As the Fall Semester nears completion, the Registration Centre wishes you the best of success in your exams, papers, and projects. This has been an unusual semester and we appreciate everyone’s patience and understanding as we have all been finding new ways to continue our delivery of meaningful and engaging educational opportunities. This brochure provides answers to frequently asked questions from students. If you still have questions, the Registration Centre Team is available to provide assistance with anything we haven't covered here.

In addition to the information in this brochure, you should also become familiar with the general regulations in our online Calendar at viu.ca/genreg and for the latest updates visit viu.ca/covid.

**Your Online Student Record**
Your student record is available at [my.viu.ca](http://my.viu.ca). Most registration services are available online; you can see your grades, update your address, add or drop courses, check your place on waitlists, review your fees, and much more.

**Fall 2020 Grades**
Your grades will be posted to your online student record by Saturday, January 2, 2021. If you wish to appeal a final grade, the appeal procedure is available from the Registration Centre. You must begin an official grade appeal within 10 working days of the date the grade is assigned (excluding University holiday closures).

**Waitlist Procedures**
If you are on a waitlist and a seat becomes available to you prior to the first day of the semester, we will put you in the class. The waitlist procedure changes during the first six days of the semester:
- From Thursday, January 7, 2021 to Thursday, January 14, 2021 you must check your online student record each day.
- If a seat becomes available for you, it will be “Held” temporarily. If you still want that class, you can claim your held seat that day online or by calling a Registration Centre.
- If you do not claim the seat on the day it's held you will be removed from the waitlist.

Remember to drop waitlisted courses if you are no longer interested or you may be charged for them.

**Adding Courses**
You can add a Spring Semester course until Thursday, January 14, 2021 online or by calling a Registration Centre. If you want to add a course after that time, you must obtain permission from the instructor and follow the instructions on the Registration Services web page.

**Dropping Courses**
If you register for a course and then decide you don't want it, you must officially drop it online or by calling a Registration Centre. Please take note of these important deadlines if you are considering dropping a course:
- If you drop all your courses between Thursday, January 7, 2021, and Wednesday, January 20, 2021, you will be assessed a fee of $200 for the semester.
- If you drop any course on or before Wednesday, January 20, 2021, you will not be assessed fees for it as long as you remain enrolled in at least one course that semester.
- If you drop any course after Wednesday, January 20, 2021, you will be charged full fees for it.
- The last day to drop a course to avoid getting an “F” grade assigned is Wednesday, March 31, 2021. (Under documented exceptional circumstances you may request a late withdrawal after this time. Please consult with a Registration Centre for further information.)

**“No Show” Policy**
If you register for a course but decide you do not want to take it, you must officially drop it. It is not enough to inform your instructor or to just not show up.

If you don’t officially drop a course, you will be required to pay for it, and you will receive a grade of “F”.

If you are unable to participate at the start of a semester you can maintain your registration status for up to two weeks by notifying the instructor of your absence by email prior to the first scheduled class.
Important Dates for Spring Semester 2021

January 7 (Thursday):
First day of classes for the Spring Semester.

January 20 (Wednesday):
Last day to drop a Spring Semester course without having to fully pay for it. Students who completely withdraw from all courses by this date will be assessed a fee of $200 for the semester.

January 21 (Thursday):
Spring Semester fees due. Fees will be calculated based on course enrolment as of this date.

February 1 (Monday):
Any unpaid Spring Semester fees will be assessed a 10% late fee.

February 15 (Monday):
Family Day – University closed.

February 16-19 (Tuesday - Friday):
Study Days for Academic Programs.

February 26 (Friday):
Students with Spring Semester fees owing will be deregistered from courses.

March 31 (Wednesday):
Last day for academic penalty-free withdrawal from Spring Semester courses, or to change from credit to audit (or vice-versa).

March 31 (Wednesday):
Last day for academic penalty-free withdrawal from 8-month courses that started in September.

April 2-April 5 (Friday/Monday):
Good Friday / Easter Monday; University closed.

April 16 (Friday):
Last day of classes for Academic Programs.

April 19 (Monday):
First day of final examinations.

April 28 (Wednesday):
Last day of final examinations.

May 7 (Friday):
Final Spring Semester grades due from instructors.

Prerequisites for Courses
Check your online student record to ensure that you meet prerequisites for courses: click on “Web Registration”, “Register” for the Spring 2021 Semester, and then “Check Prerequisites.” Any unmet prerequisites will be noted in red print. Please withdraw from courses if you will not meet the prerequisite.

If you do not meet course prerequisites, you are not eligible to take that course and may be deregistered. Prerequisite checking is a lengthy process that continues throughout the first two weeks of classes, and by the time you are deregistered, it may be too late to register for another course.

If you would like to have a prerequisite waived, you must obtain approval from the Department Chair. Please ensure permission is granted as soon as possible and no later than Monday, December 7, 2020. The Chair will notify the Registration Centre of this waiver.

Spring Exams
Make sure you are available during exam dates: April 19–28, 2021.

