



## REGISTRAR'S OFFICE FREQUENTLY ASKED QUESTIONS

### **What are your office hours & Where are you located?**

Monday to Thursday - 9:00am to 5:00pm  
Friday - 10:00am to 4:00pm  
Room 166 (Windsor) and Room 134 (Chatham)  
Address: 2000 Talbot Rd.W., Windsor, ON N9A6S4

### **How do I contact your office?**

Email: [info@stclaircollege.ca](mailto:info@stclaircollege.ca)  
Phone: 519-972-2759  
Website: <https://www.stclaircollege.ca/registrars-office>

### **How do I apply for St. Clair College?**

Domestic: Please submit an application through the Ontario Colleges Application Centre: [www.ontariocolleges.ca](http://www.ontariocolleges.ca)  
International: International Application: Please follow link: <https://www.stclaircollege.ca/international/how-to-apply>. Please apply before February 1<sup>st</sup> for the equal consideration date.

### **What are your Admission requirements?**

Admission requirements for each program can be located on the program pages: <https://www.stclaircollege.ca/programs>  
For more detailed information and selection criteria for oversubscribed programs: <https://stclaircollege.ca/sites/default/files/inline-files/Admission-Procedures.pdf>  
Admission procedures can also be found: <https://stclaircollege.ca/programs/admission-procedures>

### **Who can I contact for help with picking a program?**

Please contact our recruitment team who can assist with program information:  
<https://www.stclaircollege.ca/future-students/recruitment>

### **Where can I find my program fees?**

Fee information can be found on the Registrar's Office website: <https://www.stclaircollege.ca/registrars-office>, under "Tuition and Fees".

### **I forgot my Student ID number. Where can I find it?**

The majority of communications/emails from St. Clair College contain your student number. If you cannot find it, please email the Registrar's Office at [info@stclaircollege.ca](mailto:info@stclaircollege.ca).

### **How do I apply for an Apprenticeship program?**

Apprenticeship programs are run by the Ontario Ministry of Labour, Training and Skills Development (MLTSD). If you are currently an Apprentice, and have received an Offer of Classroom Training Letter/Email from the Ministry, you are eligible to pursue the in-class portion of your apprenticeship at St. Clair College by filling out the request form at: <https://www.stclaircollege.ca/programs/apprenticeship/request-to-register>

### **Steps to Register:**

1. Have your Offer of Classroom Training from the Ministry available for reference
2. Complete, and submit the Online Request to Register Form
3. Receive a response email from St. Clair College with enrollment confirmation and instructions on how to pay your fees.
4. Pay your fees to confirm your seat. (Please note that your total fee differs from the amount shown in your Offer of Classroom Training. The total price will be indicated on your request to enroll form.)

**Your seat is not guaranteed until you have received a response from St. Clair College, AND your tuition fees have been paid in full.**

Please visit the Apprenticeship website for up-to-date information:

<https://www.stclaircollege.ca/programs/apprenticeship>

### **How do I contact the IT Dept for help with my account?**

Please visit the IT website: <https://www.stclaircollege.ca/it-services>

### **How do I contact the International Department?**

Please see the International Department website: <https://www.stclaircollege.ca/international> or email: [International@stclaircollege.ca](mailto:International@stclaircollege.ca). For Department contacts, please see: <https://www.stclaircollege.ca/international/contact>.

### **Where can I find forms that I need?**

Please see the Forms menu on our website: <https://www.stclaircollege.ca/forms>

### **What happens after I accept my program on OCAS?**

Starting in May, the Registrar's Office will begin emailing tuition deposit information. Paying your tuition deposit is the next step to secure your registration. Tuition deposits are due June 1<sup>st</sup> each year.

### **How can I make payment for my tuition?**

Payment is made online through your banking app or in person at your bank. Please see the Registrar's Office website: <https://www.stclaircollege.ca/registrar-office> for a video with step-by-step instructions how to pay.

To pay online:

- 1.. Select - Pay a bill
2. Click "Add a payee"
3. Then add "St. Clair College" as the payee
4. Your account # is your student number, which is 7 digits (if 8 digits are required, please add an extra zero to the front)
5. Enter the amount you wish to pay
6. Click "ok"

\* Please allow 3-5 business days for the college to receive your payment.

For International payments, please refer to this website: <https://www.stclaircollege.ca/international/how-to-make-a-payment>

### **Does my deposit fee payment/tuition deferral count towards my tuition fees?**

Yes, the payment of the deposit will be applied towards the program fees for your term (Please note: this \$100 is non-refundable should you withdraw).

**Do I pay a tuition deposit before the start of each term?**

No, the non-refundable tuition deposit is only required once per academic year, unless you choose to switch your program of study during the academic year.

