# SUPPORT AND SERVICES

## OFFICE OF THE UNIVERSITY REGISTRAR

**Student Records and Services**
- Tuition fees, registration, student cards, exams, graduation, course / exam schedules, USAT administration
  - [www.queensu.ca/registrar](http://www.queensu.ca/registrar)
  - 613–533–2040
  - 613–533–6894 (Records & Fees)
  - solus@queensu.ca
  - fees@queensu.ca

**Student Awards**
- Government student financial assistance (ie: OSAP), scholarships, bursaries, awards, financial advising, work study program
  - [www.queensu.ca/studentawards](http://www.queensu.ca/studentawards)
  - 613–533–2216
  - awards@queensu.ca

 NOTE: School of Graduate Studies administers all merit-based scholarships and awards for Graduate Students
  - grad.studies@queensu.ca

## UNDERGRADUATE ADMISSION AND RECRUITEMENT

- Student recruitment and admission for first-entry programs, international exchanges, Bader International Study Centre (BISC), upper-year transfers, part-time admission, Continuing and Distance Studies
  - [www.queensu.ca/admission](http://www.queensu.ca/admission)
  - 613–533–2218
  - admission@queensu.ca

  Bader International Study Centre:
  - castle@queensu.ca

## FOUR DIRECTIONS ABORIGINAL CENTRE

- Seeks to enhance the development and well-being of the Queen's Aboriginal Community
  - [www.queensu.ca/fdasc](http://www.queensu.ca/fdasc)
  - 613–533–6970

## STUDENT ACADEMIC SUCCESS SERVICES (SASS)

- 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/writingcentre](http://sass.queensu.ca/writingcentre)
  - [http://sass.queensu.ca/learningstrategies](http://sass.queensu.ca/learningstrategies)
  - 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](http://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://residences.housing.queensu.ca)
  - [http://community.housing.queensu.ca](http://community.housing.queensu.ca)
  - 613–533–2550
  - reshous@queensu.ca

## STUDENT WELLNESS SERVICES

- Health and wellness services (access to doctors and nurses), counseling services, and accessibility accommodation services for all Queen's students
  - [www.queensu.ca/studentwellness](http://www.queensu.ca/studentwellness)
  - 613–533–6467

## INFORMATION TECHNOLOGY SERVICES (ITS)

- Internet access on campus (including residences), and Queen’s e-mail
  - [www.queensu.ca/its](http://www.queensu.ca/its)
  - 613–533–6666

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## NetID's and passwords

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>URL</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>STAUFFER LIBRARY</td>
<td>Queen's main library, including the humanities and social science collections, special collections, the Queen's Learning Commons and the Adaptive Technology Centre</td>
<td><a href="http://library.queensu.ca/stauffer">http://library.queensu.ca/stauffer</a></td>
<td>613-533-2524</td>
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| 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](http://rec.gogaelsgo.com/index.aspx) | 613-533-2500          |

| STUDENT GOVERNMENTS      | Student Activity Fees, Health and Dental Insurance                           | www.myams.org, www.sgps.ca       | 613-533-3001, 613-533-2924 |

| STUDENT EXPERIENCE OFFICE | offers programs and services to support student transition, community engagement, and leadership | [www.queensu.ca/studentexperience](http://library.queensu.ca/stauffer) | 613-533-6000, ext.75112 |

## Faculties and Schools

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<tr>
<th>Faculty</th>
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<tr>
<td>Faculty of Arts and Science</td>
<td><a href="http://www.queensu.ca/artsci/">http://www.queensu.ca/artsci/</a></td>
<td>613-533-2470</td>
</tr>
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| Faculty of Education        | [http://educ.queensu.ca](http://educ.queensu.ca) | 613-533-6205          |

| Faculty of Engineering and Applied Science | [http://engineering.queensu.ca/](http://engineering.queensu.ca/) | 613-533-2055          |

| School of Graduate Studies  | [www.queensu.ca/sgs](http://library.queensu.ca/sgs) | 613-533-6100          |

| Faculty of Law              | [http://law.queensu.ca](http://law.queensu.ca) | 613-533-2220          |


| School of Medicine          | [http://meds.queensu.ca](http://meds.queensu.ca) | 613-533-2542          |

| School of Nursing           | [http://nursing.queensu.ca](http://nursing.queensu.ca) | 613-533-2668          |
**NEW STUDENTS:**

**NOW** After you have accepted your Offer of Admission, you need to set up your NetID at http://netid.queensu.ca/activate

**CURRENT STUDENTS:**

Outstanding amounts owed from previous term(s) must be paid. Overdue fees must be addressed before you can proceed with Fall / Winter course selection

**JUNE 8** Residence deposit and application are due by 4:00 pm EST for students applying for residence: http://residences.housing.queensu.ca

**EARLY JULY** We recommend you complete your OSAP or other student government assistance application by early July to ensure the fall installment of your funding is available by September. ontario.ca/osap

**JULY 4** Log on to SOLUS to find your Shopping Cart and Enrolment Appointment times. Start loading your Shopping Cart with courses.

**JULY 6 – 15** Summer Orientation and Resources (SOAR) for First-Year Undergraduate students. For registration information, please visit: http://www.queensu.ca/studentexperience/summer-orientation-soar

**JULY 10 – 18** Course Selection on SOLUS Student Centre. You may begin the course selection process as of the date/time of your Enrolment Appointment through to July 28. (Some courses have restrictions to ensure students who need them receive priority. See our 'Understanding SOLUS Tutorials' page for more information. Law and Education students should refer to our 'How do I register and select courses' information page for course selection details).

**JULY 19 – 28** July Open Enrolment on SOLUS Student Centre. All courses are available as long as you have the right prerequisites.

