

STUDENT FREQUENTLY ASKED QUESTIONS FOR STAFF AND FACULTY:

ACADEMIC ADVISING

I am not sure how to fit the courses I need for my program together. Where do I go to find out? Who do I talk to?

Academic advice is given by faculty advisors within each academic area. To make an appointment with an advisor, call or drop in and see the secretary of the department. If your concern is more about scheduling, stop in at the Student Information Resource Centre (SIRC) office, room 179, CAW Student Centre, and one of the staff will be able to assist you.

I'm interested in taking a minor in a field quite different from my major. Can I do this? How can I find out?

A minor is not required but is available in most subject areas. You can find this information in the University Calendar in the individual program sections. A minor requires the completion of six courses as specified by the regulations of the academic department. If after checking the Calendar you still have some questions, you should set up an appointment to speak with a faculty advisor in the department you wish to minor in.

ACADEMIC ASSISTANCE

I need help in one of my subjects. How do I go about finding a tutor?

First, take advantage of the professor's office hours - stop in and see him or her and ask your questions. Also, TA's and GA's are a great resource and are there to help you. If you feel like you need additional help ask your professor or TA. Also stop in at the department. The department secretary may be aware of students who are interested in acting as a tutor. You may also wish to place a poster with your contact information in the department so a student interested in helping could get in touch with you.

I'm not doing as well as I'd like to. Is there somewhere I can go to improve my study skills?

The Educational Development Centre (EDC) offers STEPS (Skills To Enhance Personal Success) Workshops to help you develop your study skills. There are six learning and study skills workshops to help you build the skills you need to reach your goals. There is a \$5.00 fee for each workshop to help cover the cost of materials, or you may purchase a "membership" for \$10.00. The membership entitles you to take any or all of the workshops. A schedule is published each semester and individual sessions may be

arranged to accommodate timetable conflicts. For more information contact the EDC, 253-3000, ext. 3288, or check out the web page <http://www.uwindsor.ca/steps>.

Writing papers is a real challenge for me. Is there someone on campus who can help me out?

The **Academic Writing Centre** located at 478 Sunset Ave. is the place to go for help. The free, non-credit services offered to all University of Windsor students include, writing assessment, workshops covering a variety of writing issues, small groups with specific writing assignments, one-to-one consultations.

Participation is strictly voluntary, but encouraged for those who might have trouble getting started; those who experience “writer’s block”; are concerned about style, grammar/mechanics, methods of documentation, or those who have any other writing concerns.

Instruction is specific to needs; so, students may take only those workshops suggested as a result of the writing assessment. Individual and small group appointments or workshop registration may be made by calling ext. 3405 or visiting the centre.

How do I verify how far along I am in my program and what else I need to take?

You need to obtain a Degree Audit Report (DARS) from the Student Information System (SIS) on the web. You can do this once you are logged into the SIS by clicking on the “Check Progress Towards Your Degree.” The DARS will show your progress toward the completion of your program and what requirements remain outstanding.

How the heck do I read a Degree Audit?

With persistence you can learn. However, if you need help, bring your DARS to the Student Information Resource Centre (SIRC), Room 179, CAW Student Centre. Someone at SIRC will be happy to sit down with you and explain your DARS to you.

How do I drop a course?

You can drop a course by using the Student Information System up (SIS) until the drop deadline. Dropping a course can have serious academic consequences so it’s always a good idea to speak to an academic advisor first. This way you have a full understanding of what the consequences will be before dropping anything.

What happens if I've been away for a semester or more and I want to return to school?

If a student misses either a Fall or Winter semester, he/she must fill out a Returning Student Application form available at the Office of the Registrar, or the Student Information Resource Centre. This form must be filled out and returned to the Office of the Registrar. You may also fill out the form on-line through the Student Information

System (SIS). If returning for Intersession the application is due by April 1st, for Fall semester August 1st and for Winter semester, December 1st.

I would like to appeal a grade I received. How can I do this?

