

Student Support Handbook

Student Support & Advising
Markham Campus

YORK U



Student Handbook

STUDENT SUPPORT & ADVISING

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Welcome

Congratulations on your admission to YorkU's Markham Campus. Our dedicated Student Support Advisors at Markham Campus provide front line support to prospective and current York University students with admissions, registrarial and financial support. We are committed to finding solutions and expediting resolutions, ensuring that our students feel heard and supported. We are here to help you understand your student account, tuition, and fees, assist with financial aid and OSAP inquiries. We help with resolving financial or admissions related issues and provide guidance on the University's Policies and Guidelines.

Visit our website for useful resources, operational hours, and frequently asked questions:
<https://www.yorku.ca/markham/support-advising/>.

Your First Stop

You might be wondering where to start. 'Your First Stop' is a Step-by-Step guide to starting your first year. On this page we have put together the steps to follow once you have accepted your offer until your first day of class. The resources we put together on this page can be helpful to international and domestic students. Visit Your First Stop here:
<https://www.yorku.ca/markham/new-students/first-stop/>.

Registration Deposit

The non-refundable deposit is applicable to first year first term students, which will be applied to your tuition. International students are required to pay \$1500 acceptance deposit to maintain their offer. Domestic students are required to pay \$300 enrollment deposit at the time of course enrollment. Please do not wait for OSAP funding before paying the registration deposit. Students who don't pay the registration deposit by the deadline will be de-enrolled from courses. Visit this page for instructions on paying your registration deposit:
<https://sfs.yorku.ca/fees/deposit>.

Passport York Account

Your Passport York Account is an important tool you will need to access many York resources. Visit this website to create your Passport York Account:
<https://www.yorku.ca/yustart/>

Enrollment Appointment

New students must attend a Markham Campus Enrollment Advising Appointment to obtain permission to enroll in your courses. Visit this website to book your enrollment appointment:
<https://www.yorku.ca/markham/markham-academic-advising/>.

Banking Information

Setting up your banking information ensures that any refunds you receive from the university, goes directly to your bank account. This process saves time and ensures your payment is expedited. Situations where this may arise include when there is a credit on your student account e.g. from scholarships, awards, bursaries, or an OSAP balance after YorkU funds have been remitted. To set up your banking information, visit <https://sfs.yorku.ca/refunds/request>, click on "Request a Refund", select "Create or Update My Banking Information" and add your banking information. A test deposit of few cents will be sent to your account and a verification email will be sent, asking you to confirm the amount deposited. It can take up to four business days to receive the test deposit.

Ontario Student Assistance Program (OSAP)

The Ontario Student Assistance Program (OSAP) is an application-based government aid program for Ontario resident students. Based on the government's assessment of your educational costs and expected financial resources, OSAP offers a mixture of grants (money you may not need to repay) as well as repayable loans. View important OSAP dates here: <https://osap.yorku.ca/osap-important-dates>. Please refer to OSAP FAQs at the end of this handbook.

Student Account

When you register and enroll in/add your courses, your YorkU fees will be charged to your student account, which you can access here: <https://students.yorku.ca/sfs/my-student-account>. In July and August, the roll over onto the student account can be slow. However, fees should be posted by mid-August. Fees are posted throughout the year. Students are advised to login to their student account regularly to view their statement and check the minimum balance due, to ensure that all fees are paid. Please refer to Student Account FAQs at the end of this handbook.

Paying Your Account

You can locate instructions for making a payment here: <https://students.yorku.ca/sfs/paying-my-account>. Please refer to financial deadlines, add/drop deadlines and sessional dates here: <https://registrar.yorku.ca/enrol/dates>

Scholarships, Awards and Bursaries

The Financial Aid, Awards, and Scholarships (FAAS) app is a multi-purpose application that is used to apply for university supports including scholarships, awards, bursaries and on-campus employment programs.