**AUGUST 1** Final Transcripts for Undergraduate Admission due for students living outside the Province of Ontario.

**AUGUST 11** Check your Account Summary for Charges Due by September 1st. This is for your Fall Tuition and Student Assistance Levy (SAL). If you received a Queen's award, it will be posted to your account to reduce the amount you owe.

**NOTE:** If you make changes to your registration during Open Enrolment (August 22–31), this may affect the amount due on September 1st.

**AUGUST 15** 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

* If you need an APA for both Fall and Winter terms, you can apply for both at this time.

**LATE AUGUST** Fall term residence fees posted to accounts

**AUGUST 22 – SEPTEMBER 22** September Open Enrolment on SOLUS Student Centre. (Not applicable to all students; see the 'How do I register and select courses' information page for more information).

**SEPTEMBER 22** Pay your fall Term Tuition (if you do not have an APA) so that it is received at Queen's by September 1.

**SEPTEMBER 1 – 30** Enrolment is confirmed so that the first entitlement of your OSAP funds can be released. Some of your funding may be redirected to Queen’s to pay down your tuition and education-related fees. When you filled out your OSAP application you had the option to decline the redirection of funds. If you did not decline, Queen’s will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. Log onto your OSAP account (ontario.ca/osap >> my apps) and view your Funding Summary for details.

**SEPTEMBER 1** Fall Term Tuition and SAL due. See this link for Payment Methods: http://www.queensu.ca/registrar/financials/HowToPay. Also see the 'How Much Will It Cost?' page for fees for your program.

**SEPTEMBER 1** Students who have not paid their Fall Tuition and SAL, due September 1st, or do not have an approved APA are subject to a $150 Late Fee and will not be able to participate in September Open Enrolment.

**SEPTEMBER 3** Residence Move-In Day.
SEPTEMBER 5 – 30
AMS Opt Out period. For more information, contact the AMS.
SGPS OPT Out period. For more information, contact the SGPS.

SEPTEMBER 24
Check your Account Summary for Charges Due September 30th. Fees due September 30th are: 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 Enrolment (September 1 – 22), this may affect the amount due on September 30th. If you have an APA, this amount includes your Fall Tuition and SAL. Pay the balance of your Fall Term fees so that it is received prior to September 30th.

SEPTEMBER 30
Fall Residence, Student Activity Fees, UHIP due.

Students who have not paid their Fall Tuition and Student Assistance Levy (SAL) due September 30th (or have a PPL in place) are subject to a $150 Late Fee, and will have an enrolment hold placed on their accounts.

OCTOBER 3
Check your Account Summary to ensure your Charges Due are ZERO. Please pay overdue fees at this time. If you have overdue fees, a Senate Sanction may apply:
http://www.queensu.ca/registrar/resources/policies/fees

EARLY OCTOBER
Winter term fees posted to accounts

OCTOBER 31
Queen’s General Bursary application due

DECEMBER 15
Alternative Payment Arrangement (APA) requests due for students not paying their Winter Tuition and SAL by January 10th: http://www.queensu.ca/registrar/financial/HowToPay/APA

DECEMBER 17
Check your Account Summary for your Charges Due January 10th. 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 10th, this may affect the amount due on January 10th.

JANUARY 2
Enrollment is confirmed so that the second entitlement of your OSAP funds can be released. Some of your funding may be redirected to Queen's to pay down your tuition and education-related fees. When you filled out your OSAP application you had the option to decline the redirection of funds. If you did not decline, Queen's will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. Log onto your OSAP account (ontario.ca/osap >> my apps) and view your Funding Summary for details.

JANUARY 5
Pay your Winter Term fees to allow enough time for the funds to reach Queen’s by the January 10th due date. See this link for Payment methods: http://www.queensu.ca/registrar/financials/HowToPay. Also see this link for amounts: http://www.queensu.ca/registrar/financials/tuition-fees.

JANUARY 10
Winter Term Tuition and SAL due. Students who have not paid their Winter Tuition and SAL, due January 10th or do not have an approved APA are subject to a $150 Late Fee and will not be able to participate in Open Enrolment.

JANUARY 27
Pay the balance of your Winter Term fees.

Check your Account Summary for Charges Due by January 31st. This is for your Winter Residence Fees and any prior outstanding due amounts.

NOTE: If you make changes to your Winter registration through to January 15th, this may affect the amount due on January 31st. If you have an APA, this amount includes your Winter Tuition and SAL.

JANUARY 31
Winter residence fees due.

Students who have not paid their Winter Tuition and Student Assistance Levy (SAL) due January 31st (or on PPL) are subject to a $150 Late Fee.

FEBRUARY 11
Check your Account Summary to ensure you do not have overdue charges. Please pay outstanding charges at this time. If you have overdue fees, a Senate Sanction may apply:
http://www.queensu.ca/registrar/resources/policies/fees
Parents and guardians play a crucial role in the success of our students.

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

**Parental Access to Student Information**

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

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

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

Once you do have permission for us to speak with you, our staff will be able to discuss registration and payment issues (613.533.6894).

**Tuition and Fees**

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

**When and How to Pay**

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

**Important dates (by Faculty / School)**

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

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

For specific information relating to individual Faculties and Schools, we encourage you to consult the appropriate Academic Calendar.

**Exams**

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

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

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

**Verification of Enrolment Forms**

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

- their program of study
- the number of credit units they have successfully completed
- the number of credit units they are/were enrolled in for the academic period
- the start and end dates of their academic period
The Verification of Enrolment form may be required for the following:

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

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

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

For more information, please visit our Verification of Enrolment page.

