances section of SOLUS, you will find a link to the screen where you can give account information related to the Canadian bank / financial institution you deal with. It is located in a box with a bank building icon and labeled ‘ENTER / REVIEW BANK INFORMATION’

➢ In this screen, you will be asked to enter account information for the Canadian bank / financial institution you deal with.

➢ The information required (Bank Code, Transit Code, Account Number) can be found on bank-issued cheques for your account as per this diagram.

➢ Once the information has been entered, click on the ‘SAVE’ icon.

Please remember that we cannot accept information for bank accounts residing with institutions outside Canada.
Tracking your fees

Keeping track of your student account is an important part of the registration process. SOLUS provides you with detailed information on your account in two ways:

1 A basic summary on the main screen, under Finances, which tells you whether or not you owe fees, how much, and when.

2 Through the links and dropdown menu in the Finances section, you can select more specialized and detailed reports on your student account, such as Account Summary and Charges Due.

Printable fee statements

SOLUS allows you to not only view your fees, but to print a Fee Statement (by term) in a PDF document.

**STEP 1**
In the ‘FINANCES’ section of your SOLUS Student Centre, click on the ‘Fee Statement’ hyperlink (3rd link in the ‘My Account’ subsection).

**STEP 2**
In the new screen, you will be asked to choose the ‘Academic Career’ (such as undergraduate, graduate, or distance) as well as the ‘Term’. Each of these choices is made by clicking on the dropdown menus, which are populated with information specific to your student profile. When you have selected the career and term, click on the green ‘View statement’ icon.

Please note that it often takes 2-4 business days for electronic transactions through your financial institution to be sent to the University and credited to your account.

In order to ensure that accounts are credited by the term deadlines, students and/or payees are advised to make their online payment in advance of this date.
Please note that the printable Fee Statements are generated in a PDF document in a new web browser window. If your web browser is set to block pop-up windows, the statement will not be generated. For information on how to allow pop-ups on your web browser, please consult our information page at: www.queensu.ca/registrar/solus/start

Financial Aid Deferred

If you are receiving government student financial assistance, a portion of your outstanding Current due charges will be waived from service charges. (Please see page 23 for further information on ‘Waiver of Service Charges for Students Accessing Government Student Assistance’.

The portion of your Current due charges that will be waived from service charges is identified as ‘Financial Aid Deferred’. This amount is eligible for a waiver of service charges until January 31.

Note:
• On the 15th of each month you will be assessed Service Charges on the amount overdue LESS Financial Aid Deferred.
• On or about November 1st – you will receive a sanction block on your account (31 days after the deferred due date of September 30th) if the amount overdue LESS Financial Aid Deferred is greater than $50.
• On or about March 3rd – you will receive a sanction block on your account (31 days after the deferred due date of January 31st) if the amount overdue LESS Financial Aid Deferred is greater than $50.

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.

OPTION 1: Calendar View

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.

OPTION 2: List View
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.

The Personal Information section of your SOLUS profile will display the following information:

➤ Your Primary Address and Phone number
➤ Your campus (@queensu.ca) email address
➤ Emergency Contact

The dropdown menu in this section will direct you to screens where this information can be edited and updated.

You will be taken to a section where you can either edit your current mailing address, or select one of the above tabs for the information you wish to revise.

Verifying your 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.

In this screen, you will see various entry fields with the existing address on file. Simply change each field (where applicable) with the up-to-date information and click on the ‘OK’ icon below.

You will be asked to confirm the changes you have made, as well as the date that the changes take effect (if you are planning a future move). The date defaults to the current day if changes are not made.

If you are satisfied with the changes, click on the ‘SAVE’ icon, then ‘OK’ when the confirmation screen appears. You will be returned to the Edit Address screen if you have found the information you wish to update, click on the ‘EDIT’ icon.
Take the time to explore

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

Further information on Online Enrolment Verifications can be found at: http://www.queensu.ca/studentawards/financialassistance/onlinevoe.html
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.

For a listing of fee policies, including assessment changes, overdue accounts, service charges and refunds, please visit the Fee Policies page at: www.queensu.ca/registrar/resources/policies/fees

For information on the University’s refund schedule, please visit: www.queensu.ca/registrar/currentstudents/fees/refund.html

For a listing of administrative fees, please visit: www.queensu.ca/registrar/financials/refunds

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.

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: www.queensu.ca/secretariat/policies/senateandtrustees/Code_of_Conduct_final_2008.pdf
GLOSSARY

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 30th for fall term and January 10 to January 31 for winter term (Please see pg. 21 for more information).

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.

Financial Aid Deferred – If you are receiving government assistance a portion of your outstanding amount owed will be deferred until you have received your winter term government funding. The amount identified as ‘Financial Aid Deferred’ on your SOLUS main page. (see page 35 for illustration).

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 email.

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.

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”) – 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 not to pay them 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.

Verification of Enrolment – A form generated in SOLUS that confirms current, or past, registration for a given academic period.
Queen’s is committed to an inclusive campus community with accessible goods, services, and facilities that respect the dignity and independence of persons with disabilities. Student records, etc. are available in an accessible format or with appropriate communication supports upon request.

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