



Top 5 at the RO



You've got questions, we've got answers. Here's what you've been asking us in August:

1 I made my tuition payment but I don't know whether it will reach the University by August 14.

Canadian bank payments take 3-7 business days to be processed and are not reflected on ACORN immediately. We do not need to see your payment on ACORN by August 14; that is the deadline to make your payment. If your status is not **registered** on ACORN by August 23, bring in or email your proof of payment and student number to our office to avoid getting financially cancelled and removed from all of your classes.



2 OSAP says the school needs to confirm my enrolment, when will this be done?

Enrolment confirmations begin in September for students registered in a minimum 60% approved course load (40% for students registered with a permanent disability with OSAP) for their study period. This process will continue through the year. If you still see this message close to the end of September, please notify us.



3 Help! I'm on a waitlist, what do I do now?

At this early stage, we ask that students on waitlists be patient while departments review the enrolment numbers. There is still time for them to make adjustments to try and accommodate the demand. If you are unable to secure a spot in a required course once the waitlist has ended, please discuss your situation with the relevant program advisor.



4 I'm trying to defer my fees and ACORN won't let me. Make sure you have submitted your OSAP application at least 7 business days prior and you have no outstanding fees owing, as this can prevent a deferral. If you still have problems (or you applied for part-time OSAP) please submit a fee deferral request form.



5 I don't think my co-op fees are correct.

Co-op fees are automatically rolled into the next session(s). The Records Office manually reviews all co-op accounts every session to ensure accuracy, making changes where required. If the issue is still present close to the end of September, please contact our office.

