



# Top 5 at the RO



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

## 1 I dropped a course during the Fall session, how much money will I get back?

The amount of money you are entitled to is dependent on when you dropped a course. Please see the **refund schedule** to find out the percentage you are entitled to, if you are entitled to any refund, based on the date the course was removed.



## 2 I have a conflict with my final exam, what do I do?

Please log onto eService to report the conflict. Once you log in, click 'Exams' and conflict will be listed as an option. **Click here** for details and deadlines regarding conflicts and to see if your situation qualifies as a conflict.



## 3 What should I do with my OSAP if I went down to a part-time course load in the Fall session?

If you reduced your course load to part-time (less than 3 courses or 1.5 credits) in the Fall session, you must fill out and submit a **Reinstatement form**. This form allows you to explain the situation pertaining to your Fall studies and update your OSAP information if you intend to get funding for the Winter session.



## 4 I have a deferred exam, when I will be writing it?

If you were approved to write a deferred exam, the exam will take place during the deferred exam period as listed in our **academic dates and deadlines**. The specific date and time will be posted on eService by Thursday November, 16.



## 5 I will only be studying for the Winter session, when do I make a payment?

Students studying in the Winter session only have slightly different payment deadlines than those studying for the Fall and Winter. The deadline to make a minimum payment to register is November 24, 2017. Please **click here** to see additional payment deadlines.

