

# From the Registrar

Published 1/19/2017 by [Ashley Ribbel](#)

by **Sharon Kinasz, Registrar**

in the **Winter 2017 issue**

I would like to begin by asking: do you know where the Registrar's Desk is actually located? Or, for that matter, do you know some of the issues that cross the Registrar's desk?

You can usually find me at the Newnham campus (D2003) and I am always happy to have visitors or feedback on the student system, or process issues and concerns. Aside from me, there are also exceptional Registration managers located at each of the main campuses and designated staff supports at the smaller campuses to help with all those burning administrative questions like, "How can I see my timetable?", "Where do I pay my fees?", "How do I apply for OSAP", or "Do I qualify for free tuition?"

With the implementation of the new student system, we have tried to standardize practices and bring consistency to our processes and services across all the campuses. We have worked hard to ensure a student from any program at any campus can receive the information and or service they require through their online student centre, or at whichever campus is most convenient to them. We are also working towards providing a stronger web presence with more online options, fillable forms, and more detailed program and policy information on our website. In 2017, we will be implementing a new service model and queuing system at the Newnham campus that will consolidate all of our front-line services, track our inquiries and provide more effective line management.

All of this will be quite helpful with the provincial government's recent OSAP reforms and the proposed plan to offer affordable tuition to lower-income families. There are many details to be finalized to make this a reality, but there will likely be a ton of questions that will come your way. We will do our best to share what we have planned, but for now it might be easier to direct the students to the Registrar's Office on your campus.

View the [Winter 2017 issue of the Academic Newsletter](#).

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tags : registrar, winter-2017