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**T2202A Income Tax Certificates**

The Tuition, Education and Textbook Amounts Certificate, or T2202A, is issued via the SOLUS Student Centre for income tax filing purposes. Students are able to secure the form by logging into their SOLUS Student Centre profile, downloading the Certificate in a PDF document, and printing it.

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

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

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

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**Graduation / Convocation**

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

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

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

If we are unable to reserve enough seats to accommodate all of a graduate’s invitees, we provide a special viewing room in Kingston Hall (adjacent to Grant Hall, where ceremonies are held). There, all ceremonies are simulcast on a large screen and no tickets or reservations are necessary.

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

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**Messages to Students**

Throughout the year, the Office of the University Registrar sends a monthly e-newsletter to all our students.

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

To read what we have been sending to your student, please visit our ‘Messages to Students’ page.
How to use this Guide

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

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

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

ALL STUDENTS

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

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

UNDERGRADUATE

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

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

PROFESSIONAL

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

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

GRADUATE

Graduate students have their own checklist located here.
Stand proud and help strengthen the Aboriginal presence at Queen's

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

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

Why self-identify?

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

For more information and FAQs, visit: http://www.queensu.ca/fdasc/self-identify

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

NetID

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

MyQueensU Portal

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

SOLUS Student Centre

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

You’ll find information on:

- Academics – registering for classes, making changes to classes (add/drop/swap), Verification of Enrolment and viewing your grades
- Biographic / Demographic Information – your mailing address, emergency contact information, release of information permissions, and phone numbers
- Finances – fee statements, payments and 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 Income Tax Certificate
- Applications to Queen's academic programs

Students with Disabilities

If you are a student with a disability, for which you need academic accommodations, you will need to register with the Queen's Student Accessibility Services (QSAS). Please complete the Online Registration for New Students (located at: http://www.queensu.ca/studentwellness/accessibility-services/how-register...) and submit it along with documentation of your disability to the Student Wellness Services Office. After you’ve completed the online registration,
please contact QSAS to book an advising 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 at http://www.queensu.ca/studentwellness/accessibility-services/information...

You can find more information about the Accessibility Services Office and their services on the website, along with their contact information at http://www.queensu.ca/studentwellness/accessibility-services/contact-us

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**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

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**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

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**Be Pro-Active!**

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

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

**STEP 2: Tuition and Student Assistance Levy payment**

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

You will not receive any invoices from Queen’s, and will be responsible for keeping track of any outstanding credits or 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!
2017 – 2018 Guide to Registration and Fees
Undergraduate, Medicine, Education, Law – Monthly Checklists

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

July Checklist
- Undergraduate and Professional Students

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

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

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

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

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

### 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, 2017. Watch for your weekly Residence newsletter in your Queen’s email!

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

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

**QUIC – Orientation Week for International Students:** Check QUIC website for details [www.quic.queensu.ca](http://www.quic.queensu.ca)

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 [http://www.queensu.ca/orientation/](http://www.queensu.ca/orientation/) or by emailing: fyinars@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.

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

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

### PROFESSIONAL STUDENTS: NEW TO MEDICINE OR LAW AT QUEENS?

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

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

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

**Final Year of Concurrent and Consecutive Education Program:** Queen’s Concurrent and Consecutive Education students will already have a student card with a photo. You will continue to use this card. Validation will take place in Wallace Hall starting August 29th. Trent final year Concurrent Education students will receive an email at your @queensu.ca account asking you to submit your photo. We will create your card over the summer and it will be ready for you to pick up and validate during orientation in September.

### PROFESSIONAL STUDENTS: RETURNING TO MEDICINE OR LAW AT QUEENS?

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

Returning to Law at Queen’s? Orientation Upper-year and incoming Law exchange students are invited to participate in Law Orientation. Full information is available 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 in September (providing you are enrolled).

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

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

– If you are an international student...

Apply for a study permit if you don’t already have one for 2017–18.

– 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 (JDUC), or by accessing the pre-registration form at www.quic.queensu.ca/international-students-and-staff/health-insurance-an...

– Check for your Shopping Cart and Enrolment Appointment time

Course Selection takes place during “Enrolment Appointments”. Students who are able to choose some or all of their courses (see the ‘How do I register and select courses’ information page 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 4th.

From your Enrolment Appointment date/time through to July 19, some courses will have restrictions to ensure students who need them receive priority.

From July 20 –28, all courses will be available to you as long as you have the right prerequisites.

– Good Habits!

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

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

– Be Pro-Active!

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

Your fall tuition and Student Assistance Levy payment are due September 1st, so now is a good time to get your finances together and figure out the financing of your education. Detailed tuition, levy, fee, and payment information is on our ‘How much will it cost?’ page.
## 2017 – 2018 Guide to Registration and Fees