First try to resolve the situation with your instructor. If you've done this and have not been successful, you may launch a formal appeal. The following is the excerpt from the University Calendar:

APPEALS

Before exercising their right of appeal against a grade, students should consult Senate By-Law 51, Examination Procedures, copies of which are available at the Office of the Registrar or at the University web-site. Students registered in the LL.B. program should consult the Academic Status regulations of the Faculty of Law.

All appeals must be made in writing to the appropriate Faculty through the Office of the Registrar, no later than three weeks after the final mark has been released by the Registrar. The official release dates are posted on the web. The appeal must be accompanied by a \$20 fee which will be refunded to the student if the appeal is successful. Students must submit a letter of rationale for the appeal, including relevant supporting documents.

Aegrotat Standing: A student who wishes to receive consideration on medical or compassionate grounds should communicate with the Office of the Registrar as soon as possible. A letter of rationale and supporting documents (e.g., the attending physician's letter) must be submitted to the Registrar forthwith.

ADDRESS CHANGE

How do I let the University know my new address?

You can easily change your address through the Student Information System <http://www.uwindsor.ca/registrar/sis/>. Once you have logged in click on "Update Your Address." You should also give the University your email address. From time to time the Registrar's Office needs to provide important information to all students and email is the simplest way.

ADULT STUDENTS

Are there any services offered for adult students?

Students who are a minimum of twenty years old and have been away from formal, full-time education for two calendar years may be admitted to the University as a Mature Students. If you are interested in applying as a mature student you can contact the

Registrar's Office, or speak to an advisor for mature student in the Student Information Resource Centre (SIRC), 253-3000 ext. 1414.

I'm an adult interested in attending university, but I do not have OAC credits. Is it still possible for me to be accepted?

Students may be considered under the Mature Student Policy, if prior to their proposed date of enrollment, they will be a minimum of twenty years of age and have been away from formal full-time education for two calendar years. Successful candidates will be admitted as degree students. Applicants who do not qualify for full-time degree programs may be considered for admission as a part-time student.

DISTANCE EDUCATION

How do I find out what distance education courses are available?

Schedules for Distance Education course are available on the Flexible Learning web site <http://www.uwindsor.ca/flexible>

How do I go about registering in a distance education course?

To register in a distance education course you must first be accepted as a University of Windsor student. If you have not applied, this is your first step. Applications may be submitted on-line and are available at <http://www.uwindsor.ca/flexible>

Once accepted, you can register by using the web registration system. Contact the Office of the Registrar if you have not received your access code. Make sure your address in the Registrar's student record system is current. Semesters start at the beginning of January, September and mid-May.

Once registered in the course you should order your course package from the University Bookstore: <http://www.bookstore.uwindsor.ca> Instructor and assignment information will be posted on the Flexible Learning web site a week before the semester start date. (<http://www.uwindsor.ca/flexible>)

CAREER AND EMPLOYMENT INFORMATION

I'd like to know what careers will be open to me when I've completed my program. Where can I go and who can I talk to?

There are a number of options available to you. First, you could visit the Co-op Education and Career Education Office. They will issue an access code to the on-line job postings and career information.

You can also visit your academic department. The department is an excellent resource on career possibilities since they will have the most current and up to date information

on careers relating to your area.

You can also visit the Educational Development Centre and speak to a Career Counsellor who will be able to let you know if you are heading in the right direction for the field you wish to enter, as well as provide you with a list of possible career choices based on your major. If you are uncertain which career you wish to pursue you can also take an interest test which upon completion will list possible careers suitable for you. The test is available for \$10.00.

CHILD CARE

Is child care available on campus? Where is it located? What are it's hours of operation?

Great Beginnings is the Day Nursery located at 820 California Ave. They care for children aged 18 months to 5 years. The centre will accommodate children with special needs, as there is a resource teacher on staff. The hours of operation are 8:00 a.m. to 5:30 p.m. The day nursery is a "co-op" and will require the parent to volunteer their time for one and a half hours per week at the centre. Child care spaces are assigned on a first come, first serve basis. Fee assistance is available.

