GETTING STARTED

A HANDBOOK FOR THE 2017-2018 COHORT

Your guide to course sequences, enrolment, tuition & fees, policies & services

July 8, 2017
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ischool.utoronto.ca
Welcome to our iSchool community!

It is exciting to have you here. We believe our admissions review process ensures that we select students who will be successful in our program/s.

We know that the first term of class is critical to your success. Knowing who and where to go to support your studies; managing academic expectations; starting to develop networks of support; and, navigating administrative and academic deadlines - are important first term achievements. We are here to help.

Graduate School is a challenging and rewarding experience - life changing for many. Our goal? Applauding your success as you cross the stage in Convocation Hall to pick up your Master degree from the most highly ranked university in Canada.

Please contact us if you have questions about any aspect of your graduate experience. We are here to help!

- Location – 140 St. George Street, Room 211
- Hours (until Friday, September 2) – Monday, Wednesday, Thursday and Friday: 8:45 am to 4:30 pm, Tuesday: 10 am to 4:30 pm
- Telephone – (416) 978-3234
- Fax – (416) 978-5762
- Email – inquire.ischool@utoronto.ca

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About this Guide

This Guide is intended to be a quick resource for new students. It provides the basic information you will need from now until Orientation Day.

For more detailed information, consult our website at: ischool.utoronto.ca

This Guide is produced by the iSchool Student Services Office. All information in this guide was accurate at the time of publication, but is subject to change. For any updates or changes consult the iSchool Current Students Portal online at https://ischool.utoronto.ca/current-students/

Accessibility Services

Students with diverse learning disabilities and needs will find a supportive and responsive Faculty and campus. Accessibility Services (http://www.accessibility.utoronto.ca/) provides support for eligible students who have a documented disability, and/or serious health consideration, according to their specific needs.

Registration with accessibility services should be initiated now for any existing situations.

Contact Accessibility Services directly to register and make arrangements to meet with an Accessibility Counsellor: phone (416) 978-8060 or email accessibility.services@utoronto.ca.

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The Academic Success Centre provides lectures, workshops and individual consultations to develop academic skills such as: reading texts, preparing for exams, note taking, time management, concentration, memory strategies, and other aspects of study, http://www.asc.utoronto.ca/

HELP HUB

The HelpHub is the iSchool advice hub with direct points of contact for academic, wellness, student services, research and other student supports: http://ischool.utoronto.ca/current-students/student-services/help-hub/

Step 1: REVIEW the website pages identified in the HelpHub document BEFORE requesting advice.
Step 2: REQUEST via email to address provided and copy helphub.ischool@utoronto.ca Include: Subject Head: Please specify what you need. From: Your name, course/concentration, PT/FT, new/returning student Nature of issue: Describe the issue and what you need to resolve.
Step 3: RECONNECT within 3-5 days, if you have not received a response. Put in subject line: REPEAT.

IMPORTANT RULES & REGULATIONS

As members of the University of Toronto community, iSchool students assume certain responsibilities and are guaranteed certain rights and freedoms.

The University has policies that are approved by the governing council and which apply to all students. You are expected to become familiar with these policies; the University will assume that you have done so.

The rules and regulations of the School of Graduate Studies (SGS) are listed in the SGS calendar. In particular, please read the following chapters/sections:

- Important Notices
- General Regulations (sections 6 to 11)
- Degree Regulations
- Fees Regulations
- Financial Support
- and the entry for our own Faculty (http://www.sgs.utoronto.ca/Calendar/Pages/Programs/Information.aspx)

In addition, you are responsible for making yourselves familiar with our Faculty’s
- Academic Regulations https://ischool.utoronto.ca/current-students/academic-resources/academic-regulations/
- Course Timetables https://ischool.utoronto.ca/current-students/programs-courses/timetable/
- Course Enrolment & Registration https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/

All University policies can be found at www.governingcouncil.utoronto.ca/governing_council/policies.htm.

Those of particular importance to you are:
- Code of Behaviour on Academic Matters
- Code of Student Conduct
- University Assessment and Grading Practices Policy
- Policy on Official Correspondence with Students
If questions about requirements, policies, and procedures arise, after consulting the appropriate resources, please seek answers/advice/clarification from faculty or staff.

Students whose registration contravenes policy and/or regulations may be withdrawn from courses and be liable for fees assessed, regardless of when the contravention comes to light.

Your also assume the responsibility to pay academic and incidental fees according to the policies and requirements of the University of Toronto.

### The UofT NETWORK

- **UTORid** -
  This account allows you to access the campus wireless service; official student email account (UTmail+); MS Office web applications and the Blackboard learning content management system.

  Every applicant to the University of Toronto is assigned a JOINid. It was provided to you through an email from SGS ([admissions.sgs@utoronto.ca](mailto:admissions.sgs@utoronto.ca)).

  When you begin your studies at U of T, your JOINid will become your UTORid, which will allow you to access a number of services such as email, library resources, and Blackboard. Instructions on how to activate your UTORid are provided to you when you pick up your TCard.

  New students are advised to activate their UTORid early. Your UTORid provides you access not only to your University email account but also to Blackboard, the University’s student portal and learning management system. Many courses use the portal to provide online materials, discussion groups, quizzes, and more. It is also used by the University and various student groups to make important announcements and administer elections.

  **For students who are unable to obtain their TCard before September**

  If you are unable to obtain your TCard (and UTORid) before September, you can enable your JOINid to gain access to ACORN.

  You must enable your JOINid and create a password if you wish to access ACORN before arriving on campus. This can be done online: [https://www.utorid.utoronto.ca/cgi-bin/utorid/enable.pl](https://www.utorid.utoronto.ca/cgi-bin/utorid/enable.pl) -- you do not have to be here in person.

  Your JOINid will not work until you enable it (create a password for it).

  **If you have trouble locating the email sent to you with your JOINid, please contact [admissions.sgs@utoronto.ca](mailto:admissions.sgs@utoronto.ca).**

  If you lose your JOINid password, you can use the enabling site to change your password. Please note that updates to passwords can take 24 hours to roll over in the system.

  If you are unable to reset your password using the enabling site, please call 978-HELP, or email [help.desk@utoronto.ca](mailto:help.desk@utoronto.ca) to reset your password. Please specify that you have already enabled your JOINid.
INTRODUCTION TO ACORN

You will use your UTORid and password to log onto ACORN (www.acorn.utoronto.ca). This is similar to other U of T systems like Blackboard Portal or Degree Explorer.

