

Trinity Western University

Registration and Payment Guide

SPRING 2012
(JANUARY TO APRIL)

For Undergraduate,
School of Graduate Studies
& ACTS Seminaries
Students



SPRING 2012 REGISTRATION AND PAYMENT GUIDE

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Important Spring Semester Dates

November

7-18 Pre-registration for Spring 2012
14-18 Advising period for Spring 2012

December

2 Payment deadline for Spring 2012

January

9 New and returning student arrival
10 First day of classes
23 Add/drop deadline - end of period

February

15 Payment deadline for Spring 2012
20 Last day late course withdrawal
Feb 27-Mar 2 Independent Study Week – all Divisions, plus Modular Courses

March

9-21 Pre-registration - Summer & Fall
14-21 Advising period - Summer & Fall

April

5 Last day of ACTS classes
6 Good Friday
9 Easter Monday
10 ACTS make up day (if needed)
16 Last day of UG and SGS classes
17-27 UG & SGS Final Exam Week
11-17 ACTS Final Exams
27-29 UG Graduation weekend
30 Summer Sessions begin

Undergraduate Final Exam Schedule

Date/Time	9:00	2:00	6:00
Tue April 17			ENGL 103/104
Wed April 18	MWF 8:00 AM	Multiple Section	Wed Evening
Thur April 19	TR 9:25 AM	MWF 1:10 PM	Thur Evening
Fri April 20	MWF 11:40 AM	TR 4:00 PM	Fri Afternoon / Multiple Section
Sat April 21	Multiple Section	MWF 9:00 AM	TR 2:35 PM
Sun April 22	NO EXAMS		
Mon April 23	MWF 2:35	TR 1:10 PM	Mon Evening
Tue April 24	Multiple Section	TR 8:00 AM	Tue Evening
Wed April 25	MWF 10:00 AM	Multiple Section	MWF 4:00 PM
Thur April 26	TR 11:40 AM	Multiple Section	Multiple Section
Fri April 27	if required		

Note: Once the *Official Final Exam Schedule* has been published, students with an exam conflict or a qualifying overload (i.e. three exams in 24 hours) may see the *Office of the Registrar* to resolve the conflict.



For complete and up-to-date *Timetable* information, check www.twu.ca/registrar often!

REGISTRATION INFORMATION (www.twu.ca/registrar)

Course listings and timetable information are available at www.twu.ca/registrar → *Timetable*. Program details are available at www.twu.ca/academics. ACTS syllabi can be downloaded from www.acts.twu.ca. SGS and UG syllabi are available from the instructor. Newly admitted students are advised to pay their enrolment deposit to confirm their intention to attend, and then work closely with their Admissions Counselor to register for the program and courses of their choice. Returning students must clear all holds and/or fines on their accounts in order to register, and then work with their Academic Advisor for registration assistance.

How to Register

Online Registration

Registration is available on the [student portal](#) beginning November 7, 2011 and ending January 23, 2012. If you are unable to access the online registration system for a specific semester, contact registrar@twu.ca.

During advising period (Nov 14 – 18), advisor approval must be logged. After advising period, if you have received advisor approval for your courses, class status will be “P” (pre-registered) or “W” (waitlisted - insufficient space in the class). Priority in classes is based on semester hours earned. For further details, see the *Waitlisted Courses* section below.

Academic Advising

Students are encouraged to seek advice on course selection from their Academic Advisor. UG Students: contact advisingoffice@twu.ca; SGS Students: contact your Program Director; and ACTS Students: contact actsadvice@twu.ca. Undergraduate students must have their advisor's approval logged in order to secure placement in class and access their Student Invoice.

Class Fees

Certain courses are assessed class fees over and above the tuition fees. The Online Registration process displays these class fees if applicable, at time of registration. Class fees are not refundable after Add/Drop deadline.