CLASS INFORMATION

What is the University's policy on class attendance?

The University has no official policy on class attendance. Some professors do take attendance however. If you are concerned about your ability to attend classes you should check with your course instructors about their policies.

If classes are cancelled for any reason (bad weather, instructor is ill, etc.) how can I find out before I get to the University?

When the University (all classes and offices) are closed due to weather, announcements will be made by local radio and television stations. Closing of the University is a rare occurrence. Normally, when a class is cancelled (due to instructor illness, etc.) department secretaries are aware of the cancellation. If a student has reason to believe that a class may be cancelled, the student can call the departmental secretary for verification.

COURSE INFORMATION

Where can a get the University Calendar?

The official University of Windsor undergraduate and graduate calendars are the web calendars. There are a number of ways to access these calendars, including going to the Senate Office webpage www.uwindsor.ca/senate (this is the office that publishes both the print and web calendars) and clicking "Calendars". The web calendars will

contain the most up-to-date, accurate information, and should be referenced when making decisions about programs or courses verifying academic and program regulations. You may print sections of the calendars by clicking the printer friendly tab. Copies of the two-year print calendars are available at the Registrars Office or the Bookstore.

How do I find a description of a course?

Course descriptions can be found in the University Calendar, and courses are listed by number. Just find the number in the appropriate section of the Calendar and you will find the course description or you may check the SIS web-site and select the calendar year and Faculty.

You can also use the “Show Details of a Course” feature in the SIS. Simply input the course number and click on - “get course details.”

How do I find what pre-requisites I need?

Pre-requisites are listed in the University Calendar under the course description. Find the course you are interested in (listed numerically) and you will find a listing of the pre-requisite course(s). You can also check the SIS web-site and select the calendar year and Faculty.

Can I find out who the instructor of a course is?

Instructors for specific courses are listed in the schedule of course offerings for each semester. You can also find out who will be teaching a particular course by using the Student Information System (SIS) <http://www.uwindsor.ca/sis> Select the option “course details,” fill in the course number and the semester in the boxes and click on Submit. The results will give you the course schedule, location and the instructor’s name.

How do I find out what textbook I need?

Once you have decided what courses you wish to take, you can find out what textbooks you require by going to the bookstore or by searching on-line. If you go to the Bookstore you will find a manual located on the service desk on the lower-level (textbook section) of the bookstore. Courses are listed by number and instructor with the required textbooks. If you want to search on-line go to <http://www.bookstore.uwindsor.ca> - click on “textbooks” input your course numbers and click on Search.

How do I go about dropping a class?

A student can only drop a course during the designated withdrawal period in a semester (approximately first eight weeks of a semester). The exact dates of the withdrawal period are listed in the Calendar each academic year under “Important Dates.” In order

to drop a class, during the withdrawal period, a student may log-in to the SIS, select the link "Register Add/Drop Courses" and proceed to drop the course. Remember, dropping a course is a serious academic decision and should only be done after consulting with an academic advisor or faculty advisor in your department.

Will I be notified if my course section is cancelled?

If the entire section has been cancelled then you will be notified as long as the Registrars Office has your current email address.

If an individual class has been cancelled by the professor due to illness, weather etc. you may not be contacted, however there should be a note on the classroom door indicating that the class has been cancelled.

INFORMATION TECHNOLOGY

How do I get an e-mail account?

Information Technology Services (ITS) is located at the south end of the CAW Student Centre. To obtain an e-mail account go to ITS along with your student card, your four-digit telephone registration number and your birth date. One of the student computer consultants will set you up on a computer terminal where you follow on-screen instructions. The system will give you your user id, and then you will enter a password. After you have completed this process your e-mail account will be activated within 24 hours.

GRADUATION

I plan to graduate after next semester. What do I need to do?

You need to apply to graduate. The deadlines for your application to be submitted are February 15th for Spring graduation and June 30th for Fall graduation. Once your application has been submitted you will be sent information on graduation from the Registrar's Office.

SPECIAL NEEDS

I have a disability and require special services. Where do I go for help?