You can access FAAS here: <https://students.yorku.ca/sfs/awards-and-scholarships>. By using your PPY log in, you can create your Student Profile for the upcoming academic year. Completion of the Student Profile will allow you to be considered for funding opportunities that do not require additional information such as a personal statement or a reference letter. Once awards are set up in FAAS you would automatically be matched to awards which you meet the criteria for. Revisit FAAS regularly to check for new awards you might be eligible for, and to keep your profile up to date, since some awards will require an application which students must complete through FAAS. If you encounter difficulties signing in to FAAS with your PPY, please contact UIT at askit@yorku.ca. For all other enquiries around FAAS and awards, please email faas@yorku.ca.

Funds from scholarships, awards and bursaries are applied to your student account, towards YorkU expenses. If there is a credit remaining on your account after tuition and other charges have been cleared, you may [request a refund](#). If you subsequently withdraw from the academic term or session when an award was disbursed, then the amount of this award may be reduced or fully retracted. Please visit this page for more information: <https://sfs.yorku.ca/scholarships-awards-bursaries>.

Grants and Bursaries for Students with Disabilities

- OSAP Disability Grant – Once you are approved by OSAP as a student with a disability, this grant will automatically be applied to your OSAP application. The grant is \$2800 per academic year.
- Bursaries for Students with Disabilities (BSWD) – Students must apply for this grant through Student Accessibility Services, at least 60 days before the end of their study period, with supporting documentation submitted no later than 40 days before the end of their study period. This bursary involves the submission of receipts. Visit this page for more information: <https://sfs.yorku.ca/aid/scholarships/disabilities>.

On-Campus Employment

Our Work/Study Programs give eligible undergraduate students paid, on-campus work that develops professional skills and contributes to the University. For more information visit <https://students.yorku.ca/sfs/work-study-programs>.

Health Plan

Undergraduate full-time students are typically automatically enrolled in a YorkU health plan. Students may extend coverage to their dependants for an additional charge by opting in before the deadline. Coverage typically lasts for a year. Dependants should be reenrolled each year that you are at YorkU. Students who have private insurance may be eligible for a refund of the health plan if they opt-out before the deadline. For more information, please visit the applicable health plan website, outlined below:

- Domestic Undergraduate Students: www.yfs.ca/healthplan
- International Undergraduate Students: <https://yorkinternational.yorku.ca/uhip/>
- Graduate Students: <https://www.yugsa.ca/health-plan>

Registrarial Resources

You can download standard enrollment letters, or a letter to have your RESP funds released, at no cost, from this website: <https://registrar.yorku.ca/program/letters>. Important sessional dates and deadlines are located here: <https://registrar.yorku.ca/enrol/dates>.

Shuttle

Shuttle buses provide complimentary transport to students between the Keele campus, Markham campus and Markham Campus Student Housing. To view the schedule and reserve seats, visit this website: <https://www.yorku.ca/transportation/markham-keele-shuttle-service/>

Markham Campus Student Housing

The Markham Campus Student Housing are suite-style residences which offer a mix of private rooms and shared spaces. Visit the following website to view the layout and rates: <https://www.yorku.ca/housing/markham/> and email markhamhousing@yorku.ca for more information.

YU-card

YU-card is York's official photo identification, and campus-wide payment card. YU-card provides access to several services and spaces across Keele, Glendon and Markham campuses including the library, recreation facilities, exams, food, dining plans, shopping, events, discounts and more. Visit this site to obtain your YU-card: <https://www.yorku.ca/yucard/>.

Parking Services

Parking Services has collaborated with the City of Markham and the Remington Group to provide parking solutions for the Markham Campus. General parking will be available at the "Remington Lot", located at 436 Enterprise Blvd. A small lot on the northeast corner of the Markham Campus is designated for accessibility parking. Parking in both locations will be managed through the HONK Mobile App and enforced by the City of Markham Enforcement Program. Parking in the adjacent Pan Am, YMCA and GO Station lots is prohibited. Visit <https://www.yorku.ca/parking/parking-options/markham-campus/>.

Community Safety

Your safety is our top priority. If you ever feel unsafe or have any concerns, don't hesitate to contact our security team at 416-736-3333 or safety@yorku.ca. Security Services are onsite 24/7 with a Security Desk on the Ground Floor, Room 1001 of Markham Campus.