Visit www.help.acorn.utoronto.ca/how-to for a detailed, step-by-step guide to using ACORN for course enrolment, program enrolment, checking finances, updating address and contact information, printing or ordering transcripts, and more.

Graduate students are able to access ACORN to:

- View, request, add, drop, or waitlist for courses
- View personal timetable
- View/Change address, telephone numbers, email, safety abroad address, and emergency contact information
- View academic history, including final grades
- Order transcripts
- View your financial account information (invoices, account details, payments)
- Defer payment of tuition (available to recipients of a funding commitment from the graduate unit and to students approved Ontario, Canada and some US government student loan)
- Update direct deposit details
- Print “Educational Credit” tax forms (T2202A)
- Order convocation tickets, and more

ACORN Student responsibility

While faculty, and staff are available to assist and advise, it is ultimately your responsibility to keep personal and academic information up to date at all times and to follow all University, SGS, departmental and program regulations, requirements and deadlines. ACORN makes it easier for you to check and correct this information. If questions arise about requirements, policies and procedures, you are responsible for seeking answers to these questions from staff and faculty.

- Update your Personal Information
  Verify that all contact information in ACORN is correct and up-to-date at all times. This includes your activated UTmail+ email address, mailing/permanent addresses, and phone numbers. The University only uses the ACORN information to contact students.

- Activate & Enter UofT Email
  Following the University’s Policy on Communications (http://www.governingcouncil.utoronto.ca/policies/studentemail.htm), it is best practice to use your UTmail+ email for all University and iSchool related items and keep another account for personal email.

  All communications from the iSchool, SGS, and other university offices must go to your UTmail+ email account; ensure that it is active and in ACORN. It is your responsibility to check for messages. We are not responsible for any delays or forwarding issues that may arise if UTmail+ is not used.

Important notes regarding email

The Faculty of Information and other university offices may send important information to you by email. It is your responsibility to ensure that your email address, mailing/permanent address, and telephone numbers are up to date at all times.

Under University policy, students are required to maintain a University based email account (i.e., ending in utoronto.ca or toronto.edu), record it in ACORN and regularly check for messages. That account may be forwarded to another personal account, but it is the University account to which the University will send official correspondence.
• Add an Emergency Contact
Enter Next of Kin and Emergency Contact information so we know whom to contact in case of a medical emergency. In the event of an emergency, only the person you have specified can be contacted by the University. If no one is added, then no one will be contacted on your behalf.

MANAGE YOUR STUDIES

You are responsible for ensuring you are meeting your respective minimum degree requirements.

Failure to take required courses in your first year of studies may result in paying additional fees or not being able to graduate within the normal program length (2 years full-time for the MI and MMSt degrees and 3 years full-time for the CRO).

MI Program Concentration
Your offer of admission stated either the concentration(s) you indicated on your application or, if none was stated, you may have been assigned a concentration, based on your personal statement. If there was no clear preference for a concentration, then you are in the General Program Option (GPO).

Important to Note:
1. You can view and change your concentration, or GPO status, on ACORN (under Academics/Enrol & Manage/Programs).

Students following a concentration must ensure that they choose appropriate required and elective courses to fulfill the requirements of their concentration. A maximum of two concentrations is allowed, however, students are free to do one concentration only.

2. Students doing both a concentration AND:
   a) a collaborative program OR
   b) a thesis
   will need to do the required courses for that concentration plus the specific requirements for a) or b).

Note: Students choosing to do two concentrations may encounter scheduling difficulties. You are responsible for ensuring that you complete the concentration requirements.

PREPARE FOR COURSE ENROLMENT

Declaration
The use of ACORN to enrol in courses means that you agree to abide by all of the academic and non-academic rules and regulations of the University, the School of Graduate Studies, and the graduate unit in which you are registered. It also means that you agree to assume the obligation to pay academic and incidental fees according to the policies and requirements of the University of Toronto. You normally will use ACORN to add or cancel courses. If, for extraordinary reasons, you are unable to use the system, contact Student Services, we will respond as soon as possible.

You expected to be responsible when using the system and should not attempt to flood it with requests, or to automate the process of course enrolment. Such activity may clog the system so that other students may be denied access or experience degraded performance. Any student(s) attempting such activity may be denied access to ACORN until after the relevant registration period.

First and second session (Fall 2017 / Winter 2018) courses can be selected during the first enrolment period that takes place at 6 am on Wednesday July 26th, 2017.
Course enrolment remains open until Fall and Winter add deadlines. (Fall add deadline: September 25, 2017; Winter add deadline: January 22, 2017)

ischool.utoronto.ca
Start time is local Toronto time. For a near approximation of the ACORN current time and its equivalent globally, view the World Clock online at http://www.timeanddate.com/worldclock/

Important! ⚠  
Courses fill quickly on the first day of course enrolment. Please recognize the risk of delaying when you choose to enrol. The optional third session (Summer 2018) courses will open for enrolment in April.

Course Credit Values  
Each course has a credit value, which is referred to as Full Course Equivalent (FCE). A Full Course Equivalent (FCE) is a single course of 1.0 credit value, or a combination of courses which total 1.0 credit value. Thus, a value of

0.5 is referred to a half-credit course or 0.5 FCE  
1.0 is referred to as a full-credit course or 1.0 FCE

You must complete two (2) workshops, each worth 0.25 FCE = 0.5 FCE

Each degree requires the successful completion of courses which total a certain credit value:
8.0 FCEs for the MI  
7.5 FCEs for the MMSt  
13.0 FCEs for the CRO

1. HOW MANY COURSES TO SELECT?

The number of courses you may enrol in depends on whether you are studying full-time or part-time. The full-time and part-time designations are based on registration status and not the number of courses taken. https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/

Adding or dropping courses does not automatically change the registration status, nor will it result in an automatic refund.

