



Student Support Handbook

Student Success & Advising
Markham Campus

YORK 

Student Support Handbook

STUDENT SUCCESS & ADVISING

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Welcome

Congratulations on your admission to York University's Markham Campus. Our dedicated advisors provide front line support to prospective and current York University students regarding admissions, registrarial and financial queries. We are here to help you understand your student account, assist with financial aid and OSAP inquiries and resolve financial, admissions and registrarial issues, while providing guidance on the University's Policies and Guidelines. Visit our website for our contact information, operational hours, frequently asked questions, and other useful resources.

Website: <https://www.yorku.ca/markham/support-advising/>

Email: ssa.markham@yorku.ca

Office: Room 1010

Your First Stop

You might be wondering where to start. '[Your First Stop](https://www.yorku.ca/markham/new-students/first-stop/)' is a Step-by-Step online 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 students during their first term and will be applied to your tuition. International students are required to pay \$ 2000 acceptance deposit to maintain their offer. Domestic students are required to pay \$ 300 enrolment deposit at the time of course enrolment. 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>. If you will be applying for the Ontario Student Assistance Program (OSAP), you must pay your registration deposit before OSAP funding can be released, refer to page 11 for more information on OSAP.

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/>

Enrolment Appointment

New students must attend a Markham Campus Enrolment Advising Appointment with a Student Success & Academic Advisor, to obtain permission to enroll in your courses. Visit this website for instructions on booking your enrolment appointment:

<https://www.yorku.ca/markham/markham-academic-advising/>.

Set Up 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.

Here are the steps to set up your banking information:

1. Visit <https://sfs.yorku.ca/refunds/request>,
2. Click on “Request a Refund”,
3. Select “Create or Update My Banking Information”,
4. Add your banking information,
5. 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.

Make a Payment

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>.

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>. Fall 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.

Student Account Frequently Asked Questions

1. When are my fees due?

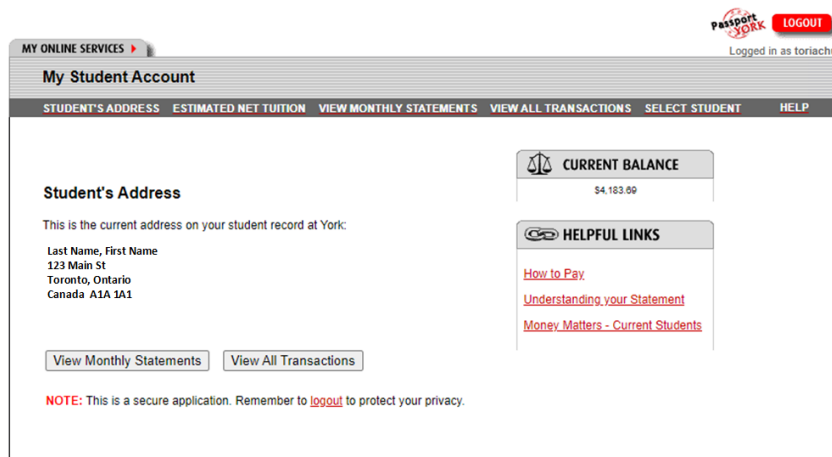
- Yearlong courses will appear as one transaction in your student account, however half of the fees are due in the fall and half in the winter.
- Fall fees are typically due September 10, after which, interest will be charged on unpaid fees.
 - Students who add all courses after the August student account statement is published and don't have an August statement, will not be charged interest on September 10th. In this instance, the September statement will likely include these charges, resulting in payment being due on October 10.
 - Students who apply for OSAP by the recommended date, will not be charged interest for the first month after tuition fees are due.
 - The Fall 2024 and Fall 2024/Winter 2025 Recommended date was July 15. Please refer to this website to obtain 2025 Recommended dates: <https://osap.yorku.ca/osap-important-dates>.
- Winter fees are typically due January 10, after which, interest will be charged on unpaid fees.
 - Students who add all courses after the January student account statement is published and don't have a January statement, will not be charged interest on January 10th. In this instance, the February statement will likely include these charges, resulting in payment being due on March 10.
 - Students who apply for OSAP by the recommended date, will not be charged interest for the first month after tuition fees are due. Please refer to this website to obtain 2025 Recommended dates: <https://osap.yorku.ca/osap-important-dates>.