Student Success & Advising Services

Student Success & Academic Advising

Connect with a Student Success & Academic Advisor for support around course selection and scheduling, degree planning and progress tracking, academic policy and procedure guidance, major/minor declaration assistance, academic probation and standing advice, support for transfer students and credits, academic goal setting and career planning.

Website: <https://www.yorku.ca/markham/markham-academic-advising/>
Email: advise.markham@yorku.ca
Office: Room 1010

Career Services

Connect with a Career Education & Development Specialist for tailored career support, one-on-one coaching, job search strategies, employability skills workshops, post-graduation success, collaboration with experiential education for co-op support and more.

Website: <https://careers.yorku.ca/>
Email: careers.markham@yorku.ca
Office: Room 2005

Learning Skills & Academic Success

Connect with a Learning Skills and Academic Success Specialist to learn more about available resources and services to help you meet your goals and succeed academically. Markham students can access math and numeracy support, Learning Skills Services, the Writing Centre and more.

Website: <https://www.yorku.ca/sclD/learning-skills/>
Email: agatas@yorku.ca
Office: Room 2005

York International

Connect with an International Student Advisor & Immigration Specialist at York International for drop-in international student advising, support around study permits, co-op work permits, post-graduation work permits, permanent residence orientation, immigration workshops and more.

Website: <https://yorkinternational.yorku.ca/>
Email: gtotime@yorku.ca Office: Room 1010
Event Calendar: <https://yorkinternational.yorku.ca/calendar/>
Drop-in Advising: <https://yorkinternational.yorku.ca/international-student-advising/>

Markham Campus Support

Student Life

The Student Life Team aims to support our students' success by providing leadership education, opportunities to be involved with the Markham Campus community and experiences to complement their academic rigor. If you're looking to collaborate on student-centred programming, leadership workshops, student clubs/organizations and have students wanting to get involved connect with the Student Life Team.

Website: <https://futurestudents.yorku.ca/your-community/student-life>
Email: markhamstudentlife@yorku.ca
Office: 1015

Residence Life

The Markham Campus Residence Life team is dedicated to creating a vibrant and supportive community where you can thrive. They offer workshops, social events, and leadership opportunities towards helping you grow and make a positive impact on campus. Residence Life offers endless opportunities to get involved, meet new friends, and build lasting connections. With a dedicated Residence Life Team, Markham Campus students will enjoy residence life programming, social events, and access to support services; everything you need to succeed both academically and personally.

Website: <https://www.yorku.ca/housing/markham/>
Email: jadey12@yorku.ca
Office: 1015

Athletics & Recreation

If you're looking for opportunities to improve and maintain your physical and mental health on campus and take part in fun events, connect with the Athletics & Recreation team. They create opportunities for students to participate in drop-in programs, sports clubs, sport leagues, varsity sports, fitness classes, access to swim lanes, lifestyle & wellness programs, personal training, and more!

Website: <https://yorkulions.ca/>
Email: svaldez@yorku.ca
Office: 1015

Student Accessibility Services

Student Accessibility Services (SAS) supports students with permanent and temporary disabilities. Academic accommodations are developed once a student registers with our office and meets with their assigned Accessibility Counsellor.

Website: <https://students.yorku.ca/accessibility>
Email: sasinfo@yorku.ca
Office: 2010

Student Counselling, Health & Well-Being

Student Counselling, Health & Well-being (SCHW) consists of a team of health care professionals, peer health educators, and support staff who collaborate to provide a range of health and well-being services that foster academic success, student development and an engaged community at York University, aiming to support students in realizing and developing their personal potential and manage the demands of university life.

Websites:

- In-person counselling: <https://students.yorku.ca/counselling/in-person-counselling>
- Virtual Counselling: <https://students.yorku.ca/counselling/virtual-counselling>

Email: schw@yorku.ca
Office: 2010

Digital Services

The Digital Services team provides IT related assistance at the Markham Campus.

Website: <https://www.yorku.ca/markham/campus-services/>
Email: askit@yorku.ca
Office: 5085

OSAP Frequently Asked Questions

1. Who might be eligible for OSAP?

Canadian citizens, permanent residents and protected persons are eligible for OSAP.