<table>
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<th>STANDARD COURSE LOADS</th>
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<td><strong>Full Time</strong></td>
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<tr>
<td><strong>Regular Academic Year</strong></td>
</tr>
<tr>
<td>Fall session</td>
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<tr>
<td>Summer session*</td>
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<td>Winter session</td>
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*In the Summer session a small number of iSchool elective courses are offered, no iSchool mandatory/required courses are usually offered. Three summer sessions: First Session – F (May 1 – June 12); Second Session – S (July 4 – August 11); Third Session – Y (May 2 – July 21)
ADDITIONAL CONSIDERATIONS

Taking more than the Standard Course Load

- **Full-Time Students**
  We highly recommend that incoming students do not go over the standard number of courses in their first session of their first year (i.e., Fall session of Year 1)

With written permission from the iSchool, a maximum of one additional half course (0.5 FCE) above the standard course load may be permitted. Approval will be subject to satisfactory academic performance at the iSchool. For more details, see our website at https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/

- **Part-Time Students**
  Only the standard course loads are permitted - no exceptions. (See http://current.ischool.utoronto.ca/options/mi/part-time-status for more details)

NOTE: The MMSt program is offered on a full-time basis only

2. COURSE DEFINITIONS

Choose courses according to the concentration/program of study you will be following. All incoming students are provided with course sequences, regardless of their program of study. Course sequences can also be found on our website. You will take your required courses in the first year of your studies, in order to complete your minimum degree requirements in a timely fashion.

**Core/Required Courses**
Courses which must be taken in order to meet the minimum degree requirements. They also provide students with the necessary foundation in a specific area of study before taking any electives.

**Elective Courses**
Optional courses to select when completing your degree program, which may be located within the curriculum of the iSchool or may be relevant courses in other graduate departments that receive the approval of the iSchool. Students will need to comply with any pre-requisite or co-requisite electives they may have; pre- and co-requisites are listed under each course description on our Current Students Portal.

**Recommended Courses**
Elective courses which are suggested in order to gain depth in an area of study.

2. WHEN ARE COURSES SCHEDULED?

**Course Timetables** list day, time, duration, location and instructor of each scheduled iSchool course.

All students, whether part-time or full-time, select courses from the same course timetable. You will need to have flexible personal schedules in order to take a course when it is offered.

A course may have one or multiple sections (LECtures in ACORN), but you must choose a section in which space is available.

Consult the **Course Sequence** appropriate to your program of study!

ischool.utoronto.ca
3. COURSE SELECTION SEQUENCE AND CRITERIA

Worksheet
Worksheets are provided at the end of this Guide to help plot your selections. Plotting the courses on the Worksheets will make it easier when entering them on ACORN.

Plot both Fall and Winter sessions to ensure that you identify the Required courses offered during the academic year, and catch any scheduling conflicts.

In plotting each course, include the full course code information - both the Activity Code and the Section Code.

Select courses in this order:

1. Core/Required courses
   Follow the Course Sequences as appropriate. Schedule the selection of required courses at times that do not conflict.

2. Electives and Recommended courses

   ENROLMENT CART IN ACORN

Load courses to your enrolment cart to make enrolling in these courses on the actual day a breeze.

Watch the video at https://www.youtube.com/watch?v=IC6dB1-m9ds or read the instructions at http://help.acorn.utoronto.ca/how-to/

ischool.utoronto.ca
4. ADDITIONAL CONSIDERATIONS

Collaborative Programs
These are ten (10) Collaborative Specializations - in essence, clusters of courses that are offered by graduate units that do not lead to a degree on their own, each requiring their own additional application process once accepted to the iSchool. MI Collaborative Specializations OR MMSt Collaborative Specializations. Each Collaborative Specialization is an exploration of a novel interdisciplinary area or a special development in a particular discipline.

The CP may (or may not) indicate via their website, or direct communication to students, how to add their courses on ACORN. If you are able to add courses yourself via ACORN, then please do so. However, if you have been admitted to a Collaborative Specialization you may be required to use an Add/Drop form, available in the Registration & Enrolment section at the SGS forms website: http://www.sgs.utoronto.ca/currentstudents/Pages/Student-Forms-and-Letters.aspx, to be added to certain courses by administrative staff.

Please contact your Collaborative Specialization office directly to find out whether you will be able to add courses yourself well ahead of our course enrolment date of July 26, 2017.

Once accepted to a Collaborative Specialization you will need to enrol in:
1. iSchool Required courses
2. Required Collaborative Specialization courses
3. School Elective courses

Questions/Conflicts? Follow the course sequence for Collaborative Specializations.

Graduate Courses Outside of Your iSchool Program

While a maximum of four (4) graduate-level courses may be taken in other Faculties during the course of your degree, incoming students may not enrol in external/outside courses until their second session. Exceptions are only made for students enrolled in a Collaborative Specializations. An Add/Drop form, available in the Registration & Enrolment section at the SGS forms website (http://www.sgs.utoronto.ca/currentstudents/Pages/Student-Forms-and-Letters.aspx), may be needed.

5. ENTERING COURSES WITHIN THE ENROLMENT PERIOD

Course enrolment starts at 6:00 am on July 26, 2017 on a first-come, first-served basis

ENDS: 11:59 pm on Monday, September 25th for Fall courses

Cite it Right workshop
In the first session you are required to complete this mandatory workshop by September 17, 2017. This is a not-for-credit workshop delivered by the iSchool Information Services/Inforum. This workshop does not have a course code and it does not appear on any course timetable. For scheduled times and sign-up refer to the Inforum website at: http://current.ischool.utoronto.ca/services/inforum-is.

6. MODIFYING COURSES ON ACORN

Once you have modified a course on ACORN (either by students directly or via an SGS Add/Drop form), check first to see if the change has been recorded in ACORN. If not, then visit the iSchool Student Services Office in person or email us at inquire.ischool@utoronto.ca.
7. TRANSFER CREDITS, EXEMPTIONS AND COURSE WAIVERS

Transfer credits
Credit, equivalent to a maximum of four (4) half-courses, may be given for graduate courses previously taken in other U of T programs, or at other approved universities. Such courses must:

- Have been completed within a five-year period immediately prior to the first registration in the iSchool program
- Have been completed with a minimum grade of B
- Not be, or have been, used for credit towards another degree
- Be relevant to the student’s academic and career goals

Students who want to request a retroactive transfer credit must submit a written request to the iSchool Graduate Coordinator during the term of their first registration in the program. Submit a Transfer Credit or Exemption Form available in the Registration & Enrolment section at the SGS student forms website. In addition, course outlines, course descriptions, and copies of transcripts must be included with the form. For more information, see the Transfer Credits and Exemptions section under iSchool Academic Regulations. Deadline: September 30, 2017.

