

FAQ from Webinars:

Q: Should I read the handbook?

A: YES, you should carefully read through and always refer back to the handbook for information.

Q: Can I pay my tuition fee with a credit card?

A: Yes, this is a new method the University is exploring this year. There is an additional fee. Please see the website for more information. http://www.fees.utoronto.ca/news/NEW_PAYMENT_OPTION.htm

Q: Am I paying per course?

A: No, you do not pay per course. You pay a program fee that covers all three sessions (12 months).

Q: Where can I find information about deferring fees with OSAP?

A: http://www.fees.utoronto.ca/sessions/2016_2017/reg_instructions/fee_deferral.htm

Q: When will I have to start paying interests?

A: <http://www.fees.utoronto.ca/Assets/Student+Accounts+Digital+Assets/2016+2017+Fall+Winter/mrp.pdf>

Q: My courses still states REQ (Requested) when will they be approved?

A: The Graduate Department of Public Health Sciences approves all courses for ALL graduate students in the department. You will definitely be approved for all of your **required** courses. It takes some time. We thank you for your patience.

Q: Where can I find the location of my classes, they are not appearing in ACORN

A: The location of your courses will NOT be posted in ACORN. You will find the locations of your classes on the timetable. <http://www.dlsph.utoronto.ca/students/current-students/timetables/>

Q: When can I enroll into second term courses for the winter session?

A: Course enrolment in ACORN for PHS (CHL numbered courses) Winter session courses begins on November 2nd. Enrolment start dates vary by department.

Q: When will I have access to Blackboard/Portal?

A: After your courses have been approved, it can take up to 24hours for the course to roll over into Blackboard/Portal. The course must be made available by the course instructor.

Q: Where can I find information for Funding and Financial Assistance?

A: <http://www.dlsph.utoronto.ca/students/current-students/student-awards-funding-opportunities/>

Q: Where can I find information for important academic dates?

A: Please see the following website

<http://www.dlsph.utoronto.ca/wp-content/uploads/2016/07/Academic-Calendar-2016-17.pdf>

Q: How do I enroll into courses in another department?

A: We advise students to speak with their Program Director or supervisor about such courses to ensure suitability. Please contact the host graduate department for their enrolment procedures well in advance of the enrolment deadline. Most often you will need to obtain permission from the course instructor and then complete the SGS Add/Drop Course(s) form which can be found at this [link](#). Bring this form to

the Graduate Office, to be signed by the Graduate Coordinator, before submitting it to the host department.

Q: How do I enroll into directed reading courses?

A: Reading/Research course [guidelines](#) are posted on our website. You will need to work with a graduate faculty member to create a course outline and complete a Reading Course request [form](#). Students may not enrol in directed reading/research courses via ACORN; the Graduate Department will add the course to your academic record once the outline and form are received and approved by the Graduate Coordinator. A reading course should involve as much reading and written work as a regular course, and the frequency of meetings with the instructor should be consistent with other courses.

Q: Can I use my Gmail or Yahoo email account to communicate with the school?

A: No, the official means of communication should be with your @mail.utoronto.ca email account.