### July Checklist

<table>
<thead>
<tr>
<th>Step 1 of the Registration process – Course Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are three windows for Course Selection:</td>
</tr>
<tr>
<td>1) July 10 to 18, when some courses will have restrictions to ensure students who need certain courses receive priority, and</td>
</tr>
<tr>
<td>2) July 19 to 28 and</td>
</tr>
<tr>
<td>3) August 22 to September 22 (Open Enrolment), when all courses will be available to you as long as you have the right prerequisites.</td>
</tr>
<tr>
<td>Consult our 'How do I register and select courses?' page for more information and the 'Understanding SOLUS tutorials' page for a how-to guide. If you need help, please contact your Faculty / School office (see 'Support and Services' for contact information). (Please note that returning Law students will have already completed this process.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Completing your OSAP or other government student financial aid application by early July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your OSAP or other provincial/territorial student government assistance application should be submitted by early July to ensure funding is available for September.</td>
</tr>
<tr>
<td>For a list of government assistance application websites, visit the Student Awards Office website</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If you are an international student without valid Canadian provincial / territorial health insurance</th>
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<td>You can enroll for additional coverage in UHIP by visiting the Queen’s University International Centre, located in the John Deutsch University Centre, or by accessing the pre-registration form at <a href="http://quic.queensu.ca/international-students-and-staff/healthinsurance-...">http://quic.queensu.ca/international-students-and-staff/healthinsurance-...</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Good Habits!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make sure you are regularly checking your Queen’s e–mail and the MyQueensU Portal message centre for important messages from Queen’s. For more information about Queen’s e–mail, please go to: <a href="http://www.queensu.ca/its/office365/email.html">www.queensu.ca/its/office365/email.html</a></td>
</tr>
<tr>
<td>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: <a href="http://www.queensu.ca/qlc">www.queensu.ca/qlc</a></td>
</tr>
<tr>
<td>If you are a student with a disability, for which you need academic accommodations, you will need to register with the Accessibility Services Office. Please complete the Pre–registration process (<a href="http://www.queensu.ca/studentwellness/accessibility-services/how%E2%80%93register-0">http://www.queensu.ca/studentwellness/accessibility-services/how–register-0</a>). You will be contacted by them to arrange an appointment. More information is available on 'The basics for everyone' page.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Be Pro–Active!</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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!</td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>
August Checklist

2017 – 2018 Guide to Registration and Fees

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

The most important thing you must do this month is to organize your finances to pay your Fall Tuition and Student Assistance Levy (SAL) by September 1st, 2017.

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

- A Late Fee of $150 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.

---

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

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

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

Do you need to apply for an Alternate Payment Arrangement (APA)?

Go to [http://www.queensu.ca/registrar/financials/HowToPay/APA](http://www.queensu.ca/registrar/financials/HowToPay/APA). The due date for APA applications is August 15th.

---

**– Checking your Queen’s Financial Aid**

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

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

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

---

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

Student Card Validation will take place in Wallace Hall in the John Deutsch University Centre ([a map of the Queen’s campus can be found here](http://www.queensu.ca/registrar/studentid)) between August 28th and September 14th.

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

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**– Government Student Financial Assistance**

Check the OSAP web site for online status of your application funding: [www.ontario.ca/osap](http://www.ontario.ca/osap)

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

---

**– Banking Information**

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

Please remember that:

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

Your first day of classes is almost here.

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

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

A map of the Queen’s campus can be found here.
# September Checklist

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

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

## Details specific to your program:

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

- **Student Cards:** New student? You will need to get your Student Card. See the ‘How do I register and select courses?’ page for more information.
- **Moving into Residence:** Get ready! September 3rd, 2017 is Move-In Day!!

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

- **Student Cards:** New student? You will need to get your Student Card. See the ‘How do I register and select courses?’ page for more information.
- **Education:** Opening day / introduction to the program is September 5th.

## Payment of Fall Tuition and Student Assistance Levy

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

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

More information about understanding your fees and how to pay your fees is available on the ‘Understanding your Fees’ page.

You will be able to opt-out of optional student activity fees. Please see the notes accompanying the Tuition Fee Table applicable to you, located on our ‘How much will it cost?’ page. If you do not pay your Tuition and Student Assistance Levy by the due dates of each term (Fall – September 1st [September 30th with an APA]):

- A late fee of $150 may be applied to your account, and,
- You will not have access to add or swap your courses.

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

## Pick up your Student card and have it validated

See the ‘How do I register and select courses?’ page 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 make schedule changes by adding, dropping, or swapping courses during the September Open Enrolment period, (August 22nd – September 11th for Law, August 22nd – September 19th for Education, and August 22nd – September 22nd for all others), in the SOLUS Student Centre. If you need help, please consult the ‘Understanding SOLUS tutorials’ page.

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

## Government Student Financial Assistance (OSAP)

Queen’s will confirm 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 released. Queen’s will begin confirming enrolment close to the start of your study period.
Details about your OSAP disbursements are provided on your Funding Summary page via your account on the OSAP website (ontario.ca/osap >> my apps). Your funding will take a few days after the ‘Estimated Date’ on your OSAP Funding Summary to be received. If some of your OSAP is being re-directed to Queen’s, check your SOLUS Account to verify receipt by Queen’s.

Out of Province Government Student Financial Assistance

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

Submit your Funding Details to awards@queensu.ca if you wish to have service charges waived for up to the amount of your second installment until January 31st. (Please consult the ‘Understanding your Fees’ page for further details). If you submitted your Funding Details as part of an APA request, you don’t need to send it again!

Have you applied for a General Bursary?

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 about eligibility criteria can be found at: www.queensu.ca/studentawards/financial-assistance/general-bursary

The online application form will be available on your SOLUS Student Centre under the ‘Finances’ section in early September. The deadline for applying is October 31, 2017.

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 for further details.
## 2017 – 2018 Guide to Registration and Fees

### School of Graduate Studies Checklist

#### – Reply to your Offer of Admission

* Log into the online application site at: [https://eservices.queensu.ca/apps/sgsapp](https://eservices.queensu.ca/apps/sgsapp) with your UserID and password and click on ‘OFFER’ in the ‘STATUS’ column

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

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

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

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

[https://netid.queensu.ca/self-service/](https://netid.queensu.ca/self-service/)

If you don’t have your Student ID number, call 613–533–6100

#### – Student Card

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

#### – UHIP

If you are an international student, you will automatically be charged for, and enrolled in, the mandatory University Health Insurance Plan (UHIP), which provides basic medical coverage for most doctor and hospital services in Ontario. You can enroll for additional coverage in UHIP by accessing the pre-registration form at [http://quic.queensu.ca/international-students-and-staff/health-insurance...](http://quic.queensu.ca/international-students-and-staff/health-insurance...) 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

Detailed instructions may be found in the ‘Understanding SOLUS Tutorials’ section of this Guide

#### – Check your fees and set up your fee payment

Check the fee table for your program’s fees

- Decide how you’d like to pay your fees:
  - Monthly payments via the Pre-authorized Payment Plan (PPL), or
  - Lump sum payments are due September 30th for Fall; January 10th for Winter and May 1st for Summer

- Click here for detailed information on paying your fees with a payment plan

**New this year!** If you will be receiving OSAP for the 2017/2018 academic year, when you filled out your OSAP application you had the option to decline the redirection of funds. This is new for Queen’s students this year. If you did not decline, Queen’s will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. Details are provided on your Funding Summary via your account on the OSAP website ([ontario.ca/osap](http://ontario.ca/osap)).

