

# Office of the Registrar – Student Financial Services

## Contact Information

OSAP Queries – [osap@conestogac.on.ca](mailto:osap@conestogac.on.ca)

Scholarships and Awards – [awards@conestogac.on.ca](mailto:awards@conestogac.on.ca)

## Frequently Asked Questions

### **Who is eligible for OSAP?**

For full-time students, you may be eligible for OSAP if you meet specific [criteria](#). For more information, please visit the [Student Financial Services website](#).

### **Can I apply for OSAP as a part-time student?**

Yes, a student may be eligible for part-time OSAP if they meet specific [criteria](#). For more information, please visit the [Student Financial Services website](#).

### **How do I apply for OSAP?**

You must apply for OSAP online. The application is usually released mid-Spring for the upcoming academic year. Learn how to apply for OSAP [here](#).

### **After I complete my application, what do I do next?**

Once your application is complete, check for required documents and do not delay in submitting them. Required documents can be uploaded directly to the OSAP portal. Be sure to check your OSAP portal for communications while your application is being processed.

### **How do I complete the Master Student Financial Aid Agreement (MSFAA)?**

The Master Student Financial Assistance Agreement (MSFAA) is your loan agreement for OSAP. After you apply for OSAP, you will receive a welcome email from the National Student Loans Service Center (NSLSC). In this email, you will find your 10-digit MSFAA number. Visit the [NSLSC website](#) to register and complete the MSFAA. You cannot receive any OSAP funding until the MSFAA is complete. You only need to complete the MSFAA the first time you apply for OSAP.

### **When is the OSAP application due?**

The deadline to apply for OSAP is 60 days prior to the end of your study period. Supporting documentation and/or appeal documentation must be submitted 40 days prior to the end of your study

period. **Late submissions cannot be accepted.** You should apply for OSAP as early as possible to allow us time to ensure all supporting documentation is complete and approved.

### **Do I need to reapply for OSAP each year?**

You will need to reapply for OSAP each year you require financial assistance. The application is updated every year and posted on the OSAP website in the spring (for the next September-August period).

### **How long does OSAP take to process and how do I check the status of my OSAP application?**

The entire OSAP process can take 6 to 8 weeks for processing. You should apply for OSAP at least 8 weeks before the start of your study term to ensure you receive your funding as soon as possible.

You can check your status through the “check status” link on your OSAP online account after logging in.

### **Do I need to pay the tuition deposit if I am applying for OSAP?**

Yes, all students are required to pay a non-refundable tuition deposit each academic year to secure a place in a program. For more information, visit [Student Fee Invoices and Payment](#).

### **Will my tuition fees be deferred if I am approved for OSAP?**

Yes, the tuition due date will be deferred for the portion of the tuition being covered by OSAP. Your [Student Portal](#) account will reflect “OSAP” as the payer for some or all your tuition, based on your individual assessment, if the following has been completed:

- You have paid your deposit
- You have an approved ONE Card photo on file
- You have completed your OSAP application and you have an assessment on your account

OSAP will send the tuition portion of the funding directly to the school and any remainder will be sent to your bank account. If your OSAP funding is not enough to cover your tuition, you are responsible to pay the outstanding amount. For more information, please visit the [Student Financial Services](#) website.

### **How do I apply for awards?**

Conestoga has over 400 awards, scholarships and bursaries available each year. The awards application is only available to students who are currently registered in a given term and who are not on co-op. Eligible students must [apply](#) each term to be considered for all of the awards for which requirements are met. The award application is available through the Student Portal starting the third week of each term. The application remains open for three weeks.

**For other OSAP and Awards questions, please refer to the [Student Financial Services website](#).**

# Office of the Registrar – Client Services & Student Fees

## Contact Information

Student Fees – [StudentFees@conestogac.on.ca](mailto:StudentFees@conestogac.on.ca)

Client Services – [ClientServices@conestogac.on.ca](mailto:ClientServices@conestogac.on.ca)

## Frequently Asked Questions

### **Who can receive information about my account/ who can contact the College on my behalf?**

While we are happy to discuss our processes and procedures with parents, guardians, agents (etc.), due to our privacy and confidentiality guidelines, we cannot disclose personal information, including academic and financial information, on behalf of a student, without their written, permission. If you would like to release your information to a designated individual, you can do so by completing a [Consent Form](#), found on our website, and emailing the completed form to [ClientServices@conestogac.on.ca](mailto:ClientServices@conestogac.on.ca)

### **I cannot access the Student Portal Forms, how can I login?**

For information on login details please search for our [IT Support](#) page on the Conestoga Website. The website includes resources for configuring the Multi-Factor Authentication, unlocking your account, etc. If are still experiencing having issues logging in, please contact the IT Service Desk at [ITSDesk@conestogac.on.ca](mailto:ITSDesk@conestogac.on.ca)

### **How can I review my payment or receive a receipt?**

Your payments and financial information can be found on the Student Portal, under the Financial Tab. Payments can take up to 3-5 business days to be processed and reflect on a student's account. Once the payment has been posted, you will be able to access a receipt under the Financial Tab.

### **How do I make a payment?**

Payments can be made with the following options:

- 1) Student Portal – Payment can be made directly in the Student Portal > Financial > Program Fees Payment. This accepts credit card and is our fastest payment method.
- 2) Web Banking – Make a payment directly through your Mobile Banking App by adding Conestoga College as a payee and using your Student ID as the account number.
- 3) Flywire or Convera (international funds) – Information can be found on our website > International > Apply to Conestoga > Fees and payment > Payment options

### **Can I have an extension/ installment plan of my payment due?**

We do not offer extensions or installment plans – the Payment Schedule option is only available until the week before the beginning of classes.