**I am a sponsored student, do I have to pay the tuition deposit?**

No, sponsored students are not required to pay their initial deposit to secure their seat in the program. *Please ensure that your Sponsor emails their Sponsorship information to the Registrar's Office: [info@stclaircollege.ca](mailto:info@stclaircollege.ca) and you have completed the Agency Sponsorship form.*

**I am a Second Career student, do I have to pay the tuition deposit?**

Yes, Second Career students are still required to pay their initial deposit to secure their seat in the program.

**What are the additional/ancillary fees that are listed on my account?**

Please refer to the "Student Fee Structure" information that can be found on the Registrar's Office website: <https://www.stclaircollege.ca/registrars-office>

**Where do I obtain my St. Clair One/Blackboard password?**

St. Clair College's new Identity Management System is branded St. Clair One. This will enable St. Clair students and staff to access college resources through [my.stclaircollege.ca](https://my.stclaircollege.ca)

With St. Clair One Password Management Portal, students can manage their passwords on their own. Offered in the portal is change (manage) password, forgot password, passcode (code given via the helpdesk) and set up/modify personal security questions. The features of this new system will not be activated until you have set up your personal security challenge questions by going to the **St. Clair ONE Password Management Portal**.

To activate your St. Clair One account, please visit the IT website: <https://www.stclaircollege.ca/it-services>

**How do I get my One-Card?**

Please visit the website: <https://www.stclaircollege.ca/onecard>. Email is [onecard@stclaircollege.ca](mailto:onecard@stclaircollege.ca) or phone: 519-972-2727 Ext. 4177

**Do you offer tutors?**

Yes. Please refer to the website of <https://www.stclaircollege.ca/student-services/tutoring-services> or email: [tutoringservices@stclaircollege.ca](mailto:tutoringservices@stclaircollege.ca)

**How do I change my address in SIS?**

It is the responsibility of the student to update their address on SIS if they move to a new location or are a new arrival: *Main Menu > Self Service > Campus Personal Information*

\*If you are utilizing OSAP, it is imperative to update your OSAP web account as well

\*If you are an apprentice, it is imperative to update the Ministry of Labour, Training, and Skills Development (MLTSD) as well

**How do I change my name in SIS?**

You will need to notify the Registrar's office in person or by email to have them make the change in the student information system. Students must provide legal documented proof to change their name. (Examples: Marriage certificate, divorce decree, Certificate of Name Change, driver's license). Once it is updated by the Registrar's office, the IT systems will be updated - please allow 24 to 48 hours for changes to take effect.

\*If you are utilizing OSAP, it is imperative to notify the Financial Aid Office of these changes as well

### **What does it mean if I have been placed on a waitlist for a program I applied for?**

You may be waitlisted for a program if there are more acceptable candidates than available seats. If any of the accepted applicants decline the offer of admission or fail to register, you may be taken from the waitlist. The waitlist is for the term to which you applied; it is not carried over from one term or one application year to another. To find your position on the Waitlist, please contact the Program Admissions Officer. Please see the Program Contact list on the Registrar's Office website: <https://www.stclaircollege.ca/registrar-office> for names and phone numbers.

### **Where do I find electives and how do I enroll?**

For a list of current electives, please see the link at the bottom of the Registrar's Office website: <https://www.stclaircollege.ca/registrar-office>. At this location, there is also a **link with Step-By-Step instructions on how to select your elective.**

\* Please ensure you are selecting a list for your specific campus.

### **How can I get my tuition / fee receipt?**

Students can access their account through your SIS: Main Menu/Self Service/Campus Finances/View Student Bill

### **How can I get a copy of my college transcript?**

Transcript requests can be requested by emailing: [transcripts@stclaircollege.ca](mailto:transcripts@stclaircollege.ca).

To fulfill your request the following information must be included: **Student's full name, Date of Birth, Student ID, and email address that the transcript is to be emailed to.** Please allow 3-5 days for processing (If you do not know your Student ID number, please provide the last 3 digits of your Social Insurance number).

\*If end of term transcripts are required, the request cannot be made until one month PAST the end of your completion date.