Continuation Status

For SGS students, [Continuation Status](#) (for Thesis and/or Applied Project) registration and payment is due at the beginning of each semester. When the student is not registered for any course (including internship); and/or the student has not completed the thesis/project requirements in the allotted time-frame, they must register for Thesis Continuation. CPSY students must maintain active registration until all program requirements are completed for graduation, including all post-thesis/applied project responsibilities. Visit our [website](#) for further explanations.

Private Music Lessons

Private music lessons are charged separately from tuition costs and are not eligible for the UG Tuition Volume Discount. See Tuition Rates at: <http://www.twu.ca/registrar> > [Financial Information](#) for Music Lesson fees (under Additional Fees).

Re-enrolment to Trinity Western University

Any UG student who has missed a Fall or Spring semester of attendance at TWU will need to re-enroll using the [Re-enrolment Form](#) available at: www.twu.ca/registrar. Once the student is re-admitted and has paid the enrolment deposit, online registration will be accessible via the [student portal](#).

Waitlisted Courses

A “W” indicated in the status column of the Student Schedule indicates that the class is currently full and the student has been added to the waitlist. You may wish to speak to your instructor about the possibility of a seat in the class. A “W*” indicates that the registration payment has not yet been received. Once payment has been received, the status will be automatically moved to “C” (current) if a space is (or becomes) available. Students are therefore responsible to check their class schedule frequently. Waitlisted classes are not accessible in MyCourses. Any waitlisted classes at the time of the Add/drop Deadline will be deleted from your registration.

Attendance during the First Week

All students are required to attend classes during the first week of the semester in order for instructors to allocate space to waitlisted students. Failure to attend the first and second classes without notifying the instructor in writing may result in your class being dropped. Students are encouraged to seek advice on course selection from their Academic Advisor (see above). If you have a change of plans and have decided not to attend classes this semester, please contact registrar@twu.ca.

Change of Registration

Students may add and drop courses online until January 23, 2012 at 4 pm. Course withdrawals made (at the *Office of the Registrar*) after January 23 are classified as late course withdrawals. You will receive a prorated tuition refund according to the Change of Registration Schedule on page 10. Under extenuating circumstances, permission for a late course addition may be obtained from the University Registrar and requires the professor's signature.

Course Duration

All courses are generally 12-15 weeks in duration, including modular courses (see next page). Students must pay close attention to course schedules and assignment deadlines prescribed in the syllabi. UG and SGS syllabi are available by emailing course instructors, and ACTS course syllabi are hyperlinked on the ACTS webpage as they become available (www.acts.twu.ca → *Course Schedules*).

Leave of Absence

SGS Students requiring a leave of absence for parental leave and other certified medical leave must obtain the Program Director's signature on a registration form which is available from the *Office of the Registrar*. The form must be returned to the *Office of the Registrar* within the first 2 weeks of a semester. For a medical leave, a letter from your doctor must be included.

New Student Orientation (O-Week and/or O-Day)

All newly admitted students should plan to attend any and all orientation(s) arranged by their Program / Department to gain the information that will assist them to achieve academic success while studying at TWU. Spring 2012 UG O-Day: Jan 9.

Semester Check-In

All students must check-in at the *Office of the Registrar* to confirm their attendance for the semester. Students are responsible to keep their address and contact details current in their [student portal](#) under personal profile.

Parking (www.twu.ca/parking)

Each car on campus must have a parking permit. Weekly and Academic Year (September to April) permits are available at the *Office of the Registrar*. Daily and Weekly permits can be purchased at several parking ticket dispensers around campus.

Student ID Card and Number

After making the required payments, each newly admitted student must obtain a photo Student ID card available from the *Campus Services Dept.* ID card is issued once for your whole program, and each year returning students must validate their card at the *Office of the Registrar* upon arrival on campus, in order to gain access to the Library and Cafeteria.

Directed Study Course Registration

Directed Study courses must be **registered on paper form** at the *Office of the Registrar*.