Exemptions
With the approval of the Graduate Coordinator and the School of Graduate Studies an exemption from a specific course requirement may be given permitting the substitution of another course to meet degree requirements. An exemption will only be considered for a graduate level course taken in the past five years. An exemption does not reduce the overall course credit requirements for the degree.

Submit a Transfer Credit or Exemption Form available in the Registration & Enrolment section at the SGS student forms website. In addition, course outlines, course descriptions, and copies of transcripts must be included with the form. Deadline: September 30, 2017.

For more information, see the Transfer Credit and Exemption details in the Enrolment section of the SGS website and the Transfer Credits and Exemptions section under iSchool Academic Regulations.

Course waivers
You are responsible for ensuring that all course requisites are fulfilled. Faculty of Information approval for waiving a requisite must be obtained in writing before a course begins. You must email the course instructor and cc the Assistant Dean, Registrarial & Student Services.

8. BEFORE COURSE ENROLMENT - SUMMARY

- Go over the timetable very carefully.
- Read the course descriptions closely, and make note of any pre- or co-requisites.
- Consult the Course Syllabi section to learn more about particular courses. Follow the instructions there to see the actual syllabi. Note: Syllabi are often uploaded after enrolment in the first week of classes by instructors. However, previous syllabi will provide a sense of course expectations and learning objectives.
- Use the worksheets provided (pg.18) to draft your own timetable ahead of time, making sure there are no conflicts with other courses, your workplace, etc.
- If you discover conflicts after you enrol in courses, your chances of moving them around may be limited.
- Prepare a list of alternate courses in case your preferred courses are full.
- You can waitlist for one (1) half course (0.5 FCE) on ACORN but this does not guarantee you will get in.
- Familiarize yourself with the process of enrolment by reading our Course enrolment & registration page, which includes information on waitlisting.
At least a day or two before July 26, 2017, make sure that your computer and internet connection work properly.
Login to ACORN the day before enrolment opens, and make sure everything works.
If you attempt to login to ACORN unsuccessfully twice, the system will ask you for a new PIN.
Be sure to set up PIN reactivation on ACORN OR receive a new PIN by contacting the Info Commons in Robarts, 1st floor.

**COURSE ENROLMENT DAY**

**COURSE ENROLMENT DAY - 6 AM WEDNESDAY, JULY 26**
ACORN will automatically log out after a brief period of inactivity. Therefore, it is best to have your course selections plotted out on the Worksheets before logging into ACORN to enter them. If you are using ACORN you will have loaded your enrolment cart well ahead of Course enrolment day.

- Course enrolment day **begins at 6 a.m.** ACORN time. For a near approximation of the ACORN current time and its equivalent globally, view the [World Clock](http://help.acorn.utoronto.ca/how-to/) online.
- Second year students enrol ahead of incoming students, so some electives may already be full by the time you enrol; have a backup course.
- **First year students:** If you don't get in now, remember you'll have priority next year.
- Have your PIN number ready, remember that it is case-sensitive, and enter it carefully.
- Don't let ACORN time you out!
- If you login to ACORN and let it sit idle for a few minutes, the system will log you out as a security measure.
- Enrol in the most popular courses first.
- If you try to enrol in a course and it doesn't seem to work, try again. Sometimes the system gets overloaded.
- Above all: Don't panic!

**COURSE WAITLIST**

The Waitlist allows you to request a space in a currently full course, and avoid making repeated attempts to add the course.

Joining a Waitlist **does not guarantee you a space** in the course, but lets you wait in sequence for a space to become available. You can see your position in the Waitlist. If a space becomes available, and you are next on the waitlist, you will automatically be added in the course and notified at your email address in ACORN.

Waitlisted courses **count** in your maximum course load. The Maximum Academic Year Waitlist Load is 1.0 FCE [i.e., two (2) half courses] for both full-time and part-time students. This translates to 0.5 FCE [i.e., one (1) half course] per session.

For Fall courses, the waitlist feature is available from the day course enrolment begins until 11:59 pm, **September 25, 2017.**
For Winter courses the waitlist feature is active until 11:59 pm, **January 22, 2018.** See the [Academic Calendar](http://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/).

You may waitlist for any number of sections of a course. Regardless of the number of sections for which you waitlist, it will only count as 0.5 FCE for an H course (or 1.0 FCE for a Y course). For example, INF1300H has 2 sections (0101 and 0102) with waitlists. If you waitlist for both sections, it will only count as 0.5 FCE towards your waitlist load.

You cannot enrol in one section of a course and waitlist for another section of the same course. If you are enrolled in one section and also waitlisted for another section of the same course, you will **LOSE** your enrolment in your original section. Once you are removed from a waitlist, you lose your position on that particular waitlist and that position cannot be reinstated. If you wish to waitlist for another section, or go back on the waitlist for a section that you previously removed, you will be at the bottom of the waitlist.

Details including how to join a Waitlist and how many courses can be Waitlisted are online at [https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/](https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/)

[ischool.utoronto.ca](http://ischool.utoronto.ca)
Spaces Available in a Course
To view the available spaces, in ACORN, in the COURSE ENROLMENT menu, select the VIEW TIMETABLES/SPACES tab

Course Status
Entering a course in ACORN is a request. It does not automatically imply that you have been approved for the course.

Courses may have enrolment controls that impact how many people can take a course or if permission is required.

REQ: Course requested. Must be resolved/approved by the last date to add a course.

APP: Request approved. Student is enrolled in course.

CAN: Course cancelled (student withdrew from course before deadline)

WAIT: No room in the meeting section. Student has been placed on a waiting list based on category and will be enrolled automatically if space comes available.

DWAIT: Student has cancelled place on the waiting list or been removed.

Cancelling or withdrawing from courses
You may cancel or withdraw from individual courses up to certain deadline dates (see below). Before doing this, however, it is advised that you consult with Student Services.

The deadlines to drop courses are as follows:

- October 30, 2017 for Fall session full or half courses;
- February 26, 2018 for full-year and Winter session courses;
- May 25, 2018 for May-to-June F section courses; and
- July 16, 2018 for July-to-August S section courses.

If you miss the official deadline to drop a course:
After the official deadline to drop a course without academic penalty has passed, students wishing to drop a course must fill out a course Add/drop form to request a Late Withdrawal if they have a serious problem preventing them from finishing the course. The form is available in the Registration & Enrolment section at the SGS student forms website. This request will be reviewed by the Faculty’s Committee on Standing.