### **How can I obtain my Proof of Enrollment?**

You can print your Letters of Enrollment (for RESP withdrawals, work permit applications, insurance purposes, etc) through your SIS account: *Main Menu/Self Service/Academic Records*

### **How do I obtain my Graduation Letter?**

Once grades have been posted, you can print off your Graduation Letter from your SIS account: *Main Menu/Self Service/Academic Records*

### **How do I obtain my tuition receipt for my tax return?**

At the end of February each year, you can print your T2202 tuition tax receipt through your SIS account: *Main Menu/Self Service/Campus Finances/T2202 Tuition Tax Receipt*

\* Please ensure that you input your Social Insurance Number on your SIS account so your receipt can be generated with accurate information. This can be done by logging into your MYSTCLAIR student portal:

- From Main Menu on the left side of your screen, select "Self Service"
- Select "Social Insurance Number"
- Select "SIN Entry Tax Forms"
- Enter and confirm your SIN in the fields provided
- Check " I consent to the use of my Social Insurance Number for tax purposes by St. Clair College"
- Click "Save" once you ensure the information entered is accurate

### **There is a credit on my student account, how do I obtain these funds?**

If there is a credit on your account that requires a refund, you can request a refund through your SIS account. Please see the Registrar's Office website: <https://www.stclaircollege.ca/registrar-office> for step-by-step instructions (on the right side). Please be advised that it is the responsibility of the student to ensure the current address in the college system has been updated as that is where the returned funds will be sent.

### **Why do I have a HOLD on my account?**

There are a variety of reasons that a student account may be on hold. There could be tuition fees owing, outstanding parking tickets, library fees etc. It is the students' responsibility to monitor their account throughout the and to resolve so access can be renewed. You can access your account through your SIS: *Main Menu/Self Service/Campus Finances/View Student Bill*

### **What happens if I am on a dismissal from my program?**

You will need to get in touch with your program Coordinator or Chair to be re-enrolled back into the program, provided you meet the academic requirements.

### **Can I get another Diploma or Certificate if I have misplaced mine?**

Please note there is a \$15.00 fee for each additional Diploma or Certificate to issue a replacement. To order a replacement Diploma or Certificate, please:

Email the Registrar's Office at [info@stclaircollege.ca](mailto:info@stclaircollege.ca). You will be asked to verify your account information & make a \$15 payment online. Once the payment is received on your College account, the replacement Diploma or Certificate will be mailed to the address provided or the address on your SIS account.

### **What is the process to apply for a Transfer Credit/Advanced Standing?**

Please refer to the Registrar's Office website: <https://www.stclaircollege.ca/registrars-office> for Step-By-Step Instructions and for the Transfer Credit Request Form.

To request a credit transfer, please email your completed package to the Registrar's Office at [info@stclaircollege.ca](mailto:info@stclaircollege.ca). A completed transfer credit package includes:

1. A completed request for Transfer of Academic credit form
2. Official, unopened transcript from previous institution \*\*
3. Course outlines for courses previously taken
4. Payment . \* There is a \$25 fee per course requested; to a maximum charge of \$100 per submission

\*\* If your institution can email OFFICIAL transcripts in PDF format, this would be acceptable as long as the email is directly from your institution & is sent to [transcripts@stclaircollege.ca](mailto:transcripts@stclaircollege.ca) with "CREDIT TRANSFER" included in the subject line.

\*Please note: ALL requests can take 2-4 weeks to be completed and courses should not be dropped until students have verified on their SIS or via email that the request has been granted.

### **How do I add or drop a course?**

You must see the appropriate program/subject Chair, or Coordinator if you wish to add a course(s) or withdraw from a course(s).

You may **"add"** courses during the first 10 (ten) days from the start of classes. <sup>[1]</sup><sub>SEP</sub> You may **"drop"** courses within the first two-thirds (2/3) of a given semester. If you drop courses during this time period you will notice that "DROPPED", "DROP", or "DR" will appear on your record.

You may be permitted to drop a course(s) after the "drop" period, excluding the last week of any semester, with the permission of the academic Chair. Grades of Withdraw/Passing (WP) or Withdraw/Failing (WF) will be assigned by the instructor(s) based on your performance at the time of withdrawal. It is your responsibility to complete the paperwork for the assignment of a 'WP' or 'WF'. (Please note: WF' is calculated in the Grade Point Average for the semester, 'WP' is not).

**IMPORTANT:**

- NO REFUND will be given for courses dropped after the first 10 days of classes or for Advanced Standing requested after the first 10 days of classes.
- NO COURSE(S) CAN BE ADDED after the first 10 days of classes in any semester.
- NO COURSE(S) CAN BE DROPPED during the last week of any semester.

*PLEASE NOTE:* If adding a course(s) brings your course contact hours above the program maximum hours, additional fees will be assessed

\* It is your responsibility to ensure that your Account Summary matches the timetable that you are following. For example, if after registering, any changes in courses or sections occur in your program, you must see the appropriate program/subject Chair or Coordinator to correct your registration. Please remember, that if you remain registered in a course you are not taking, an “F” grade will automatically be assigned to that course on your grade report and your transcript. If you take a course which is not listed on your registration, you will not receive credit for the work you have done in that course.