Students enrolled in a program may apply for a Directed Study course when timetable offerings do not include required elements of a program, or in situations where a more focused study is desired within a program. Students must provide a compelling reason for requesting a Directed Study course and attach it to their application form. The application procedure is as follows:

- Consult with the instructor about your plans and obtain his/her verbal agreement with your request
- Pick up an Application for Directed Study form at *Office of the Registrar*. Be prepared to pay the necessary deposit when you pick up the application (\$75.00 or tuition payment in **full** if taking less than 7 semester hours or if taken during the summer semester). This deposit will be applied to student tuition or will be refunded should the application be denied. Otherwise, the deposit is non-refundable. The course registration will show as “unapproved directed study” until it is approved.
- Take the form to the instructor who will sign and submit the form and the syllabus to the approving body (listed below).
- After the application is reviewed, the approving body will sign indicating their decision.
 - Approving bodies are: Vice Provost for UG students, and the Program Director for Graduate Studies (SGS and ACTS) students.
- Confirmation of your application being approved or denied will be sent to you in due time. **Do not assume approval or begin the course until you have received written notification from the approving body.**

Directed Study deadline: applications must be submitted and have the deposit paid **by January 16, 2012, one week prior to the Add/Drop deadline of January 23.** Course applications submitted after this date may not be approved, and will be subject to a late registration fee of \$50.00.

Modular Courses – Weekends & Reading Week

Modular courses (at ACTS Seminaries) include Weekend and One-Week courses, and all such courses have significant assignments both before and after any scheduled on-campus classroom time. The schedule for these courses assumes the entire semester, and not just the time spent in the classroom during the semester. Include these courses in your overall registration and your plans for your academic course load for the semester. Details about specific course assignments and schedules are available in the course syllabi posted on the ACTS website.

Weekend modular courses require attendance at all three weekends scheduled over the duration of the semester. One week modular courses also require full attendance at all sessions during the week the class is scheduled.

Registration after Online Registration has Closed

Registration of MA Lead, MSN and MBA courses may on occasion take place after the Online Registration has closed for the semester. Between November 14, 2011 and January 23, 2012, use Online Registration from your [Student Portal](#). After Online Registration closes on January 23, 2012, use the Registration Permit specific to your program, which is available on our website at www.twu.ca/registrar >>Forms >> SGS >> Registration Permit.

FINANCIAL INFORMATION (www.twu.ca/registrar)

TUITION CHARGES AND OTHER FEES

Tuition and Fees

Visit www.twu.ca/registrar >> Financial Information for full details on tuition and fees for UG, SGS and ACTS Seminars programs. Follow the links below which will lead to the website mentioned above.

LINKS to: [Undergraduate Tuition and Fees](#)
[Activity Fee and Student Association Fee](#)
[Class Fees](#)
[Private Music Lessons](#)
[Laurentian Leadership Centre fees](#)
[Freshman Academy fees](#)

LINKS to: [School of Graduate Studies Tuition and Fees](#)
[SGS Student Association Fee](#)

LINKS to: [ACTS Seminars Tuition and Fees](#)
[ACTS Student Association Fee](#)

Housing Fees – see www.twu.ca/housing >> Housing Styles

Note that apartment rent does not appear on your Student Invoice but is due the first of each month.

Miscellaneous Service Fees

Confirmation Requests	\$10 per document
Incomplete Grade Fee	\$50 (ACTS only - contract required)
Graduation Fee	\$100 (ACTS only)
Parking Fee - day	\$6.50 per day
Parking Fee - week	\$23 per week
Parking Fee - year	\$350 per academic year
Transcript Request Fee	\$10 per copy

See also: www.twu.ca/registrar >> *Financial Information*

Enrolment Deposit

The Enrolment Deposit is payable by newly admitted and re-enrolling students of all divisions. Once received, the Online Course Registration will be open to the student. The deposit will be credited toward the appropriate semester tuition fees and is fully refundable if cancellation notice is received no later than November 1, 2011. After November 1 the entire deposit will be forfeited if the student does not enroll for the semester.