The Committee may or may not support the request based on the reasons submitted by students and supporting documentation.

Generally, the Committee will only consider documented, extraordinary, unexpected circumstances as valid reasons for wanting to drop a course after the official deadline. This could be a personal or medical situation, but the situation must be one that was unforeseeable and that was sufficiently serious that it prevented the student from completing the course.

Requests based on medical reasons must be accompanied by a medical certificate. Please note that the university has now implemented an official form to be used as a medical certificate: Verification of Student Illness or Injury. This medical certificate must:

ischool.utoronto.ca
• confirm that the student was adversely affected by her/his health problems
• show the dates of illness
• state that the physician/health care professional was consulted at the time of illness

Students registered with Accessibility Services or Counselling and Psychological Services (CAPS) must submit a medical certificate attesting to the fact that their condition grew worse and prevented them from continuing in the course after the official drop date. For more information, and to access the required form, please see the section Verification of Student Illness or Injury on the main university website. We can only accept this form to confirm illness/injury.

Deadlines to submit documentation to be reviewed by the Committee on Standing:

• First session (Fall) courses (September to December) - December 15
• Second session (Winter) courses (January to April) - May 1
• Spring/Summer courses (May to August) - September 1

Final approval, however, rests with the School of Graduate Studies. If granted, a record of the course will appear on the student’s transcript as WDR.

Keep in mind that a Late Withdrawal is a last resort remedy and that there may be other less-final solutions available to them. Timing is always important; you should seek advice from Student Services on issues that may threaten your ability to successfully complete a course, sooner rather than later.

If you withdraw from all courses in which you are enrolled, you must also withdraw from the program.

Requests for Extension to Complete Course Work

If you need to request an extension to complete course work beyond the end of term, you must do so via the Course Extension Form, available in the Registration & Enrolment section of the SGS website.

If you are having trouble with a course, you should speak to your instructor first. If you are having serious trouble with more than one course, you should seek advice from Student Services. Timing is important; the sooner you seek help, the better the Faculty can help them.

Extension periods

• In-course extensions are entirely at the instructor’s discretion.
• After classes end, but before the SGS deadline to have grades submitted, authority rests with instructors, provided that both the assignment and a grade is submitted prior to the SGS deadline.
• After the SGS deadline to have grades submitted has passed, students must petition the Committee on Standing to grant the extension, as long as a grade has not yet been entered.

Requests

Requests for Extension to complete course work are done via the Course Extension Form, available in the Registration & Enrolment section of the SGS student forms website. Students must include an explanation as to why they are making such a request and:

• identify precisely the piece(s) of work for which they are requesting an extension;
• indicate the assignment’s original due date and any extensions already granted; explain why they were unable to complete the work;
• propose a reasonable plan, including a new deadline for when they will complete the work;

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the student must submit the completed form to the instructor who must fill section 2 of the form indicating whether he/she supports the extension.

Requests based on medical reasons must be accompanied by a medical certificate. Please note that the university has now implemented an official form to be used as a medical certificate: Verification of Student Illness or Injury. This medical certificate must:

- confirm that you were adversely affected by health problems
- show the dates of illness
- state that the physician/health care professional was consulted at the time of illness

Students registered with Accessibility Services or Counselling and Psychological Services (CAPS) must submit a medical certificate attesting to the fact that their condition grew worse and prevented them from continuing in the course after the official drop date. For more information, and to access the required form, please see the section Verification of Student Illness or Injury on the main university website. We can only accept this form to confirm illness/injury.

Please note: When requesting extensions via the Committee on Standing, you do not need to cc instructors on any email correspondence that includes attachments of a personal nature, such as medical certificates.

Course Cancellations

On occasion, a course may be cancelled due to unanticipated low enrolment, or extenuating circumstances.

iSchool Student Services staff will contact enrolled students as soon as possible, if a course in which you are enrolled is cancelled, you will need to find another course to replace the cancelled course.

Withdrawal from the iSchool

Please note that withdrawing from all your courses does not constitute a withdrawal from your program. To do so, you must complete a Program Withdrawal Form.

Students planning to drop all courses and withdraw from the iSchool must book an appointment with the Assistant Dean, Registrarial & Student Services to fill out the appropriate documentation.

Any fee rebate will be determined by the date on which written withdrawal notification is received by SGS.

Withdrawal from a course does not change your status from full-time to part-time, lessen fees nor does it result in a refund. The only way to change your registration status is by emailing the Faculty Registrar requesting the change in writing.

For information on Fees and Refunds, go to the Student Accounts website at www.fees.utoronto.ca, and then click:
- Fall Winter 2017/2018
- Tuition & Other Fees
- Divisional Tuition Fee & Refund Schedules
  - Graduate Studies, School of
- Under Refund Schedules for Fees charged for the Fall/Winter Session Programs, click All other Fall Start Programs

Final results

Final grades in courses can be accessed in ACORN by selecting Academic History.
Grades can be viewed after the following dates. If a grade is not available after these dates, contact your instructor or the graduate unit offering the course.

- January 17, 2018: Fall Session
- May 16, 2018: Winter Session (and Fall/Winter courses)

**Important dates and deadlines:**

Important dates and registration deadlines are available on the SGS website and can be found on the Sessional Dates webpage: [http://www.sgs.utoronto.ca/Documents/2017-18-Sessional-Dates.pdf](http://www.sgs.utoronto.ca/Documents/2017-18-Sessional-Dates.pdf)

**PAYMENT OF TUITION AND FEES**

Tuition and fees must be paid (or deferred) in order to be registered and keep your space in enrolled courses.

Below is a summary of financial considerations. For full details on costs, payments, refunds and deadlines visit the Student Accounts website in mid-July at [www.fees.utoronto.ca](http://www.fees.utoronto.ca) and look for Fall-Winter 2017-2018.

**FEES INVOICE**

Similar to how charges are listed on a credit card statement, the fees invoice summarizes University charges and your payments. The minimum amount required to pay to meet the registration deadline is displayed in the invoice.

Invoices are only available online. You are expected to monitor their financial account on ACORN at [www.acorn.utoronto.ca](http://www.acorn.utoronto.ca) and pay by the appropriate deadlines.

Review the UofT Fee Payment & Service Charge Deadlines information found on ACORN.