### **How do I withdraw?**

Should you decide to withdraw from the College, *it is your responsibility to complete an official College Withdrawal Form and submit it to the Registrar’s Office on, or before, the deadline date* \* Non-attendance does not mean “withdrawal”. (\* Deadline dates are posted on the Registrar’s Office website). You can find the form here:

<https://www.stclaircollege.ca/forms>

If you fail to complete an official College Withdrawal Form and submit it to the Registrar’s Office, you will be liable to the College for any and all outstanding fees for which you have been assessed and have not paid for the semester in which the withdrawal occurs (see Receiving a Refund). An encumbrance may be placed against your record should you fail to follow the official withdrawal procedures.

Students who are not granted Ontario Student Assistance Program (OSAP) funds or who have a fee deferral deposit on file with the College, should take special note of the paragraph above. Please be sure to complete a College Withdrawal Form regardless of when you find it necessary to leave during the semester. A College Withdrawal Form will be mailed to you if requested by phone. However, the telephone contact does not make the withdrawal official. Only a receipt by the Registrar’s Office of a completed, signed Withdrawal Form makes the withdrawal official. The original Withdrawal form or an emailed copy will be accepted to [info@stclaircollege.ca](mailto:info@stclaircollege.ca).

For International withdrawals, please follow link: <https://www.stclaircollege.ca/international/withdrawal-refund-policy>

### **What is the process for a grade appeal?**

Please see the Registrar’s Office website: <https://www.stclaircollege.ca/registrars-office> for Grade Appeal instructions. Also, please refer to the Student Guide for Grade Appeals for important steps & detailed information: <https://www.stclaircollege.ca/sites/default/files/inline-files/Grade-Appeals-Student-Guide.pdf>

- College policy specifies a \$25 fee is required to file each grade appeal and that a grade appeal must be filed at the Registrar’s Office within 10 college business days of the official communication to the student of the final grade in a course.

### **How do I know if I am eligible to graduate?**

It is the responsibility of the student to ensure all your courses, general electives and any additional requirements, including any co-op requirements, are complete with a minimum cumulative GPA to be eligible to graduate. If you have questions or concerns, please contact the Admissions Office at Registrar's Office. A listing of the Program Contacts can be found on their website: <https://www.stclaircollege.ca/registrars-office>. You can also phone the general phone number at 519-972-2759 or email [info@stclaircollege.ca](mailto:info@stclaircollege.ca).

- **Full-time students:** As a full-time student completing your program, you do not need to apply to graduate. Information will be sent to your college email address.
- **Part-time students:** As a part-time student completing your final course(s) in your program wishing to graduate, you must connect with the Admissions Clerk for your program in the Registrar's office to ensure that all information in your account is up-to-date prior to graduation.

### **How do I contact the Financial Aid/OSAP Office?**

Please email [financialaid@stclaircollege.ca](mailto:financialaid@stclaircollege.ca) or visit their website: <https://www.stclaircollege.ca/financial-aid>

### **Do I need Health Coverage if I have my own?**

For Domestic Students, Health coverage is provided by your Student Government, who can be reached by phone at 519-972-2716. Website is: Windsor: <http://www.stclair-src.org/>; Chatham: [www.stclair-tsi.ca](http://www.stclair-tsi.ca).

For International Students, it is mandatory for all international students in Canada on a study permit to have medical insurance coverage while you are here. This is provided through Campus Care, Website: <https://www.campuscare.ca/>

**\*For Domestic students: To OPT-OUT of your coverage, please visit: <https://wespeakstudent.com/home/21-st-clair-college>**

### **How do I know what books I require?**

Please see the Bookstore website: <https://www.stclaircollege.ca/student-services/on-campus-services/bookstore>. For online purchases: Windsor: [www.stclairwindsorshop.ca](http://www.stclairwindsorshop.ca) ; Chatham: [www.stclairthamesshop.ca](http://www.stclairthamesshop.ca).

### **Where can I find information regarding my Placement requirements?**

Please refer to the Clinical Clearances website: <https://www.stclaircollege.ca/programs/clinical-placement-requirements>

### **How do I enroll in Continuing Education classes?**

Please visit the Continuing Education website: <https://www.stclaircollege.ca/con-ed>. You can also email the Continuing Education Department at: [coned@stclaircollege.ca](mailto:coned@stclaircollege.ca) or phone 519-972-2711 (Windsor), 519-354-9100 (Chatham) or 1-800-387-0524 (Toll-Free)

### **Is there paid Parking at the College?**

Yes. For Parking information, please refer to the Parking website: <https://www.stclaircollege.ca/parking>. You can email at [parking@stclaircollege.ca](mailto:parking@stclaircollege.ca) or by phone: 519) 972-2727 Ext. 4515 (Windsor) (519) 354-9100 Ext. 4515 (Chatham). Fax: (519) 972-2735