Medical Insurance (www.twu.ca/wellness)

All students residing in Canada are required by law to have Canadian Medical Coverage. If you plan to live in BC for more than 3 months, you must enrol in the BC Medical Services Plan (MSP) within the first 3 months of your arrival. Non-Canadian students can purchase a three-month Interim Insurance policy at TWU while you wait for MSP coverage. Contact the TWU Wellness Centre for more details at 604-513-2024.

Security Deposit

The Security Deposit is a refundable deposit payable by all students. It is levied from student accounts of all divisions. The deposit will be used to cover any outstanding fees, parking and library fines, etc. The balance of the deposit will be refunded at the end of a student's studies at TWU. Maintenance of the security deposit is required of all students during their attendance at TWU. Should there be any charges against this deposit; reinstatement to the full amount by the beginning of the next semester at TWU is required.

PAYMENT SCHEDULE

Payment Deadlines

Payment for Spring 2012 semester is due Friday, December 2, 2011. To maintain current status in courses, you must pay a minimum of 50% of the "Balance Due" as shown on your Registration Invoice, on or before December 2nd. If your payment is not received by this date you will maintain your course selection, but you will lose priority in your classes and your course status will be shifted from preregistered to waitlist. If the payment and/or confirmation of loans, bursaries, etc. is not received by January 10, we will assume that you have had a change in plans and will not be attending the course for the Spring 2012 semester; and your course selection will be cancelled. You will have the opportunity to re-register until January 23, but you will incur a Late Registration Fee of \$50. **Any remaining outstanding balance on the student's account must be paid by February 15, 2012.** If full payment is not received by February 15, course registration will be cancelled and final exams cannot be written.

Student Invoice (for each Semester)

Once a student has enrolled in their classes, their semester invoice will be available on the Student Portal by November 19. Please note undergraduate invoices are available after the Advisor's Approval has been logged. UG Campus Apartment rent charges are not included in the invoice, but are due at the beginning of each month starting January 1, 2012.

NOTE: this invoice is dynamic and will adjust automatically with the student's activities at TWU. It will be finalized after the add/drop deadline of January 23.

PAYMENT OPTIONS

ONE COURSE ONLY:

If you are enrolled in 3 semester hours or fewer, your Spring semester fees are due in full on December 2.

MORE THAN ONE COURSE:

For those students enrolled in 3 or more semester hours, Trinity Western University offers three payment options for your convenience.

OPTION A: One Payment per Semester:

Spring semester fees are due in full on December 2.

OPTION B: Two Payments per Semester:

The first payment for Spring semester (50% of the invoice total) is due on or before December 2. The second and final payment for Spring semester is due on or before February 15.

Trinity Western University offers option B at no interest or finance fees if the payments are received on time. If we do not receive the payment by the above mentioned payment dates, the student will incur **interest charges** of 18% per annum calculated back to the **first day of classes**, and may also incur a \$50.00 Late Payment Fee.

OPTION C: Four Payments per Semester: this option is based upon the semester's full balance due

See the application form at www.twu.ca/registrar > Forms, and contact registrar@twu.ca.

The first payment plan payment for Spring semester (25% of the fees) is due on December 2.
 The second payment plan payment for Spring semester (25% of the fees) is due on January 6.
 The third payment plan payment for Spring semester (25% of the fees) is due on February 3.
 The fourth payment plan payment for Spring semester (25% of the fees) is due on March 2.

A Finance Fee of 6% (of the total amount financed) is payable and will be charged to the student account.

Further details are available at www.twu.ca/registrar >> [Financial Information](#) >> [Payment Methods](#).

FINANCIAL AWARDS & AIDS (www.twu.ca/awards)

Once the *Office of the Registrar* has received confirmation of your TWU Scholarships and Bursaries, Government Student Loans/Grants, Torch Benefits, Staff Tuition Benefits and Professional Development Awards, these expected funds will be applied to your Student Invoice which can be viewed on the Student Portal.