The [Special Needs Office](#) is the primary resource area for students with special needs and can arrange for classroom or exam accommodations. While maintaining strict confidentiality, the Special Needs Office will assist in advising university faculty about what will be required to satisfy accessibility.

Students are encouraged to identify themselves as early as possible to ensure that necessary accommodations are made when classes begin. A meeting with the Special

Needs Co-ordinator is required before services may be arranged.

It is the responsibility of the student to make the initial contact with the Special Needs Office to identify individual needs and to request services. This can be done through an appointment (ext. 3463)

Barrier-free housing is also available at the University of Windsor. Students who are interested in the convenience of living on campus are encouraged to contact Residence Services regarding appropriate living arrangements.

EMERGENCIES

How can my family contact me in the event of an emergency?

Have your family call the Student Information Resource Centre (SIRC), 253-3000 ext. 1414, and they will find you at your next class.

EXAMS

What do I do if I miss an exam due to an emergency?

If you know before the exam, let your professor know that you will miss the exam. If the nature of the emergency does not allow you to contact the professor beforehand, get in touch with your professor as soon as possible afterwards. You will need to supply documentation as to the nature of your emergency (i.e., a doctor's note if you were sick or in an accident, a copy of a death certificate if you missed your exam due to a death in the family, etc.). With the proper documentation the professor can make alternative arrangements for you to write the exam.

How do I know when and where my examination is?

The time of your exam is set when the course is scheduled. Once you have registered for your courses you can view your exam schedule by choosing the "View Exam Details" link on the main SIS page. This option will show you the date, time, location and duration of your exam. Most instructors also make announcements in the class so students know where and when the exam is to be held. If you need help determining the location of a final exam you can also contact the Student Information Resource Centre (SIRC), Room 179, CAW Student Centre, 253-3000, ext. 1414.

I have three exams scheduled for the same day. How can I change this?

The quick answer is that you can't. You need to consider your exam schedule when registering for your courses. The onus is on the student to be sure that you have no exam conflicts or too many exams on the same day. If you do find yourself in a situation, you can apply to the Vice-Provost to have one of the exams moved to another

date. This application must be submitted in the first three weeks of the semester, and there is no guarantee that any of the exams will be moved.

You may also speak to your professors. You may be fortunate enough to have an understanding professor who will allow you to write one of these exams at an alternate time, but the professors are under no obligation to accommodate you.

How do I know how much my final exam is worth?

This information is included on your course outline that your instructor handed out at the beginning of the semester. If you have lost or misplaced your course outline, check with your instructor or Teaching Assistant.

EXCHANGE PROGRAMS

Where do I go to find information on exchange programs?

To find out more about the various exchange programs the University offers get in touch with Windsor International or check out the web-site at://www.uwindsor.ca/exchange For more information contact Cindy Wills at 253-3000 ext. 2010 or email cindy@uwindsor.ca

MISCELLANEOUS

Are lockers available for off-campus students?

Yes, lockers are available for students in the CAW Student Centre. They can be rented by contacting staff at the Information Desk in the commons area of the CAW Student Centre.

Where do I get my student card? And where do I validate the card?

You can obtain and validate your student card at the Information Desk in the CAW Student Centre. Your card will need to be validated after every semester, in order to have access to certain services.

Where do I find information on the Leddy Library?

The Library has it's own [web-site](http://www.uwindsor.ca/leddy). You can find answers to your questions there. <http://www.uwindsor.ca/leddy>

Where can I eat on campus?

There are many places that serve food on campus.

- Marketplace and Thirsty Scholar located inside the CAW centre.
- Crocodile grill and Chez Vanier café are located in Vanier Hall.

- Dividends located inside the Odette school of Business.
- Williams Coffee Pub located inside the Leddy library.
- Bru Coffee House located inside the Alumni residence.
- The Gavel located in the basement of the Ianni school of Law.
- HELC Coffee House located inside the Toldo Health & Learning Center.

What is the Peer Support Centre all about?