2. How do I register for OSAP?

You can register for OSAP at any time, by creating a profile online at <https://www.ontario.ca/page/osap-ontario-student-assistance-program>.

3. How do I apply for OSAP for the upcoming academic year/term?

Login to your OSAP account and start a new application. Select York University as your school from a list of approved schools and search for your program under approved programs. Select the correct study period (Fall/Winter - September to April). For more information visit <https://osap.yorku.ca/ready-to-apply>.

4. Is there a financial benefit to applying early for OSAP?

Yes, interest will not be charged for the first month after tuition fees are due, to Students who apply for OSAP by the recommended date. Please refer to OSAP important dates here: <https://osap.yorku.ca/osap-important-dates>.

5. When should I apply for OSAP?

Fall/Winter OSAP applications open in May, and YorkU OSAP cost codes are typically approved by July. It's best to apply to OSAP within the first two weeks in July to avoid having to manually enter program information, since most of the data will be automatically populated when our cost codes are approved. Include the word 'Markham' when searching for your program. Due to processing times, please apply to OSAP no later than 6 to 8 weeks before classes start.

- The full-time deadline to apply for OSAP is 60 days before the study period ends (FA24: October 20, 2024).
- All required documentation must be uploaded 40 days the before end of study period (term) (FA24: November 9, 2024).
- The part-time deadline to apply for OSAP is 40 days before the study period ends (FA24: November 9, 2024).

6. Can my academic status affect my OSAP funding?

Yes, students must be enrolled full-time to be eligible for interest free OSAP loan status. Full-time Students need a minimum of 9 credits per term to maintain full time status (6 credits per term for students with a disability). Part time Students need a minimum of 3 credits per term to maintain part time OSAP funding if they qualify. Students in 'work integrated' study programs such as the BASC Digital Technologies program will be considered full time students regardless of the number of credits they enrol in.

7. Do I need to maintain my academic progress for OSAP?

Yes, students must pass at least 60% of a full course load (40% for students with disability) and complete the academic requirements of your program. This is not applicable to student in work integrated study programs such as the BASC Digital Technologies program.

8. How do I calculate my OSAP Course Load?

We anticipate that course load will change since students may add/drop courses during the term. During an internal confirmation of enrollment exercise, YorkU's Student Accounts adjust OSAP course loads, as necessary. Here is a resource on Calculating OSAP Course Load: <https://osap.yorku.ca/calculating-course-load>.

9. Should I link OSAP to OUAC?

We don't advise linking your OSAP application to OUAC, there is no benefit.

10. What's the OSAP Confirmation of Enrollment Process?

On your OSAP portal you may notice that the release of your payment is on hold until your enrollment is confirmed. The confirmation of enrollment is an internal YorkU process that typically happens at the start and end of term. During this process, things like your program, level, and course load are reviewed (and adjusted if necessary), and funds are remitted to the university.

11. Do I need to report course load adjustments to OSAP?

No, you do not need to report course load changes to OSAP since this is captured by YorkU during confirmation of enrollment, and adjustments are made internally.

12. How much OSAP funding will I be entitled to?

Your OSAP entitlement amount is based on the government's assessment of your financial need and educational costs. Assessment factors include gross family income, student resources, expected financial resources (e.g. work integrated learning income), enrollment status, course load, academic progress, family size, marital status and more. You can find more information at <https://www.ontario.ca/page/maximum-amounts-aid>.

The OSAP Aid Estimator can provide you with a rough estimate of the funding that you may be eligible for, through OSAP. You can access the OSAP Aid Estimator here:

<https://osap.gov.on.ca/AidEstimator2324Web/enterapp/enter.xhtml>.

13. How will I receive OSAP funds?

When an OSAP application is approved, funds will be automatically disseminated to the university for your YorkU fees. Any surplus for that academic term/year will be sent to your bank account (once you've set up your banking information as identified on page 4). If the funds you receive from OSAP does not cover all your YorkU fees, you will be required to pay the difference.