#### – Identify the courses you will be taking

**NOTE:** Students must be enrolled in at least one course in all three (3) terms of 2017–18 in order to avoid delays in fee assessment and/or award payments.

- Graduate courses are normally chosen after consultation with your supervisor and/or department graduate coordinator

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• 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 1st. The schedule for Student card pickup and validation is available at: www.queensu.ca/registrar/studentid
Fee Payment Information for Graduate Students

2017 – 2018 Guide to Registration and Fees

Fee Payment Information for Graduate Students

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

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

OR

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

---

What fees can be rolled into the PPL?

The PPL covers tuition fees, the Student Assistance Levy fee, student activity fees, residence fees, meal plan fees, and the University Health Insurance Plan (UHIP) for the current academic year. Library fines, overdue balances from previous academic years, bank fees, etc. must be paid separately via online banking.

---

How do I sign up for the PPL?

You can sign up for the PPL via SOLUS between July 1st and September 20th, 2017.

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

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

---

How does the PPL work?

Once you have enrolled in the PPL, your PPL withdrawals will be taken directly from your bank account using the banking information you entered into SOLUS. Payments are taken once a month, on the 5th of the month (or next business day if the 5th is on a weekend or holiday), October to April and June to August, for a total of ten (10) payments over one year. The payments are NOT equal and may vary from month-to-month.

New this year! If you will be receiving OSAP for the 2017/2018 academic year, when you filled out your OSAP application you had the option to decline the redirection of funds. This is new for Queen's students this year. If you did not decline, Queen's will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. Details are provided on your Funding Summary via your account on the OSAP website (ontario.ca/osap).

If you enroll in the PPL, and you do not decline the redirection of funds, your OSAP payment sent to Queen's will pay off the scheduled PPL withdrawals up to the value of the OSAP payment amount. For example, if the Fall term scheduled withdrawals are $900 for October, November and December and a $2000 Fall disbursement of OSAP is redirected to Queen's (instead of being deposited to your bank account), the OSAP payment will pay the October and November withdrawals and $200 of the December withdrawal. In this scenario, the only withdrawal from your bank account will be for $700 on December 5, 2017 for the Fall 2017 term.

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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!

NOTE: After your completion has been processed, review your 'Charges Due' in SOLUS to ensure all fees have been paid. The PPL withdrawals may not be sufficient to cover all fees if you complete early.

---

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.

  – If some of your OSAP is being re-directed to Queen’s, the amount will come off the next scheduled payment(s)

  – It will not spread out over all your remaining payments

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

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

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

Student Records and Services

Email: fees@queensu.ca

Phone: 613.533.6894

In Person: Gordon Hall, Room 125
# 2017 – 2018 Guide to Registration and Fees

## How do I register and select courses?

Registration consists of three steps - selection of courses and payment of Tuition and the Student Assistance Levy (SAL) 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 before you can register. Log on to SOLUS to view your account and see if you have any outstanding debts.

### – Law Students: Key Dates for Course Selection

- First-year law students will be registered in their small section and first-year courses by the Faculty of Law in the first week of July.
- August 22 – September 11: Open Enrolment to add a course for Returning Upper Year Law students only.
- September 12: 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, Heather Cole (heather.cole@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.

#### Windows for Course Selection

- July 10 – 19, when some courses will have restrictions to ensure students who need certain courses receive priority; and,
- July 20 – 28 (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:

<table>
<thead>
<tr>
<th>Program</th>
<th>Years</th>
<th>Students Enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commerce</td>
<td>1 and 2</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Music</td>
<td>Year 1</td>
<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Physical Education / Kinesiology</td>
<td>Years 1 and 2</td>
<td></td>
</tr>
<tr>
<td>Engineering &amp; Applied Science</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Law</td>
<td>Year 1</td>
<td></td>
</tr>
<tr>
<td>Medicine</td>
<td>All years</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Program</th>
<th>Years</th>
<th>Students Enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Science</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Commerce</td>
<td>Years 2 – 4</td>
<td></td>
</tr>
<tr>
<td>Music</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>Years 2 – 4</td>
<td></td>
</tr>
<tr>
<td>Physical Education / Kinesiology</td>
<td>All years</td>
<td></td>
</tr>
<tr>
<td>Engineering &amp; Applied Science</td>
<td>Years 2 – 5</td>
<td></td>
</tr>
<tr>
<td>Law</td>
<td>All years*</td>
<td></td>
</tr>
</tbody>
</table>

* 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 4. 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 22nd at 12:01 am, except for Law (August 22nd – September 11th) and Education (August 22nd – September 19th) 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

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

Tuition and the Student Assistance Levy will be applied to your account within 24 hours of your courses being selected and/or loaded and are due in full by September 1st, 2017 for Fall Term and January 10, 2018 for Winter Term. To see how much you owe, log on to the SOLUS Student Centre via the MyQueen’sU Portal. Under the ‘Account Summary’ click on ‘CHARGES DUE BY DUE DATE’.