The Peer Support Centre is a safe place where students can get personal support from trained student volunteers who devote their time to helping other students in a confidential setting. It's located in room 296, CAW Student Centre, ext. 4617. You can also reach them by email at peersupport@uwindsor.ca

I need a tuition receipt. Where do I go?

The Cashiers Office will provide you with a tuition receipt. They are located in Chrysler Hall North on the main floor.

Where is the Document Imaging Centre?

It is located in the basement of Chrysler Hall. The easiest way to find it would be to take the elevator from Chrysler Hall Tower to the lower level. Once you get off the elevator, the doors of the Document Imaging Centre are right there.

Are there any employment/volunteer opportunities on campus?

There are many opportunities for students at the University of Windsor. To have someone lay out all of your options, contact the Student Information Resource Centre (SIRC) office, room 179, CAW Student Centre, and one of the staff will be able to assist you.

Fees and Financial Aid

What are all of these extra fees, and why do I have to pay them?

The "extra" fees are called ancillary fees. They are charged to all students in addition to tuition to cover the cost of extra services such as, student government, medical and health services, accessibility to recreational facilities, etc. The fees are reviewed by the Ancillary Fee Committee which operates by a protocol determined by the Provincial Ministry of Education and Training. The Committee is made up of University personnel and students. The committee considers which services are necessary for students and how much can be charged to provide these services. The recommendations of the committee are then sent to the University of Windsor Board of Governors for consideration.

GRADES

How can I compute my GPA?

You really don't need to calculate this on your own. It will show up on your transcript which you can access through the SIS. If you are interested in doing your own calculation however, you can calculate your own GPA by adding the grade points from your letter grade and dividing by the number of courses you have completed. This only works however, if all the courses you have taken are 3.00 credit hours. If one or more courses are more or less credit hours, then you would have to weight the course in your calculation appropriately.

The letter grade points are as follows:

A+	13	B+	10	C+	7	D+	4		
A	12	B	9	C	6	D	3	F	1
A-	11	B-	8	C-	5	D-	2	F-	0

What's the difference between my major average and my cumulative average?

Your major average is the average of your grade points from courses taken toward your major. Your cumulative average is the average of the grade points earned from all the courses you have taken to date.

What's a sessional average?

Your sessional average is the average of all grade points earned within a specific term. You must achieve at least a D- in order to pass a course. However, an average of D- is not sufficient for you to continue in your program.

What grade point average do I need to continue in my program?

It really depends on the program you are in. Check the University Calendar for the requirements for your program. The minimum requirement for continuation "in good standing" in most programs is a cumulative grade point average of 5.0 (C-). If a student has not met the minimum requirement at the end of any term he/she will automatically be placed on probation.

I just found out I'm on probation. What does this mean? How do I get off probation?

Being placed on probation means you have one more semester to turn things around. If your cumulative average is between 4.0 and 4.9 the student normally will be allowed to continue on probation until the next evaluation period. By the subsequent evaluation period your cumulative average must be raised to at least 5.0 to be removed from probation, otherwise, you may be required to withdraw.

If your cumulative GPA falls below 4.0 you will be required to withdraw. Notice of the requirement to withdraw is included on the final grade report. A student who receives this notification has the right to appeal. The appeal must be in writing to the office of the Dean within six weeks of the release of the grade reports by the Office of the Registrar.

I just received my midterm grade. I didn't do so well. Where do I go for help?

The first place to go for help is to your Professor or Teaching Assistant (TA). Your TA will be able to explain why you are experiencing difficulty. You may also want to enroll in the STEPS workshops which give specific strategies on how to study for exams. Information on STEPS can be found on the [STEPS web-site](#). You can also stop into the Educational Development Centre (EDC) 117 Dillon Hall, 253-3000 ext. 3288 and get information on there.

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What do I need to do to be on the Dean's list?

The Dean's list recognizes students who maintain high academic performances within their departments. Students must have a cumulative average of 11.0 and have completed at least 10 courses.

What do I need to do to be on the President's list?