14. Do I need to report YorkU (internal) scholarships, awards or bursaries to OSAP?

YorkU scholarships, bursaries and awards are automatically reported to OSAP by the university, so you do not need to report these to OSAP. Erroneously reporting these in the income and assets section of your OSAP application, could result in that amount being duplicated, which can impact your funding amount. If you have reported YorkU scholarships/awards/bursaries, please complete and submit the applicable income change request form for the current application period, via the OSAP portal:

<https://osap.yorku.ca/osap-forms>.

15. Do I need to report external scholarships, awards and bursaries to OSAP?

Yes, external scholarships, awards and bursaries must be reported to OSAP.

16. How do I adjust the income I've reported to OSAP?

If you've misreported your income, you must complete and submit an income change request form for the applicable session: <https://osap.yorku.ca/osap-forms>.

17. I've submitted my foreign income OSAP documents, but it appears to be outstanding and hasn't been approved yet, can you expedite processing?

Although you've submitted the required document, it will continue to show as a required document until OSAP approves it. Your document is on queue to be assessed by the ministry. The ministry typically takes 6-12 months to process foreign income documents. This processing time will not impact your funding, if applicable, OSAP funding will be remitted in the interim.

18. What's the difference between an OSAP Grant vs Loan?

Students who apply for OSAP may qualify for grants only, loans only, or a combination of grants and loans. Students are not required to repay OSAP loans until 6 months after studies are complete. OSAP federal loans are interest free. OSAP provincial loans are not interest free. Interest is charged on provincial loans immediately after you exit school. OSAP loans are payable to the National Student Loans Service Centre (NSLSC). Students receive advance notice from NSLSC informing them when payments are due.

19. How do I ensure that my OSAP declaration and signature pages are completed accurately?

OSAP funding will be placed on hold if your application is incomplete. Communication will be sent to you via the OSAP message centre, so remember to check for messages. Ensure that your document was downloaded from the OSAP portal (your personal identifiers must be generated on the document and not handwritten), all pages are uploaded, documents are signed and dated in all required places, and the print date of the document is not after the signed date (don't backdate). Electronic signatures are acceptable from students only. Parents must provide handwritten signatures on all required documentation. Any changes to parent/spouse information on the last page must be initialed by parent/spouse. Email ssa.markham@yorku.ca when you've uploaded your supporting documents, so our team can expedite processing.

20. OSAP sent some funds to my bank account, but I still have YorkU fees outstanding, what should I do?

In September YorkU remits part of your OSAP balance. Sometimes the amount remitted covers the total Fall fees owing, and sometimes it does not. The amount deposited to your bank account may be used for books, living expenses or to pay the balance of your tuition.

21. I was charged interest on my OSAP loan, how do I rectify this?

Students must be enrolled full-time to be eligible for interest free status. If you are a full-time student and are being charged interest, please submit the “continuation of interest free” online application through the OSAP portal. Students who don’t repay their loan will be charged interest by NSLSC.

22. How do I submit supporting documents to OSAP?

Login to your OSAP account and upload under the respective section, for example, the Disability Verification Form must be uploaded under Disability status documents. If you encounter difficulties uploading documents under the respective section, you can upload it under “Optional Uploads”. Required OSAP documents must be uploaded 40 days the before end of study period. OSAP funding remains on hold until all outstanding documents are submitted. Please refer to OSAP important dates here: <https://osap.yorku.ca/osap-important-dates>.

23. I’ve submitted my foreign income OSAP documents, why does it appear as outstanding?

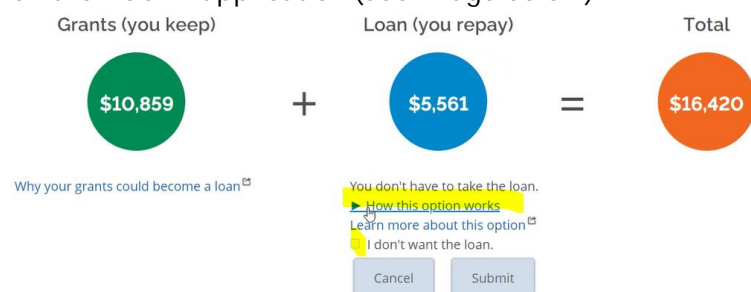
Although you’ve submitted the required document, it will continue to show as a required document until OSAP approves it. Your document is likely on queue to be assessed by the ministry. However, the ministry typically takes 6-12 months to process foreign income documents. This processing time will not impact your funding, if applicable, OSAP funding will be remitted in the interim.