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

To assist students who cannot meet the September 1st and January 10th payment deadlines, but have a proven source of funding, an Alternative Payment Arrangement (APA) Program has been developed. The APA allows students, upon approval, to defer payment of their tuition without penalty, to September 30th for Fall Term fees and January 31st for Winter Term fees.

An APA request must be submitted no later than August 15, 2017 for Fall Term and December 15, 2017 for Winter Term. APA requests must be sent from your @queensu.ca email address and must include your student number. You may submit beginning in July and may request both terms at the same time.

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

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

* if you did not receive in 2016–17 at Queen’s (e.g. entering students)

**You will be granted an APA automatically if you have:**

- applied for OSAP for 2017–18 and have received an assessment
- notified Queen’s of your Provincial/Territorial government assistance last year in 2016–17
- applied for US Government Loans for 2017–18

For full details on the APA process, visit [http://www.queensu.ca/registrar/financials/HowToPay/APA](http://www.queensu.ca/registrar/financials/HowToPay/APA)

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### 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](http://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](http://www.queensu.ca/registrar/studentid)
Understanding your Fees

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

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

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


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**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)

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**Due by September 1st, 2017**

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

- Table 1 – Undergraduate and Professional Domestic Students
- Table 2 – Undergraduate and Professional International Students

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

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**Due by September 30th, 2017**

Graduate Fall Tuition and Fees (see fee tables)

- Table 3 – Graduate Domestic Students
- Table 4 – Graduate International Students

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**FALL Residence Fees (if you are staying in residence)**

[http://residences.housing.queensu.ca/applications_assignments/residence-...](http://residences.housing.queensu.ca/applications_assignments/residence-...)

**Mandatory and Optional Student Activity Fees**

Undergrads, visit [www.myams.org](http://www.myams.org) for information about your Student Activity Fees.

Graduate Students, visit [www.sgps.ca](http://www.sgps.ca) for information about your Student Activity Fees.

**University Health Insurance Plan (UHIP)**

- Table 2 – Undergraduate and Professional International Students
- Table 4 – Graduate International Students
Undergraduate and Graduate Winter Tuition and Student Assistance Levy (SAL)

Winter Residence Fees

Tuition if you have an APA for the Winter Term

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

To assist students who cannot meet the September 1st and January 10th payment deadlines, but have a proven source of funding, an Alternative Payment Arrangement (APA) Program has been developed. The APA allows students, upon approval, to defer payment of their tuition without penalty to September 30th for Fall and January 31st for Winter.

IMPORTANT:

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

Do NOT submit an APA request if:

- applied for OSAP for 2017–18 and have received an assessment
- notified Queen's of your Provincial/Territorial government assistance last year in 2016–17
- applied for US Government Loans for 2017–18

Do submit an APA request if you will be receiving:

- Provincial / Territorial Government Assistance (Out of Province government assistance)* – send a copy of your funding details to awards@queensu.ca
- 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

* if you did not receive in 2016–17 at Queen’s (e.g. entering students)

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

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

As soon as Queen’s receives payment for the outstanding amount or is provided a proven source of funding (e.g. Notice of Assessment – out of province government assistance), the enrolment hold will be lifted.
- **What happens if I have an APA and miss the deferred tuition due date of September 30th (or January 31st)?**

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

  As soon as Queen's receives payment for the outstanding amount or is provided a proven source of funding, the 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.
How do I pay?

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

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

To avoid Late Fees, tuition payments must reach the Office of the University Registrar at Queen's University before September 1, 2017, with the balance of fees before September 30th, 2017 for Fall Term and January 10th, 2018 (Tuition and SAL) and January 31st, 2018 (Residence) for the Winter Term.

### Students paying from within Canada

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

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

### Students paying from outside Canada

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

1. **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,
     
     IBAN: 0001001621046122
     
     Routing (or ABA) Number: 000100162

   - 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.

1. **Western Union**

   - IMPORTANT: Ask for the Quick Collect rate (blue form)
   - Company Name: Queen's University
   - Locale/Code City: QUEENSUONTARIO,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.

### Paying when you have Scholarships, Awards and Bursaries

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

For awards administered by the Student Awards Office – award payments will be held in your student account to be applied to all current and future due university charges (e.g. fall term tuition and Student Assistance Levy, Student Activity Fees,
For awards administered by the School of Graduate Studies – please review the terms of your award offer(s) for payment details and check your SOLUS Student Centre – View Financial Aid for further information.

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

- Paying with your OSAP

Some of your funding may be redirected to Queen’s to pay down your tuition and education-related fees (not including residence fees). When you filled out your OSAP application you had the option to decline the redirection of funds. If you did not decline Queen’s will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. For details about your OSAP disbursements, log onto your OSAP account (ontario.ca/OSAP >> my apps) and view your Funding Summary page. Your funding will take a few days after the ‘Estimated Date’ on your OSAP Funding Summary to be received. If some of your OSAP is being re-directed to Queen’s, check your SOLUS Student Account to verify Queen’s has received the OSAP payment.
2017 – 2018 Guide to Registration and Fees

How much will it cost?

TABLE 1: DOMESTIC UNDERGRADUATE TUITION AND FEES

TABLE 2: INTERNATIONAL UNDERGRADUATE TUITION AND FEES

TABLE 3: DOMESTIC GRADUATE AND PROFESSIONAL TUITION AND FEES

TABLE 4: INTERNATIONAL GRADUATE AND PROFESSIONAL TUITION AND FEES
2017 - 2018 Guide to Registration and Fees

Understanding SOLUS tutorials

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

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

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

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

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

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### Accessing SOLUS

1. Navigate to https://www.my.queensu.ca and log in using your NetID and password.
2. In the upper right hand corner, click on the banner labeled ‘SOLUS’ to access the Student Online University System.