TWU Financial Awards

If you are expecting TWU financial awards and they are not listed on your invoice after November 19, you may wish to go to the Student Portal, choose Financial Awards and then Awards Summary; or you can contact awards@twu.ca.

- If you are receiving TWU scholarships or bursaries you must maintain the required semester hours, GPA and other specific award criteria each semester as designated for your program, or forfeit your eligibility for awards.

Government Student Loans

If you are expecting Government Student Loans/Grants, these funds may not automatically appear on your Student Invoice. If you require these loan funds to cover part of your first payment, you are required to fax, email, bring or mail a copy of your "Notification of Assessment" or "Letter of Loan Confirmation" to the *Office of the Registrar*. Students need to provide the loan confirmation each semester. We will accept this document and apply the funds towards your semester fees as a guarantee that the funds will be issued to the university by the end of the second week of classes.

PLEASE NOTE: Confirmed Student Loans and TWU Financial Awards are applied towards your full semester fees. Students must pay 50% of the balance after the loans and awards have been deducted from the semester fees. The first payment is due on Dec 2, 2011 and the remaining amount will be due on February 15, 2012.

If you do not confirm your negotiated loan documents (via the post office) or arrange to have the loan funds sent to TWU in time for the particular deadline in question then:

- you must make payment by other means by the Payment Date in order to maintain your class registration and avoid interest charges and late payment fees.
- you will not have access to cash advances for book purchases until the actual loan funds have arrived.

When you arrive on campus in January, you should already have received your student loan agreement document from the government. All Canadian federal and provincial (with the exception of the province of Ontario) loan documents will be mailed to your home. Please bring them to the *Financial Awards Office* for enrolment confirmation, and then take them to the post office for negotiation immediately. Loan documents become stale dated 30 days after the date they are signed. Once the loan funds arrive to Trinity Western's bank account, they will then be applied to your student account. If you have not had any communication from the government within 3 weeks after you complete your loan application, please contact your Provincial student aid office customer service line. If you continue to have difficulties, you should contact *TWU Financial Awards office* at awards@twu.ca, and they will help you with the process.

If there are excess funds in your student account after full payment for the semester has been received, those funds can be advanced to you for book purchases. Any student loan overpayment to your account can be refunded to you at your request. Refund cheque requests are processed after the Course Add/Drop date (January 23) and require 10 to 14 business days to process. For further payment information, please go to www.twu.ca/registrar >> [Financial Information-Payment Methods](#).

If you are obtaining government loans or seeking to keep your interest-free status you may contact the Financial Aid Office at awards@twu.ca to ensure you are following the correct procedures.

NOTE: If you have confirmed your financial award and are considering dropping below the required semester hours to maintain your award, we recommend that you contact the *TWU Financial Awards office* before finalizing your decision. If you withdraw from all courses in a semester, the full amount of your financial awards will be reversed.

Torch Benefits, Staff Tuition Benefits and Professional Development Awards

If you are expecting Torch Benefits, Staff Tuition Benefits or Professional Development Awards funds and they are not listed on your Student Invoice, contact awards@twu.ca.

Sponsorship

If you are expecting Sponsorship you must provide a copy of your **Sponsorship Award letter** to the *Office of the Registrar* by the first Friday in December for the Spring semester. You must also request that your courses be validated on the basis of the sponsorship because this will not be done automatically.

CHANGE OF REGISTRATION SCHEDULES

Students may add and drop courses using the [Online Course Registration System](#) until January 23, 2012 at 4pm (end of Add/Drop period). Auditing a course may also be done until the end of the add/drop deadline. See page 11 for details.

Course Add or Withdrawal after January 23 add/drop deadline

Adding a course after Add/Drop period is not normally permitted. Under extenuating circumstances, permission may be obtained from the University Registrar (signatures required). Administrative fee will be assessed for course additions requested after January 23.