24. Can my OSAP grant convert to a loan?

Circumstances where the OSAP grant can convert to loan include the inability to verify income (student, parent, spouse), decrease in course load, program withdrawal or reported awards/scholarships or bursaries.

25. Can I apply for OSAP grant funding only?

Students who are not interested in OSAP loans, can apply for OSAP grant funding only, directly on their OSAP application (see image below).



Student Account Frequently Asked Questions

26. When are my fees due?

Yearlong courses are due half in the fall and half in the winter. Fall fees are typically due September 10, and Winter fees are typically due January 10, after which, interest will be charged on unpaid fees. Students who apply for OSAP by the recommended date, will not be charged interest for the first month after tuition fees are due (FW24 was July 15, please refer to <https://osap.yorku.ca/osap-important-dates>). Students who added all courses after August student account statement was published and don't have an August statement, would not be charged interest on September 10th. Their September statement will likely include these charges and payment will be due on October 10.

27. How do interest charges work?

Interest charges are not assessed on fees for courses that begin in a future academic session or on transactions that appear for the first time on your statement.

28. Where can I locate my student account statement?

Your statement is in your student account: <https://students.yorku.ca/sfs/my-student-account>. See images below:

The screenshot shows the 'My Student Account' web interface. At the top right, there is a 'Passport YORK' logo and a 'LOGOUT' button. Below the logo, it says 'Logged in as toriachu'. The main header is 'My Student Account' with a navigation bar containing 'STUDENT'S ADDRESS', 'ESTIMATED NET TUITION', 'VIEW MONTHLY STATEMENTS', 'VIEW ALL TRANSACTIONS', 'SELECT STUDENT', and 'HELP'. The main content area is divided into two columns. The left column is titled 'Student's Address' and contains the text: 'This is the current address on your student record at York: Last Name, First Name, 123 Main St, Toronto, Ontario, Canada A1A 1A1'. Below this text are two buttons: 'View Monthly Statements' and 'View All Transactions'. The right column is titled 'CURRENT BALANCE' and shows '\$4,183.69'. Below this is a 'HELPFUL LINKS' section with three links: 'How to Pay', 'Understanding your Statement', and 'Money Matters - Current Students'. At the bottom of the page, there is a 'NOTE: This is a secure application. Remember to [logout](#) to protect your privacy.'

My Student Account

STUDENT'S ADDRESS ESTIMATED NET TUITION **VIEW MONTHLY STATEMENTS** VIEW ALL TRANSACTIONS SELECT STUDENT HELP

Click on the date for the monthly statement you wish to view

Name: First Name Last Name
Student Number: 000000000

Statement Date	Statement Balance
20-Nov-2023	\$4,183.69
18-Oct-2023	\$4,142.27
19-Sep-2023	\$4,101.26
23-Aug-2023	\$4,060.65
18-Jul-2023	\$4,020.45
21-Jun-2023	\$3,980.64
18-May-2023	\$3,941.23
26-Apr-2023	\$3,902.21

CURRENT BALANCE
\$4,183.69

HELPFUL LINKS

- [How to Pay](#)
- [Understanding your Statement](#)
- [Money Matters - Current Students](#)

My Student Account

STUDENT'S ADDRESS ESTIMATED NET TUITION **VIEW MONTHLY STATEMENTS** VIEW ALL TRANSACTIONS SELECT STUDENT HELP



York University
Student Account Statement

[Printer Version](#)

Name: First Name Last Name
Student Number: 000000000
Statement Date: 20-Nov-2023

New for Fall/Winter Enrolment: full year course fees will be split between two terms: For more information visit [Understanding Your Monthly Statement](#).

This statement reflects all transactions posted by the date of statement production. All payments and charges posted after production of this statement will be reflected on your next statement.