**WHEN**

SGS highly recommends that tuition fee payments/fee deferrals are made by **August 25, 2017** to allow sufficient time for receipt and processing. After the September 15th deadline, registrations are cancelled/courses are removed - please aim to register by **August 25th** to avoid any issues.

[http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx](http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx)

You are responsible for allowing sufficient time for payments to reach the University’s bank account and to be recorded in the student’s ACORN account by the deadline to avoid any service charges, removal from courses, etc.

**Changes in course load and refunds/additional payments**

The last date to drop or withdraw from a course with no academic penalty is not the same as the last date to be eligible for a refund.

- Dropping or adding courses may not necessarily result in a refund or additional tuition fee payment. Refunds or additional payments take place when students change their registration status, i.e., switching from FT to PT, or from PT to FT status. Please contact Student Services for more information.

For more information about refunds, please see the [Refund schedule](http://www.sgs.utoronto.ca/Documents/2017-18-Sessional-Dates.pdf) on the Student Accounts website.
HOW MUCH

Minimum Payment To Register
The Minimum Payment to Register for Fall 2017 is: **UofT Arrears + 100% of Fall tuition fees.** Students have the option of paying per session rather than the entire year.

Follow the instructions for the 2017-2018 Fall & Winter session at [http://www.feess.utoronto.ca](http://www.feess.utoronto.ca) (note that 2017-2018 fees are expected to be published in July 2017). Domestic tuition amount for Fall 2016 was: $5,958.35; International tuition amount for Fall 2016 was: $17,250.35

Services charges begin to accrue **October 16th, 2017** (deadline to pay is September 29th) for any unpaid Fall tuition, and **December 15th** (deadline to pay is November 29th) for any unpaid Winter tuition, unless you have deferred your fees. Please check specific deadlines under **UofT Fee Payment & Service Charge Deadlines** information found on ACORN.

Minimum Degree Fee

All students must pay the minimum degree fee, which is equivalent to two years of full-time fees for both the MI and MMSt degrees; the minimum degree fee for the CRO is 3 years of full-time fees, in addition to part-time fees in year 3 only. **Tuition fees are charged by program not by individual course,** regardless of how quickly or slowly you take to complete the program. The full-time and part-time designations are based on registration status and not the number of courses taken. Adding or dropping courses does not automatically change your registration status.

Additional fees may be required, for example:
- Full-time students who take longer than the usual two consecutive years to complete their program must pay more than two years of full-time fees.
- Part-time students switching to full-time status who will have paid less than the minimum of the degree fee.

**IMPORTANT:** After two years of full-time registration, you cannot switch to part-time; you are locked-in full-time until you complete your degree, regardless of the number of outstanding courses. This switch must be done **prior to the start of the winter session in your second year.** Details found on the SGS Calendar: [http://www.sgs.utoronto.ca/calendar/Pages/Registration-and-Enrolment.aspx](http://www.sgs.utoronto.ca/calendar/Pages/Registration-and-Enrolment.aspx) and website: [http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx](http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx) - see under “Enrolment Status (Full-Time, Part-Time, Flexible Time)”.

If by the time all degree requirements have been successfully completed and you have paid less than it would have cost to complete a full-time degree, you will have to pay a balance of degree fee.

Although students enrolled in both Fall and Winter sessions do not have to pay summer fees, part-time students are strongly encouraged to make a summer payment if they anticipate that they will graduate with a balance of degree fee (i.e., usually in less than five and a half years).

Cumulative program fees are calculated at graduation time. If the total is less than the degree fee, you must pay the balance of degree fee.

HOW TO PAY

**Tuition fees are paid by credit card directly on ACORN.** See resources below for further information:

- ACORN “[Pay Tuition and Fees by Credit Card How-To Guide](http://www.sgs.utoronto.ca/calendar/Pages/Registration-and-Enrolment.aspx)"
- Student Accounts [General FAQs](http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx)
- Student Accounts [Making a Fee Payment](http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx)
- Student Accounts [Credit Card Payments FAQs](http://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx)
Due dates refer to when payments are to be RECEIVED by the University. Always allow sufficient time for the payment to reach the University. See the payment methods at http://www.fees.utoronto.ca/Page13.aspx and select this year’s session.

Inside Canada: http://www.fees.utoronto.ca/making_a_fee_payment.htm
Outside Canada: http://www.fees.utoronto.ca/making_a_fee_payment.htm

How to Check Proof of Payment

- Log into ACORN
- Select FINANCIAL ACCOUNT
- View the SHOW PAYMENTS tab or SHOW DETAILED REPORT tab.

Deferral (Delay) of Fee Payment

A deferral is a special financial arrangement available to an eligible student who cannot make the minimum tuition payment by the registration deadline date of a session.

You may be eligible to register without paying the Minimum Payment amount on the online ACORN invoice (also referred to as "tuition fee deferral") if you have paid outstanding fees from previous sessions and:
- have been assessed as receiving a government loan amount that exceeds the Minimum Payment to Register amount on the student’s ACORN invoice (i.e., OSAP or other Canadian Government loan, U.S. Government loan), OR
- Have an approved Scholarship or Award amount that exceeds the Minimum Payment to Register amount on the student’s ACORN invoice, OR
- A Third Party Sponsor will pay a portion of Tuition Fees that exceeds the Minimum Payment to Register amount on the student’s ACORN invoice. This is referred to as a “Third Party Sponsorship”.

This arrangement is temporary and you are expected to pay your tuition as soon as you can.

How to request a Payment Deferral

- Recipients of Ontario, Canadian and US government loan programs apply on ACORN, select the FINANCIAL ACCOUNT menu (see under Defer Fees: http://help.acorn.utoronto.ca/how-to/).
- U of T Staff/Staff Dependents read the relevant information at: http://www.fees.utoronto.ca/Page13.aspx (click 2017 - 2018 Fall & Winter in mid-July); see also HR forms at: http://www.hranadequity.utoronto.ca/resources/forms.htm.
- All other students complete and submit a Register without Payment (Fee Deferral) form from the SGS website.

Major award recipients

You may also defer fees based on a Major Award, Research Stipend, or Teaching Assistantship, with a value which will cover 65% of their fees. Student receiving the following awards qualify for this type of deferral: OGS, SSHRC, and UofT Open Fellowships.