### How much do I owe for Winter 2024?

If you are unable to see your timetable, you may owe fees for the Winter 2024 Term. Please see your Student Portal, under the Financial tab for your amounts due.

To find your current balance, take your **Total Due** amount and subtract **future billing**.

(Total Due – 2024 Spring = Remaining 2024 Winter)

Aging Period	Amount	Due Date	Amount	Payer
Current	36,362.08	Feb 14 2023	\$1,500.00	Student
31 To 60 Days	0.00	Feb 14 2023	\$7,535.27	Student
61 To 90 Days	0.00	Jun 13 2023	\$1,500.00	Student
Over 90 Days	18,281.08	Aug 04 2023	\$8,108.27	Student
<b>Total Due</b>	<b>18,081.08</b>	Nov 24 2023	\$8,839.27	Student
		Apr 05 2024	\$8,879.27	Student
		<b>Total Remaining</b>	<b>\$25,826.81</b>	

### How do I request a refund?

Refunds can now be requested through the Student Portal > Services > My Forms. Please be advised that, **if you are withdrawing, you must complete a withdrawal form** prior to completing your refund request. All refund requests can take up to ten (10) weeks to be processed, please do not send multiple Refund Request Forms during this time.

Please review our Refund and Withdrawal policy on the Conestoga College website for further information.

### Why can I not see my timetable?

In order to receive your timetable, please ensure that you have completed the following; (1) Pay any outstanding fees, (2) Upload your ONE Card photo in the Student Portal, (3) International Students must upload required documentation in the International Portal.

# Office of the Registrar – Student Records & Enrolment

## Contact Information

Student Records – [StudentRecords@conestogac.on.ca](mailto:StudentRecords@conestogac.on.ca)

Continuing Education – [ce@conestogac.on.ca](mailto:ce@conestogac.on.ca)

## Frequently Asked Questions

### I can't see my Timetable?

**Be sure to complete all of the required steps:**

1. Pay your fees through your Student Portal, **Financial** tab.
2. Upload your ONE card student photo through your Student Portal, **ONE CARD Photo Upload** tab.
3. International students: Log in to the **International Portal** and upload the required information and documents.
4. From the Calendar tab in your Portal, ensure you select the appropriate session and then the appropriate week. If there is a pop-up blocker in your internet browser, you will have to select allow or enable for the timetable to open.

### How do I add an elective?

You can register for elective courses on the Student Portal, *My Courses* tab, *Add Course/Choose Elective* button.

### How do I change my block or add/drop a course?

If you are unable to make to changes yourself through your Portal, *My Courses* tab, then you will need to complete a digital **Course Change Request** form located in your Student Portal, *Services* tab and select the *My Forms* button.

### How do I pay for a course on Held Enrolment?

Go to your Student Portal, select the *Financial* tab and then click on the Payment for Held Courses sub-tab. It is very important to make your payment within 72 hours or the hold will expire.

### How do I withdraw from my program?

If you are withdrawing from your program, go to your Student Portal – *Services* tab and select the *My Forms* button. Then complete the digital Withdrawal Form. For withdrawal and refund information please visit:

<https://www.conestogac.on.ca/admissions/paying-your-fees/refunds-withdrawals>

### Important Dates:

- Last day to add/change course
- Refund deadline

<https://www.conestogac.on.ca/current-students/returning-students>

Digital forms available through your Student Portal, *Services* tab, *My Forms* button:

- Consent for Release of Personal Information
- Co-op Program Transfer Application
- Course Change Request Form
- Request for a Letter
- Request for Refund
- Request for Transcript
- Supplemental Request Form
- Withdrawal Form

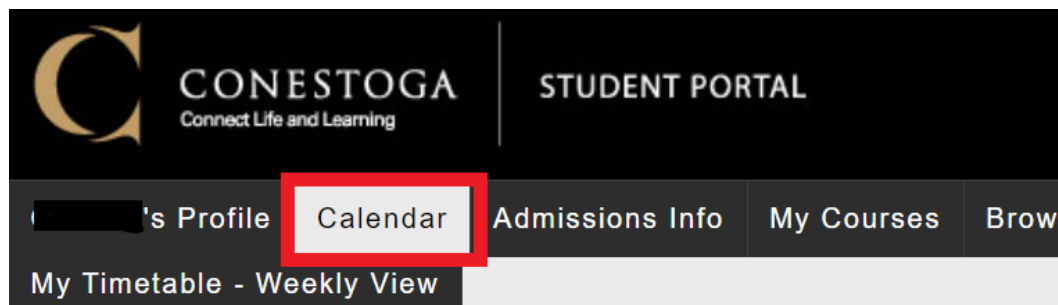
## How to View Your Timetable.

Once your registration is complete, your timetable will be released.

To view your timetable, **go to the Student Portal > Calendar and select the Winter 2024 session and select the week that your classes start.**

Note: Please ensure that your “pop-up blocker” setting in your browser is **turned off** or set to **allow pop-ups**, as your timetable will show up as a pop-up.

Be sure to monitor your timetable as you make any changes or continue your studies throughout the term by using the Select Week function.



## Winter 2024 Timetables Released December 11

### Weekly View

This page allows you to check your weekly calendar.

Your timetable will open in a new window. If your timetable does not display, go to your browser settings and disable the popup blocker.

### Select Session

Session

### Select Week

Week



Display Timetable