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

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

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

Click on the link labeled ‘Student / HR Self Serve (PRD).’ This will take you to your SOLUS profile.
You are now in the main page of your profile – you should be able to see the title ‘WELCOME TO SOLUS – [Your Name’s] STUDENT CENTRE’

Your SOLUS profile page is divided into four main sections:

- **Academics** – which includes such services as Class Schedules, Course History, Enrolment and Course selection, Exam schedules, Transcripts, Verification of Enrolment, and Grades;
- **Finances** – includes charges by due dates, fee statements, information on account activity (payment and billing records), accepted payment methods, Queen’s awards and scholarships you have been granted, links to online bursary applications, as well as instructions to set up Electronic Funds Transfers between Queen’s University and your Canadian banking / financial institution (Please note that this is not a way to pay your fees – that must still be done through your bank / financial institution);
- **Personal Information** – includes primary and admissions addresses, email addresses, phone numbers, and emergency contacts. Here you will also be able to authorize permission for others to access academic and / or financial information related to your studies at Queen’s;
- **Admissions** – includes information about applying for admission to a program at Queen’s, information on submitting Personal Statements of Experience (PSE) and Supplemental Essays, as well as reviewing the status of your application.
During Course Selection, SOLUS functions just like lots of e-commerce sites, with a 'SHOPPING CART' that you can load with classes. Your Enrolment Appointment is the date/time when the store opens for business. You'll be able to see it in the 'ENROLMENT DATES' box on the right-hand side of your SOLUS home page.

If you will be choosing some or all of your courses, log on to SOLUS as of July 4th to find your Shopping Cart and Enrolment Appointment time.

There are three (3) windows for Course Selection:

- **July 10 to 19** (July Open Enrolment), when some courses will have restrictions to ensure students who need certain courses receive priority, and
- **July 20-28 and August 22 - September 22** (September Open Enrolment), when all courses will be available to you as long as you have the right prerequisites.

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 4th, after the Timetable is posted. Times and locations for each class are presented in SOLUS to help you plan your weekly schedule.

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

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

---

#### Choosing Your Classes

Welcome to SOLUS Xxego’s Student Center

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

*Click here (red arrow) to select class.*
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.

---

Swapping Classes

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

Click “SELECT CLASS” to choose the right course section.
Swap a Class

1. Confirm your selection

   Click Finish Swapping to process your swap request. To exit without swapping these classes, click Cancel.

   * You are replacing this class

   - **AFPH 155:700 (1679)**
     - Religion/Religious Studies (Open)
     - Days: TBA
     - Instructor: J. Mylavec
     - Status: Active

   - With this class

     - **GOVT 128:700 (1679)**
     - Introduction to Democracy (Online)
     - Days: TBA
     - Instructor: J. Johnson
     - Status: Active

   

   Search: Plan, Enroll, My Academics

   Go to...

   - **Cancel**
   - Finish Swapping

   * 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".

Swap a Class

2. Review results

   View the results of your swap request. Click Fix Errors to try and correct the problems listed below or change your swap choices.

   * Success: Classes were swapped
   * Error: Unable to swap class

   - Swap FAX 128 with GOVT 128
     - Success: This class has been replaced.

   Go to...

   * My Class Schedule

   A confirmation screen will appear, letting you know whether or not the swap was completed.
To drop a class, simply select "DROP" from the tabs located above, then click the check box that corresponds to the class being dropped.

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

**PCLM 1108 - Film Culture & Communication**

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<td>Epigos, Ali</td>
<td>2012/01/09 - 2012/02/17</td>
</tr>
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<td>Epigos, Ali</td>
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<tr>
<td></td>
<td></td>
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**PSYC 1001 - Principles Of Psychology**

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<th>Room</th>
<th>Instructor</th>
<th>Start/End Date</th>
</tr>
</thead>
</table>

**OPTION 2: List View**
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/registry/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 (see tutorial below):

**Entering Banking Information**

Refunds, payment plan payments, and award deposits will be handled through Electronic Funds Transfer (EFT). If any of these items apply to you please provide information below and then click on the 'Save' button.

The personal information on this page is collected under the authority of the Royal Charter of 1841, as amended, the Ontario Ministry of Training, Colleges and Universities Act, and the Federal Statistics Act. The information collected will form part of your student record at Queens. The information will be used for updating your financial record, and for matching your banking information to deposits sent from your bank account and your deposit plan. If you have any questions, please contact the Office of the University Registrar, Gordon Hall, Queen's University.

- 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.

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

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.
By clicking on the ‘Account Inquiry’ tab in the Finances section, then clicking on the ‘Payments’ sub-tab, you will be able to view your payment history. You can set the dates in order to generate a list of payments over a particular period of time.
Maintaining Personal Information

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

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

- Verifying Your Personal Information

Editing / Updating Your Mailing Address

1. Scroll down to the 'Personal Information' section, select 'Addresses' from the dropdown box then click go.
2. Here you can click "Edit" to update your current address or 'Change a Future Address' to set your address to change sometime in the future.

Editing / Updating Your Telephone Number

1. Scroll down to the 'Personal Information' section, select 'Phone Numbers' from the dropdown box then click go.
2. Here you can change your preferred number and add or remove numbers. Don’t forget to save all of your changes!

**Editing / Updating Your Emergency Contacts**

1. Scroll down to the ‘Personal Information’ section and click ‘Emergency Contacts’ from the list of links.
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.

1. Scroll down to the 'Personal Information' section and click 'Release of Information' from the 'other personal...' dropdown box.

