COMMON KPU STUDENT TRANSACTIONS AND WHO TO CONTACT

Note: *Students seeking help related to academic advising should be directed to kpu.ca/advising/contact-us/contact-email - the email address advisor@kpu.ca is for internal use only*

ISSUE	UNIVERSITY CONTACT
Application Questions (issues, deferrals, incomplete documentation)	**Admissions:** admissions@kpu.ca
Confirmation of Enrolment (enrolment verification)	**Student Enrolment Services:** Self-serve: kpu.ca/records/coe Questions: studentinfo@kpu.ca
Confirmation of Graduation: (for Associate or Bachelor completion)	**Graduation:** Self-serve: Request for Confirmation of Graduation Letter Questions: graduation@kpu.ca
Course Substitutions	**Academic Advising:** advisor@kpu.ca
Exceeding Program Registration Credits (in a given semester)	**Student Enrolment Services:** Self-serve: Request for Special Approval Questions: studentinfo@kpu.ca
Fees – Payments / Inquiries	**Student Enrolment Services:** Self-serve: kpu.ca/registration/fees Questions: studentinfo@kpu.ca
Grade Appeals	**Academic Advising:** advisor@kpu.ca
Holds on Student Accounts	**Student Enrolment Services:** studentinfo@kpu.ca
Late Registration (after online registration ends – instructor permission is required)	**KPU Course Instructor:** Self-serve: Permission to Register Form E-mail: Contact instructor
Letter of Permission (to take a class elsewhere to transfer to KPU)	**Admissions:** Self-serve: Request for Letter of Permission Questions: admissions@kpu.ca
My Action Plan (MAP) (issues/questions)	**Academic Advising:** advisor@kpu.ca
Registration Errors / Permission to Register (e.g. prerequisites, co-requisites, time conflicts)	**Student Enrolment Services:** studentinfo@kpu.ca
Post-Graduate Work Permits (questions and applications)	**International Advising:** internationalstudents@kpu.ca
Program Declarations (new declarations, change to declarations)	**Academic Advising:** Self-serve: kpu.ca/declaration Questions: advisor@kpu.ca
General Registration (regular, alumni, general interest, apprenticeship, continuing education, late registration)	**Student Enrolment Services:** studentinfo@kpu.ca

Repeat Course Request (repeating a course for a 3rd time or more)	**Academic Advising:** advisor@kpu.ca
Student Loans / Student Grants / Bursaries / Scholarships	**Student Awards & Financial Assistance** awards@kpu.ca
Study Permit / Student Visa	**International Advising:** internationalstudents@kpu.ca
Switching Sections of a Course (after the semester beings)	**KPU Course Instructor:** Self-serve: Permission to Switch Sections Form E-mail: Contact instructor
Third Party Permission Waivers	**Student Enrolment Services:** Self-serve: Third Party Waiver Form Questions: studentinfo@kpu.ca
Time Limit Extensions to Complete Program	**Academic Advising:** advisor@kpu.ca
Transcript Requests	**Student Enrolment Services:** Self-serve: Transcript Request Forms Questions: studentinfo@kpu.ca

Faculty of Science and Horticulture

Degree Advising – sciencehortadvising@kpu.ca

- Course substitutions
- Program declarations (new declarations or changes to declarations) - kpu.ca/declaration

Faculty Member / Course Instructor – See Outlook address book or kpu.ca people search

- Permission to register (late registration, prerequisites, programs etc.) - Permission to Register Form
- Switching sections of a course (after the semester begins) - Permission to Switch Sections Form

KPU International

International Advising – internationalstudents@kpu.ca

- Post-graduate work permits (PGWP)
- Study permit and student visa

Office of the Registrar

Admissions – admissions@kpu.ca

- Application questions (issues, deferrals, incomplete documentation)
- Letter of permission (to take a class elsewhere to transfer to KPU) - Request for Letter of Permission

Graduation – graduation@kpu.ca

- Confirmation of graduation (for associate or bachelor completion) - Request for Confirmation of Graduation Letter

Student Enrolment Services – studentinfo@kpu.ca

- Confirmation of enrolment (enrolment verification) – kpu.ca/records/coe
- Exceeding credit limit (typically 17.5 credits) in a given semester – Request for Special Approval
- Fees – payments and inquiries - kpu.ca/registration/fees
- Holds on student accounts
- Registration errors
- General registration (regular, alumni, general interest, apprenticeship, continuing ed. etc.)
- Third party permission waivers - Third Party Waiver Form
- Transcript requests - Transcript Request Forms

Student Services

Academic Advising – kpu.ca/advising/contact-us/contact-email

- Grade appeals
- My Action Plan (issues and questions)
- Course repeat requests (repeating a course for a 3rd time or more) – Request to Repeat a Course Form
- Time limit extensions to complete program - Request to Extend Time Limit for Program Completion

Student Awards and Financial Assistance – awards@kpu.ca

- Student loans, grants, and bursaries