More information can be found on the SGS website under Student Forms & Letters section / Registration & Enrolment / Register Without Payment (Fee Deferral)

Proof of Registration/Enrolment Confirmation

Students who need letters confirming their registration status, or enrolment status, must contact the School of Graduate Studies. The Faculty of Information cannot issue these letters. See:
http://www.sgs.utoronto.ca/currentstudents/Pages/Student-Forms-and-Letters.aspx#

- Domestic students may need these letters because of government grants.
- International students may need these letters for banking or immigration purposes.

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FUNDING

The Faculty of Information offers financial aid that allows all accepted students access to our programs. Our financial aid system is tiered, which means that students are expected to apply to each program in the following order.

1. **OSAP and Other Government Aid**
   The Ontario Student Assistance Program (OSAP) is a government financial aid program made up of a mix of grants and loans. Once you apply and qualify for OSAP, you can apply to be considered for other sources of funding described below. If you’re from another Canadian province, territory, or First Nations band, you should apply for aid through your government’s financial aid program or your First Nations band. Applying for this type of aid is required to establish your level of financial need.

2. **UTAPS: University of Toronto Advanced Planning for Students**
   If you were an undergraduate student at the University of Toronto, you may have heard about UTAPS. Students entering the MI and MMSt programs are not eligible to receive UTAPS funding. Students are instead directed to apply to the Scotia Professional Plan for Students.

3. **Scotia Professional Plan for Students**
   The Scotia Professional Plan for Students is a low-interest bank line of credit that has been negotiated between the University of Toronto and Scotiabank. This private bank financing is designed to fill any unmet need beyond what OSAP or other government or First Nations aid provides. Or if you’re a US citizen, the US Direct Loan Program could provide the support you need. You must apply to this program in order to apply for the Faculty of Information Bursaries.

   Students should contact Scotiabank, Queen and McCaul Branch, at 1-416-866-6591 to set up an appointment to learn more about the Scotiabank Student Line of Credit or visit [http://www.scotiabank.com/ca](http://www.scotiabank.com/ca)

4. **Faculty of Information Bursaries**
   These smaller donated bursaries are designed to help ease the burden of finances while students are studying. Applications for our bursaries will open in October and funding is distributed throughout the Fall and Winter terms. Note that you must have applied for OSAP or other Government Aid and the Scotia Professional Plan for Students in order to establish your need for these funds.

5. **Emergency Grants and Loans**
   As much as you plan ahead, you can’t always avoid an unexpected financial crisis. The University of Toronto has grants available for emergency situations. If you run in to a financial emergency while studying here, please contact the Student Services Office to speak with an advisor right away.

MONITOR REGISTRATION STATUS

The iSchool considers you **registered** after you have either paid, or deferred, tuition fees, and enrolled in courses. ACORN will show your status as **REGistered** (as opposed to **INVited**).

To view your registration status, log into ACORN and on the homepage; the status will be displayed in the main text area. Pay attention to the status every time you log into ACORN.
The main registration status indicators are:

1. **INVITED (INVIT)**
   You are invited to enrol in courses - this is the initial status after being admitted.

2. **REGISTERED (REG)**
   You have been registered in ACORN – the status changes automatically from INVITED to REGISTERED after fee payment (or fee deferral) has been received and processed.

3. You have now secured a place in the courses on your record in ACORN.

4. **FINANCIALLY CANCELLED (FINCA)**
   Your registration has been cancelled due to the non-payment of fees. Please contact Student Services.

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**EMAILS TO FACULTY**

Please note that while all instructors hold regular office hours to meet with students, they are not required to interact with students via email. Professors will typically announce on their course syllabus what their policy with respect to email is (and if it is not on the syllabus, feel free to inquire). Most instructors also have course websites on Blackboard.

There are several points worth keeping in mind, before you email your instructor:

1. All email communications, sent between faculty and students from utoronto accounts, are in principle, subject to access to information requests. It also may be shared with administrative personnel to support a required outcome. Thus treat your email exchanges with instructors or TAs as being in the public domain. Although the usual rules of etiquette apply (only write what you would comfortable saying directly to someone), you should have no expectation of privacy in your email communications with instructors. If something is confidential, it should be discussed in person.

2. Always, always, always:
   - Check the website or course syllabus before sending that email, the answer may be right in front of you! Remember to use the search tool on the website.
   - Your question may be dealt with on the School of Graduate Studies website; so check there too if appropriate.

If you can’t find it:
- **Use your UofT email address** when emailing faculty members and/or administration (Student Services, Registrar, etc.).
- Include your student number
- Provide as much information as you can so the other person will be able to better help you

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**ATTEND ORIENTATION DAY!**

**Thursday September 7th 2017**

Please clear your calendar for the entire day for this event at the iSchool.

The programming includes:
- Orientation Panels & Workshops
- General assembly

**Other important events**
Tuesday, September 5th, School of Graduate Studies (SGS) Orientation for New Graduate Students

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The iSchool student governments will be hosting orientation events close to and/or on Registration Day. Watch for their invitations and social media activity.

More details will be emailed once they become available.

**IMPORTANT!**
Attending the Orientation activities on Thursday, September 7th as well as completing the Cite it Right workshop are mandatory for all new Master’s students.

### CAREER SERVICES AND NETWORKING

The career services at the iSchool include the resources, tools, and advice that you can use to make career decisions that best fit your goals.

**Workshops**
Each month, from September to April, one or more career development topics will be discussed in a career workshop. These career development workshops are offered to all MI & MMSt students.

**Events**
Panels and networking events with professionals in a variety of fields will be organized throughout the year. By attending these events, you will be able to connect and network with peers and alumni, and have a chance to ask specific questions about your professional development plan.

**Career Advising**
To get advice on career decisions, you can book individual consultations with the Careers Officer, to discuss career topics ranging from planning your career, to writing resumes and preparing for interviews. All sessions are confidential. No information is shared with any members of the Faculty of Information, or anyone else, except by written request of the student, or as required by law. Appointments are available during the week, and can be booked with the Careers Officer, Alex Howes

**MI Co-Operative Education Option**
All MI Co-op students will attend required career-related workshops to assist with planning your Co-op work terms, the Co-op hiring process and future career plans. The Co-op Director, a faculty member, will be organizing two co-op specific sessions prior to the start of your work term, in order to prepare you for the co-op experience.

You will also have access to Co-op postings starting in January of your first year. Each Co-op student is responsible for sending an application to the employer, completing an interview, if invited, and obtaining an offer of employment. The Co-op Coordinator will be available to assist you with all of the steps in this process.