Previous Statement Date	Previous Balance	Amount Due on last statement	Payments Received	Present Balance	Minimum payment due this month	Minimum Payment due by
18-Oct-2023	\$4,142.27	\$4,142.27	\$0.00	\$4,183.69	\$4,183.69	10-Dec-2023

Transaction Posting Date	Transaction	Description	Amount	Billing Period
18-Oct-2023		Previous Balance	\$4,142.27	FA 2023
20-Nov-2023	Interest Charge	Interest Charge of 1.00% on overdue balance	\$41.42	FA 2023
20-Nov-2023		New Balance	\$4,183.69	

The address on your student record at the time your statement was prepared was:

Last Name, First Name
123 Main St
Toronto, Ontario
Canada A1A 1A1

[Printer Version](#)

29. How do I ensure I am not charged interest?

Student Financial Services publishes Statements once per month, between the 18 and 25th. The statement gives you what is due for the next month, where you can view minimum amount due. You can avoid interest charges by always paying at least the "minimum payment due this month" under your monthly statement, by the "Minimum Payment due by" date. See image below:

My Student Account

STUDENT'S ADDRESS ESTIMATED NET TUITION VIEW MONTHLY STATEMENTS VIEW ALL TRANSACTIONS SELECT STUDENT HELP

YORK UNIVERSITY
UNIVERSITY
redefine THE POSSIBLE.

York University
Student Account Statement

[Printer Version](#)

Name: First Name Last Name
Student Number: 000000000
Statement Date: 20-Nov-2023

New for Fall/Winter Enrolment: full year course fees will be split between two terms. For more information visit [Understanding Your Monthly Statement](#).

This statement reflects all transactions posted by the date of statement production. All payments and charges posted after production of this statement will be reflected on your next statement.

Previous Statement Date	Previous Balance	Amount Due on last statement	Payments Received	Present Balance	Minimum payment due this month	Minimum Payment due by
18-Oct-2023	\$4,142.27	\$4,142.27	\$0.00	\$4,183.69	\$4,183.69	10-Dec-2023

Payments on your student account are typically due around the 10th of each month. If you do not pay the "minimum payment due this month" to the University by this date, you will be subject to interest charges of 1.09% monthly on the amount owing from your last statement. The annual interest rate is 13%. Visit this page for more information: <https://sfs.yorku.ca/fees/your-student-account/overdue-balances>.

30. Why don't I see a statement on my student account?

Student account statements are published once per month and indicates what is due for the next month. Students who added all courses after the last statement was published, would not see a statement on their student account, for example, students who added all courses at the end of August, after the August statement was published, would not see an August statement on their student account. This means they would not have to make payment by September 10th and would not be charged interest on September 10th. Instead, their September statement will include these charges and payment will be due on October 10.

31. Why don't I see all of my courses on my statement?

Payments posted after the monthly statement was published, would not be posted on your most recent statement.

32. How do I access funds from my RESP/Educational Savings Plan?

The person who opened the education account (e.g. your parents) would ask the financial institution (e.g. Florida Prepaid) for educational assistance payments. Each financial institution may have different requirements, but they typically ask for proof of enrollment to confirm your enrollment status (e.g. full-time/part-time student), and check that the university is an eligible institution, before releasing funds. Funds may be released directly to you, and they may request receipts. It's best to connect with your financial institution for the process.

You can download a standard enrollment letter, or a letter to have your RESP funds released, at no cost, from this website: <https://registrar.yorku.ca/program/letters>. YorkU Fees are payable via this link <https://sfs.yorku.ca/fees/your-student-account> and once you register your term fee will be posted to your student account found here: <https://sfs.yorku.ca/fees/your-student-account>.

33. When do I need to start making OSAP loan payments?

Students who opt for the loan are not required to pay their loan until 6 months after they complete their studies. Students have the option to pay their OSAP loan during their studies. OSAP loans are paid to the National Student Loans Service Centre (NSLSC) <https://www.csnpe-nslsc.canada.ca/en/home>.

34. How do I apply for Summer OSAP?

Summer OSAP applications open at the end of March and students must apply here: <https://osap.yorku.ca/how-to-apply-for-osap-aid-for-the-summer-session>.