Withdrawals made after January 23 must be completed by paper form available in the *Office of the Registrar* and are classified as late course withdrawals. Students will receive a prorated tuition refund according to the Prorated Refund Schedule below. After week 2, there will be **no refund** processed for Class Fees, Activity Fees and Student Association Fees.

Prorated Refund Schedule for Late Course Withdrawal (weeks 3 to 6)

Week 3 – 70% tuition refund Week 5 – 50 % tuition refund
 Week 4 – 60% tuition refund Week 6 – 40% tuition refund

Undergraduate students note: if the course you drop is within the Tuition Volume Discount range (15 to 17 semester hours) your refund will be adjusted accordingly.

Week 7+: You may only drop courses due to severe extenuating circumstances after week 6. There is no tuition refund.

Late Course Add and Withdrawal Schedule:

Add or Withdraw during these Weeks	Add? *	Drop?	Total Withdrawal?	Grade Assigned on Transcript
January 10 – January 23	Yes	Yes	Yes	None
January 24 – February 20 (Wks 3-6)	Yes **	Yes	Yes	W
February 21-March 26 (Wks 7-11)	No	No***	Yes	WP or WF
March 27 →	No	No	No	Grade earned

* or Change to Audit

** with permission

*** except for documented extenuating circumstances

Total Withdrawal from the Semester after January 23 add/drop deadline

Undergraduate students who wish to withdraw from all courses must complete the Withdrawal from University Form which is available at the *Advising Office*. SGS and ACTS students must meet with the *Graduate Studies Registrar* to complete appropriate paperwork. Tuition refund calculation is outlined below and applies to all students regardless of the amount of tuition paid or semester hours registered. The date on which the appropriate completed forms are submitted to the *Advising Office* or the *Graduate Studies Registrar* will be used by the *Office of the Registrar* to calculate refunds of tuition according to the schedule below. For further information see "Refund for Full Withdrawal" details on our website.

Prorated Refund Schedule for Total Withdrawal from Semester:

Dates for Total Withdrawal	Prorated Refund of Tuition
December 3 – January 23	100% refund of assessed tuition fees, less \$200* withdrawal fee
January 24 – January 30	70% refund of assessed tuition fees
January 31 – February 6	60% refund of assessed tuition fees
February 7 – February 13	50% refund of assessed tuition fees
February 14 – February 20	40% refund of assessed tuition fees
February 21 →	No Refund

*NOTE: If the *Office of the Registrar* has provided a Confirmation of Registration Letter for this semester, **the withdrawal fee is \$1000.00**

Modular Courses (Weekend and One Week courses): Modular courses can be dropped up to and including the first day of class, and full tuition for the course will be refunded less a \$50.00 Withdrawal Fee.

COMPLEMENTARY INFORMATION

Academic Probation

If an Undergraduate student has been placed on Academic Warning, Academic Probation, or Academic Accountability, it is in his/her best interest to complete all requirements stated in their probation letter from the Registrar. If you have any questions regarding probation requirements, please contact the University Registrar via registrar@twu.ca.

Auditing a Class

To study a credit bearing course without earning the credit, a student may choose to Audit the class. Contact registrar@twu.ca or come to the *Office of the Registrar*. Switching to Audit status is possible until January 23. After that date a course cannot be changed to audit status.

Collegium Membership

Commuter collegiums are available through the *Student Life Dept* and membership fees will be posted to student accounts.

Conferral Dates

See Completion Verification below.

Confirmation Request (www.twu.ca/registrar)

Students who require a confirmation of enrolment letter or form filled out can submit the Confirmation Request form available at www.twu.ca/registrar → *Forms* or at the *Office of the Registrar*. There is a service fee. Please allow a minimum of 2 business days for processing. If a letter is provided and a student subsequently changes his/her status from that confirmed by the letter, the student will forfeit \$1000.00.

Email communication from the *Office of the Registrar*

A campus email account (mytwu.ca) is assigned to each student after they register for classes. It is imperative for all students to activate their email account. All students are responsible to regularly check their email accounts for important registration and financial information.