Section 2: Your student record is confidential. Queen's University will not provide academic data (e.g. course registration and marks) to others unless you explicitly give us authorization to do so.

Please select your preference below by clicking on the appropriate radio button:

- I do NOT authorize release of my academic data (e.g. course registration and marks) to anyone.
- I authorize release of my academic data (e.g. course registration and marks) to ONLY the following:

  Names: [ ] Relationship: [ ]

  Names: [ ] Relationship: [ ]

Section 3: Your student record is confidential. Queen's University will not provide financial data (e.g. scholarship, bursaries, fee assessments, T2202A, and current account balance) to others unless you explicitly give us authorization to do so.

Please select your preference below by clicking on the appropriate radio button:

- I do NOT authorize release of my financial data (e.g. scholarship, bursaries, fee assessments, T2202A, and current account balance) to anyone.
- I authorize release of my financial data (e.g. scholarship, bursaries, fee assessments, T2202A, and current account balance) to ONLY the following:

  Names: [ ] Relationship: [ ]

  Names: [ ] Relationship: [ ]

Save

2. You will be presented with a page that shows whom you've currently authorized access to parts of your student account, and the ability to add or remove people.

*Please note that Section 1 is not used for current students.*
At various times, you may be required to provide a document to a third-party. The 'Verification of Enrolment' Form is a snapshot of your current (or past) registration status at Queen's. It confirms the following information:

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

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

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

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

1. On the main page of SOLUS, click on the 'other academic...' dropdown box and select 'Enrollment Verification'. Click the go button.
Verification of Enrolment

The Verification of Enrolment form has been designed to provide an on-line system to expedite the confirmation of information required by students. This process will replace all hand-processed forms (with the exceptions of Government Student Loans and Canada Pension Plan forms). This form is to be used for such purposes as:

- Registered Education Savings Plans (RESP);
- Student Loan of Credit;
- Provincial Health Care Insurance;
- Non-Queen’s Scholarships and Awards, etc.

Since verification of enrolment documents are being created using an authorized logon protocol a University signature and/or seal is not required.

**Government Student Loans:** this verification of enrolment does **not** satisfy the required confirmations for government student financial assistance (e.g., OSAP, Canada Student Loans, provincial student loan programs). To keep your government student loans in interest-free status you must complete the appropriate government-approved forms available from the Office of the University Registrar, Student Awards (123 Gordon Hall).

**Canada Pension Plan:** this verification of enrolment does **not** satisfy the required confirmations required to access funding through the Canada Pension Plan Children’s Benefit. After you have completed the registration process you must bring the appropriate form to the Office of the University Registrar, Records and Services (123 Gordon Hall).

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2. Select the appropriate year then click retrieve to load your enrollment verification

**WARNING:** The enrollment verification will appear in a new window, so make sure you do not have pop-ups blocked.
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Policies and important fine print

– 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: http://www.queensu.ca/registrar/students/financials/fee-policies

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

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

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

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

– Queen’s Code of Conduct

The Queen’s Code of Conduct outlines the standard of behaviour to which students will be held. It is important that you take the time to review it and understand the information it contains. The Code of Conduct can be found at: http://www.queensu.ca/studentconduct/
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 Fall term and January 10th to January 31st for Winter term.

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

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

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

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

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

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

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

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

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

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

Ontario Student Assistance Program (OSAP) – Both the federal and Ontario governments provide student financial assistance to qualifying Canadian citizens, permanent residents and protected persons from Ontario while studying at the university level who demonstrate financial need. This funding can be a combination of repayable loans and non-repayable grant assistance.

Portal (see “MyQueensU Portal”)

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

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

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

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

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

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

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

Shopping Cart – This is a tool within the SOLUS Student Centre that lets you select courses you are interested in taking before you make your final course choices. You can load courses into your Shopping Cart and they will be held there until your Enrolment Appointment, when you confirm which ones you want to take and complete the course selection process.
Student Activity Fees – Levied by the AMS (undergraduate) and SGPS (graduate), a portion of these fees are mandatory, and cover access to athletic, health, and wellness facilities, etc. Some are optional, and support various campus groups, and you can choose 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.

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

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

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

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

To avoid Late Fees, tuition payments must reach the Office of the University Registrar at Queen’s University before September 1, 2017, with the balance of fees before September 30th, 2017 for Fall Term and January 10th, 2018 (Tuition and SAL) and January 31st, 2018 (Residence) for the Winter Term.

### Students paying from within Canada

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

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

### Students paying from outside Canada

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

1. **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,

   IBAN: 0001001621046122

   Routing (or ABA) Number: 000100162

   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.

1. **Western Union**

   - IMPORTANT: Ask for the Quick Collect rate (blue form)
   - Company Name: Queen’s University
   - Locale/Code City: QUEENSUONTARIO,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.

### Paying when you have Scholarships, Awards and Bursaries

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

For awards administered by the Student Awards Office – award payments will be held in your student account to be applied to all current and future due university charges (e.g. fall term tuition and Student Assistance Levy, Student Activity Fees,
How do I pay? | University Registrar

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

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

Some of your funding may be redirected to Queen’s to pay down your tuition and education-related fees (not including residence fees). When you filled out your OSAP application you had the option to decline the redirection of funds. If you did not decline Queen’s will indicate the amount to be redirected, which will reduce the amount deposited into your bank account. For details about your OSAP disbursements, log onto your OSAP account (ontario.ca/OSAP >> my apps) and view your Funding Summary page. Your funding will take a few days after the ‘Estimated Date’ on your OSAP Funding Summary to be received. If some of your OSAP is being redirected to Queen’s, check your SOLUS Student Account to verify Queen’s has received the OSAP payment.