The President's Roll of Scholars is awarded to students who maintain a cumulative average of 11.5 or higher and will be recognized by the University as University Scholars.

HEALTH SERVICES

Do I have a drug plan?

It depends on your student status. Full-time undergraduate students are covered under a drug plan provided by the University of Windsor Students' Alliance. Part-time Undergraduate Students share the same drug plan, however, they must opt-in if they wish coverage. Opting-in for Part-time undergraduate students is done at the OPUS office, extension 3603, room 172, CAW Student Centre.

Graduate students are automatically enrolled in their own Health and Drug plan.

What's covered under my drug plan?

You should contact the administrator of your drug plan. For undergraduate students, contact UWSA at ext. 3600, for graduate students, contact GSS at ext. 3915.

I don't need the drug plan. Can I opt out and receive a refund?

If you have coverage through a spouse or parent you can opt out of the UWSA plan and receive a refund. Normally, the opt-out dates are during the first two weeks of a semester. Contact the UWSA office, ext. 3600 for specific dates.

HOUSING

I'm looking for a place off-campus to live. Where can I find a list of housing close to the University?

A link to a housing list is provided by the University of Windsor Students' Alliance (UWSA). Please note that this list is a service offered to students by UWSA. Neither UWSA or the University has any responsibility for the properties listed, the rents charged, or agreements students may enter into with landlords. You can search the list on line from the UWSA web site <http://www.uwsa.ca>

PARKING

What is the parking situation?

There are 19 public parking lots available on campus which offer "Pay and Display" parking. You may also purchase a parking permit which allows you to park at any time without having to have change to purchase a "display ticket." Permit inquiries can be made at Parking Services, on the second floor of the CAW Student Centre, 253-3000, ext. 2413.

How do I get a parking pass?

You can purchase a parking permit at the Campus Police Office located on the second floor of the CAW Student Centre. Permits can be purchased for the entire school year or they are also available on a monthly and weekly basis, but there may be some restrictions.

If you use the "pay and display" lots you will be paying to park based on an hourly rate.

RECREATION

What kinds of recreational activities are available?

There are various recreational activities available on campus. If you are interested in joining a club you can go to the UWSA Office or the Student Information Resource Centre to get a list of the Clubs on Campus. For more information visit the Clubs and Organizations web-site at <http://www.uwsa.ca/clubs/index.asp>

The St. Denis complex has a weight room, pool, track and various courts including basketball, volleyball, and badminton. Equipment sign out is also possible with a valid student card. For more information on Sports and Recreation visit <http://www.uwindsor.ca/athletics/>

Do I have to pay to use the St. Denis Centre?

Well, yes, but the cost is part of your ancillary fees. You do not have to pay at the St. Denis Centre complex if you present a valid student card. Without the card you will have to pay a visitors fee. However, there are various activities which may have a separate fee such as fitness classes, personal trainers, intramural sports teams, swimming, tennis lessons etc. For more information on the programs that the St. Denis Centre offers visit <http://web4.uwindsor.ca/athletics>

REGISTRATION

How do I register for my classes?

In order to register for your courses you must use the web registration system, Student Information System (SIS). Each student is assigned a specific date and time for when they can register. In order to use this system you will need to use your access code which you will receive with your registration package as well as your student number. Once you have selected your courses you can make any changes to your schedule through the SIS. The system also allows you to search for open sections of courses, to review the courses you have selected and to list the specific details of a course. (meeting times, exam slot, etc).

I have forgotten my PIN number/Access Code. How do I find out what it is?

If you have forgotten your PIN number/Access Code you will need to contact the Registrar's Office to obtain it. They will not give out an Access Code over the phone and you must present your student card or some other form of photo identification to the clerk at the Office of the Registrar.

How can I find out what sections of a course are open?

To find open sections of courses you can use the Student Information System (SIS). By clicking on the "course details" option you will be able to find out which course sections are open.

What is the deadline for registering in a course?

The deadline to add a course is the 10th day of classes. The exception to this would be during the 6 week inter/summer session which the deadline is the end of the first week (5th day of classes).