Exam schedules will be posted in your online student record in early March.

Academic Probation Policy
If you have obtained a grade point average (GPA) of less than 2.0 (“C”) from at least 9 credits attempted during the period of May 1 to April 30, you will be placed on academic probation and the Advising Centre will contact you to offer assistance.

Refer to “Probation Policy” at viu.ca/genreg for more information.

How do I get my Tax Receipt?
In most programs, if you paid over $100 in combined tuition and activity fees during the 2020 calendar year, you are eligible for a T2202 tax receipt. Your tax receipt can be printed beginning February 1, 2021, by accessing your online student record. More information on T2202 tax receipts can be found at viu.ca/registration/T2202.

Money Matters
This section is for domestic students. International students pay fees according to the International Education policy; International students should consult their Advisor for information on fees and fee payment deadlines.

What will I need to pay?
You need to pay tuition and associated fees based on your course enrolment as of Thursday, January 21, 2021. Students who completely withdraw from all their courses prior to this date will be assessed a fee of $200. If you withdraw from any course after Wednesday, January 20, 2021, you must still pay for it.

When do I need to pay?
- Spring semester fees are due Thursday, January 21, 2021.
- If you have not paid your fees by Monday, February 1, 2021, a 10% late payment fee will be added to your account.
- If you have not paid your fees by Friday, February 26, 2021, you will be deregistered from your classes.

How do I pay?
- Recommended: Online banking through your financial institution. Your account number is your Vancouver Island University student number.
- By mail using a cheque or money order made payable to Vancouver Island University. Please write your student number on the cheque or money order.
- By sponsorship – it is your responsibility to ensure that your sponsorship letter is on record with the Registration Centre prior to Thursday, January 21, 2021.

Please note that VIU does not accept tuition payments by cash, debit, or credit card.

Health and Dental Plan
New full-time students taking courses associated with the Nanaimo campus will be assessed a fee of approximately $275 on behalf of the Students’ Union to pay for one year of Health and Dental coverage. This fee is due by Thursday, January 21, 2021. Students who already have comparable coverage may arrange to opt out of this plan by contacting the Students’ Union. See viusu.ca for more details. Any questions should be directed to the Students’ Union at 250.754.8866.
Leave of Absence
If you wish to temporarily withdraw from Vancouver Island University for any reason, you may apply for a leave of absence for the remainder of the current academic year and the following year. Apply to the Dean of your program for a leave of absence. When you return you will be considered a continuing student for the purpose of registration.

Transcripts
An official transcript is a complete record of your academic performance; it bears the signature of the Registrar and is printed on official transcript paper. Official transcripts can be ordered through your online student record or by calling a Registration Centre. The fee is $12 per copy. A rush transcript, ordered for same day pick up or mailed the next day, is available for $20 per copy.

An unofficial transcript is available to you at no charge from your online student record.

Scholarships, Awards and Bursaries
This year VIU students received over $3.5 million in scholarships, awards, and bursaries from the VIU Foundation. To be considered for this support, make sure your “Scholarship/Award/Bursary Profile” (located in your online student record) is up to date. For more information, visit viu.ca/FinancialAid.

Talk to an Educational Advisor
To discuss adding or dropping courses, or changes to your educational path, connect with an Educational Advisor. Email advising@viu.ca, or call the Advising Centre at any VIU campus:

- Cowichan: 250.746.3509
- Nanaimo: 1.888.920.2221 or locally, 250.740.6410
- Powell River: 604.485.2878

Students in degree programs are also served by our Degree Advisors. For contact information, please visit viu.ca/advising/currentstudents/degreeadvisors.asp

Summer Session 2021
Vancouver Island University offers a wide range of university credit courses between May and August. In January 2021 we will post a tentative list of summer courses on our website at viu.ca/SummerSession.

Confidentiality of Your Record
Photo identification is required to obtain services at Registration Centres in person. For services over the phone or online, we protect your student record by using your student number, your online student record password, and a security question and answer. You create your question and answer, and you may change it at any time.

A parent, spouse, or friend may not act on your behalf to conduct any business or make any detailed inquiries about your account without your consent. To authorize someone to act on your behalf when speaking to us, you will need to provide them with your student number and the answer to your security question. If you share this information with a third party, it is good practice to change it afterwards.

Holiday Hours
All campuses will close Wednesday, December 23, 2020 at 3:00 pm and will reopen on Monday, January 4, 2021 at 8:30 am. Please note that the semester starts Thursday, January 7, 2021.

Emergency Notifications
“VIU Safety” is an app available for Apple and Android devices. In addition to allowing us to send messages to you in times of emergency, the app provides up to date COVID-19 resources and features quick access to Campus Security, a personal safety toolbox, campus maps and more!

GPS: Program Planning
VIU’s Goal Planning System can be launched from your online student record. GPS will show how courses you have already completed can work towards your academic goals and will list courses you still need to complete.

We strongly encourage you to discuss your GPS results with your Degree Advisor or Program Chair.