The MI Co-op option will provide you with an opportunity to alternate academic terms with co-op work terms. As an MI Co-op student, you will have the chance to work in a full-time, paid position for two 4-month periods, or one 8-month period.

The 2017-2018 MI Co-op is open to first year Master of Information students only. The intake will take place each fall and the iSchool reserves the right to determine the number of students accepted into the co-op option each year. To apply, a candidate must:

- Be a current full-time first year MI student, who is a Canadian citizen, permanent resident of Canada, or international student

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• Be an MI student in a concentration only path; all 7 concentrations are included. Students completing a thesis are not eligible for the MI Co-op.

In order to stay in the co-op option, and prior to your first work term, you will need to:

• Have completed a minimum of two required courses in at least one of your declared concentrations
• Have completed at least 8 half courses (4.0 FCE)
• Have received minimum A- cumulative average
• Have completed ten mandatory modules, including seven career workshops and three sessions with the Co-op Director

In case you were not successful in obtaining the co-op option, you still have the opportunity to take the practicum course(s) offered in the second year of studies. Co-op students are not eligible to take the practicum courses as their co-op work terms already count towards the practical experience. Co-op students are expected to return from their co-op work terms to complete their academic requirements.

Practicums

Two practicum courses are offered which provide the opportunity to work on real projects in a real organization in your area of interest:

INF2173H – Information Professional Practicum (105 hours)
INF2158H – Management of Corporate and other Special Information Centres (40 hours) Master of Information only

MMSt 12 week Summer Internship

Go on a professional summer internship during the months between the end of the first year and the start of the second year to complement your coursework with hands-on experience in a museum, gallery or related institution. The Internship course (MSL3000Y) begins in January 2018 and will help you prepare for and identify an internship opportunity through class sessions, group work, assignments and one-on-one advising sessions with the course instructors. Students intending to enroll in the internship course should attend a 2-hour orientation session that will be held in October 2017, date and time to be announced.

iSkills Workshops

iSchool professors, Inforum librarians, current students, alumni, and a collective of professionals and academics from each program and concentration, work together to create the iSkills roster of workshops. Together with the MMSt and MI curricula, they create a unique and complete information and heritage graduate educational experience. They also address academic, professional, and technical competencies aligned with your program and/or concentration(s).

A table of workshops can be found on the iSkills website: https://inforum.library.utoronto.ca/workshops/iSkills
Create your schedule using the worksheets below. Plot required courses first, then elective courses. For ease of enrolment, list each course with the full course code information - both the Activity Code and the Section Code. Plot both Fall and Winter sessions even though enrolment in Winter courses begins later in the Fall session. Check the course descriptions for prerequisites, as ACORN will not check this for you when you enrol.

### FALL SESSION

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SELECTED RESOURCES - CONTACTS

@ THE iSCHOOL

Student Services
Room 211
http://current.ischool.utoronto.ca
inquire.ischool@utoronto.ca
tel: 416-978-3234
fax: 416-978-5762
Hours posted on website

Mentoring
mentoring.ischool@gmail.com

UNIVERSITY RESOURCES

ACCESSIBILITY SERVICES
If you have a disability/health consideration, Accessibility Services (http://www.accessibility.utoronto.ca/) provides support for eligible students according to their specific needs. Contact Accessibility Services directly to register and make appropriate arrangements: phone (416) 978-8060 or email accessibility.services@utoronto.ca

Registration with accessibility services should be initiated at the start of your studies for any existing situations.

ACADEMIC SUPPORT
Counselling and Learning Skills Services provides lectures, workshops and individual consultations to develop academic skills such as: reading texts, preparing for exams, note taking, time management, concentration, memory strategies, and other aspects of study, http://www.asc.utoronto.ca/

ACORN
www.acorn.utoronto.ca

ATHLETICS & RECREATION
www.athletics.utoronto.ca

CAMPUS SAFETY
http://safety.utoronto.ca/

COMPUTER ACCOUNTS
Information Commons Help Desk
http://help.ic.utoronto.ca/
helpdesk@utoronto.ca
tel: 416-978-HELP (4357)
Robarts Library, 1st Floor, 130 St. George St.

CAREERS
Includes INF2158H, INF2173H Practicum placements, MSL3000Y Internship, Co-Op Option
Alex Howes (Careers Officer)
alex.howes@utoronto.ca
tel: 416-978-3282

iSchool Information Services
4th floor
http://current.ischool.utoronto.ca/services/inforum-is
help.ischool@utoronto.ca
tel: 416-978-7060

INFORUM
4th floor
http://current.ischool.utoronto.ca/services/inforum-is
help.ischool@utoronto.ca
tel: 416-978-7060

MONEY MATTERS
Student Services
Room 211
https://ischool.utoronto.ca/current-students/
inquire.ischool@utoronto.ca
tel: 416-978-3234
fax: 416-978-5762

STUDENT ASSOCIATIONS/SUPPORT
MISC - Master of Information Student Council
President: Amber Shortell
http://misc.ischool.utoronto.ca/

MUSSA - Master of Museum Studies Student Association
President: Aurora Cacioppo
http://mussa-ischool.weebly.com/

ischool.utoronto.ca
FINANCIAL AID (OSAP, OUT OF PROVINCE/US LOANS)
http://www.adm.utoronto.ca/financial-aid/
tel: 416-978-2180

HEALTH & WELLNESS
http://healthandwellness.utoronto.ca

HOUSING SERVICES
www.housing.utoronto.ca
housing.services@utoronto.ca
tel: 416-978-8045

INTERNATIONAL STUDENT SUPPORT
Centre for International Education
www.cie.utoronto.ca
cie.information@utoronto.ca
tel: 416-978-2564
Cumberland House, 33 St. George Street

STUDENT ACCOUNTS
www.fees.utoronto.ca

SCHOOL OF GRADUATE STUDIES
www.sgs.utoronto.ca
http://www.sgs.utoronto.ca/currentstudents/Pages/Financial-Aid-and-Counselling.aspx

graduate.information@utoronto.ca
graduate.awards@utoronto.ca
tel: 416-978-6614

STUDENT ASSOCIATIONS/SUPPORT
Graduate Students’ Union
https://www.utgsu.ca/

TCARD
http://tcard.utoronto.ca/

2017-18 Academic Calendar can be found: http://ischool.utoronto.ca/current-students/academic-resources/academic-calendar/