Did You Know that the Office of the University Registrar...

Did you know that the Office of the University Registrar supports the academic mission of the University by providing comprehensive enrolment management services to members of the Queen's community, including applicants and students, faculty, staff and alumni?

Within a framework of University Senate, Faculty, and government policies, they are committed to providing a high standard of accurate and timely service in a fair, friendly, and comprehensive manner.

What they do
The Office of the University Registrar has three units:

- **Student Awards**, which coordinates student financial assistance in all of its forms – OSAP, other Government Student Financial Assistance Programs, Scholarships and Awards, and Bursaries for our new and in-course students.
- **Student Information Systems**, which coordinates SOLUS, the online Student Centre.
- **Student Records and Services / Faculty Services**, which is responsible for managing student record collection and retention, tuition fees, Queen's Photo ID (your student card), transcripts, exam and course scheduling, course evaluation (USAT), and convocation / graduation.

Where we are
The office is located at Room 125 (first floor) in Gordon Hall and is open Monday to Friday, from 8:30 am to 4:30 pm to serve you.

Other ways to contact the office:

By telephone

- **Awards**: Phone: (613) 533-2216
- **Records and Services**:
  - Phone: (613) 533-2040
  - Fees Line: (613) 533-6894

By email

- For OSAP, bursaries, and general awards inquiries – awards@queensu.ca
- For general inquiries – solus@queensu.ca
- For questions about Convocation and graduation – graduand@queensu.ca
- For questions about Official Transcripts – transcpt@queensu.ca
- For fee related questions – fees@queensu.ca
- For inquiries about Student Photo ID cards – student.card@queensu.ca