Financial Appeals

A Financial Appeal may be submitted for unavoidable, unforeseeable and documentable circumstances beyond the student's control. The appeal (for items greater than \$100) must be submitted within the same semester to which the appeal pertains. Appeal forms are available in the *Office of the Registrar*.

Graduation

If you are planning to graduate soon, please fill out the online **Graduation Application form** at the Student Portal >> Courses and Registration. The **application deadline** is one year before you intend to graduate (see conferral dates below). ACTS students will be assessed a \$100 application fee. There is a late application fee. See also important details concerning graduation on our website at www.twu.ca/graduation.

(Graduation) Completion Verification Form

Students who have participated in the convocation ceremony with up to 6 outstanding degree requirements, and have subsequently completed their final degree requirements, must submit a Completion Verification Form (available online at: www.twu.ca/registrar >> Forms). Upon receiving the form, a final review of academic history will be conducted by the Graduation Dept., and the diploma parchment will be produced once the degree is deemed complete. **Conferral dates** at TWU are May 31 and December 31 each year.

Late Payment and Registration Fees

Important Dates are listed at www.twu.ca/registrar, and reminder notices are sent by email to students regarding registration and payment deadlines. Late fees will be applied according to our University practice, and details may be found on our website under Financial Information.

Letter of Permission (Transfer Credit)

If a TWU student plans to take courses at another institution with the intention to transfer the credit back into Trinity Western University, a Letter of Permission application must be completed. It is available from the *Office of the Registrar* and will ensure that chosen course(s) will transfer according to the program requirements. The course request will be evaluated and a copy of the Letter of Permission sent to the student and the institution offering the course. Certain letters of permission requests are subject to a service fee. After completion of the course(s), students must order an official transcript from the host institution showing the final grades for the courses taken, and have it sent to the *Office of the Registrar*.

Note: If students take a course at another institution in the semester prior to the graduation date, please be aware that many other institutions may be unable to provide final grades in time for our end of semester graduation dates.

Study Permits

International students planning to live in Canada for more than 6 months are required by the Government of Canada to secure a Study Permit in order to attend any recognized university in Canada. Please provide the *Office of the Registrar* with a copy of your Study Permit from Citizenship and Immigration Canada. For further information on study permits, visit the Citizenship and Immigration Canada webpage www.cic.gc.ca or see the Campus designate (registrar@twu.ca) in our office.

Transcript Orders

You may request your official transcript online at www.twu.ca/registrar → Transcripts. Transcript orders will be processed within 2 business days. Students are responsible to ensure the completeness of their unofficial transcript on the [Student Portal](#), before ordering the official copy. Due to the confidentiality of student records, transcripts are released only upon the formal request of the student. To ensure the protection of privacy, TWU will not accept transcript orders by telephone, email or by a third party.

Withholding of Documents

If there is any **outstanding indebtedness** to the University (ie. parking fines, library fines, etc.) or holds on your Student Account for any reason (e.g.: Study Permit expired, no proof of medical insurance), Degree parchments, Transcripts, Requests for Letters, Grade Reports, Student Schedules and any Changes of Registration will not be processed or released until such matters have been cleared with the *Office of the Registrar*.



Contact Details:

USA Mailing Address:

Office of the Registrar
Trinity Western University
Mattson Center
PO Box 1409
Blaine, WA 98231-1409

NOTE: use USA address
for envelopes
only.

Canadian Address:

Office of the Registrar
Trinity Western University
Mattson Centre
7600 Glover Rd.
Langley, BC V2Y 1Y1

Email: registrar@twu.ca
Phone: 604-513-2070
Fax: 604-513-2096

Websites:

Office of the Registrar
www.twu.ca/registrar

ACTS Theological Seminaries
www.acts.twu.ca

SGS School of Graduate Studies
www.twu.ca/graduate

UG Undergraduate Studies
www.twu.ca/academics



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