



# Top 5 at the RO



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

## 1 My status is "financially cancelled" and my courses have disappeared. What happened?

Financially cancelled means that you have no charges or courses added for a particular session. This can be the result of not paying fees by the deadline or an academic suspension. We have sent out an email with late registration instructions, this can be done by September 14. You can also check your **academic standing** in your complete academic history on **ACORN**).



## 2 I'm still on the waitlist for a course I need, what do I do?

If you are unable to secure a spot in a required course once the waitlist has finished, please discuss your situation with the relevant **program supervisor/advisor**.



## 3 If I drop a course now, what refund am I entitled to?

Please **click here** to access the UTSC refund schedule. This will indicate what percentage of a refund you are entitled to based on when you drop a course. Refunds based on dropping a course will be reflected immediately on your ACORN invoice.



## 4 Why haven't I gotten a response to my petition request yet?

The end of an exam period is a peak period for the Petitions Office and decisions can take 4-6 weeks from the date you submit your supporting documents. Petition results will be posted to your **eService** account once a decision is made. Please check your account regularly. Note that initially final grades will include a 0 for exams that were missed, and if a petition is granted for a deferred exam the grade will be changed to standing deferred (SDF).



## 5 I am in a lecture but cannot get into a practical/tutorial. What do I do?

As long as you are in the lecture, you should be accommodated in a practical/tutorial. Periodically check ACORN and the **Timetable** for updates on newly opened sections. If you are still unsuccessful once classes start, please contact the department to see if they can accommodate you into a tutorial/practical.