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

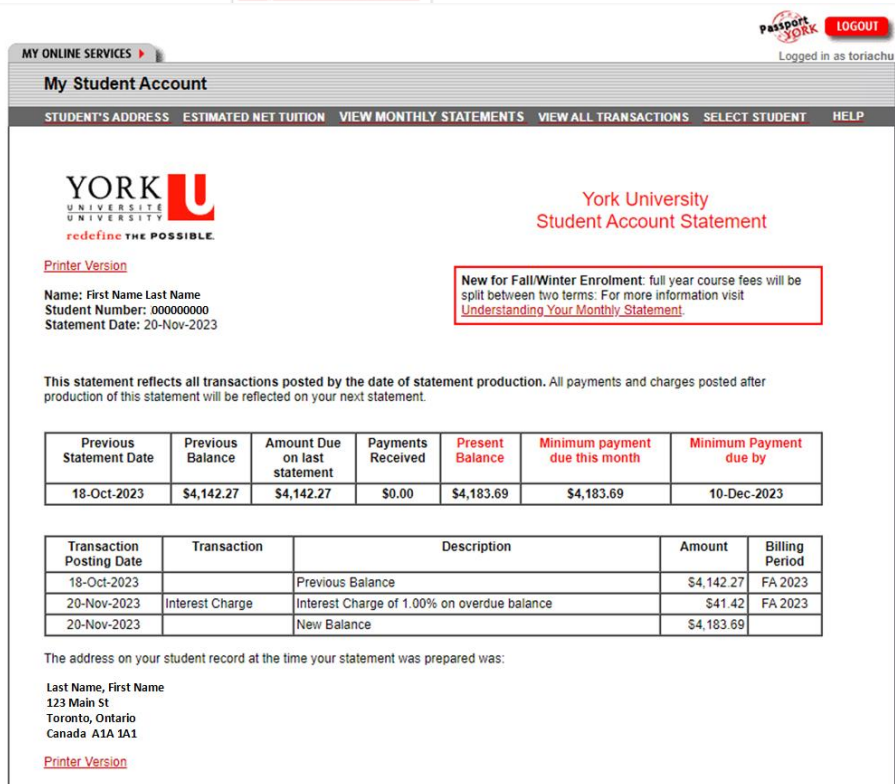
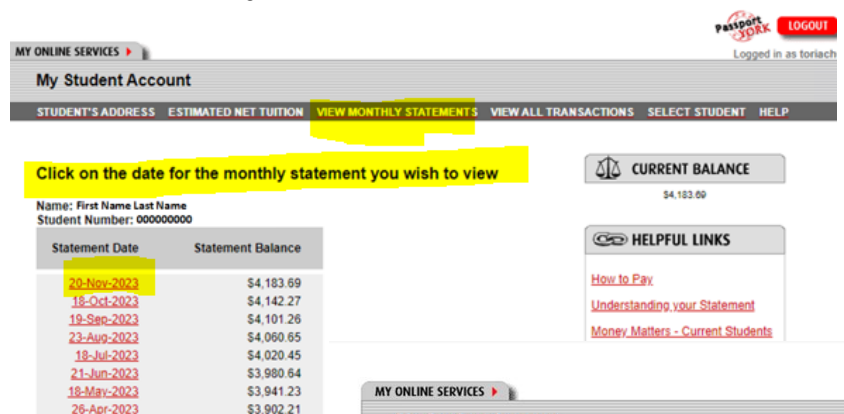
The person who opened the education account (e.g. your parents) would ask the financial institution (e.g. Florida Prepaid) for educational assistance payments. Each financial institution may have different requirements, but they typically ask for proof of enrolment to confirm your enrolment status (e.g. 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 enrolment 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>.

3. 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:



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

Student Financial Services publishes Statements once per month, between the 18th and 25th. The statement indicates the amount due for the next month and the 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 OF YORK
redefine THE POSSIBLE

York University
Student Account Statement

[Printer Version](#)

Name: First Name Last Name
Student Number: 00000000
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>.

5. 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.

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

Student account statements are published once per month and indicate what is due the following month. Students who add all courses after the last statement was published, will 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.

7. Why don't I see a recent payment a made on my statement?

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

8. Where can I locate resources for students from a province outside of Ontario/ Out of Province students?

Out of province enquiries should be emailed to findocs@yorku.ca. Include your YorkU student number in the correspondence for tailored support.

9. I am a domestic student, living in Ontario over the past twelve months. My tuition rate was inaccurately categorized as “Out of Province Tuition”. How do I appeal this?

You may appeal your tuition by completing the [Tuition Appeal Form](#), by the tuition reassessment deadline. Please refer to the [Types of Tuition website](#) for instructions, tuition categories and deadlines for tuition reassessment.

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.

OSAP Frequently Asked Questions

1. Who is OSAP open to?

OSAP is open to Ontario residents who are Canadian citizens, permanent residents or 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. Should I link OSAP to OUAC?

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

6. What's the OSAP Confirmation of Enrolment Process?

On your OSAP portal you may notice that the release of your payment is on hold until your enrolment is confirmed. The confirmation of enrolment 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.

7. When should I apply for OSAP and what are the deadlines?

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. Visit this website for OSAP Important Dates: <https://osap.yorku.ca/osap-important-dates>.

Academic Year/Term	Estimated Full-time OSAP Application Deadline 60 days before the study period ends.	Estimated Part-time OSAP Application Deadline 40 days before the study period ends:	Required Documents (estimated) Must be uploaded 40 days the before end of study period:
FA25	October 10, 2025.	October 30, 2025.	October 30, 2025.
WI26/FW25-26	February 23, 2026.	March 15, 2026.	March 15, 2026.

8. 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.

9. 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.

10. 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 enrolment 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>.

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 enrolment, 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), enrolment 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.shtml>.

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. 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>.

20. How do I ensure that my OSAP declaration and signature pages are completed and uploaded to OSAP 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.

21. How do I submit the MSFAA?

The Master Student Financial Assistance Agreement (MSFAA) is a legal agreement between students and the federal and Ontario governments. It outlines your responsibilities and the terms and conditions of accepting and repaying student loans. This step is done on the National Student Loans Service Centre (NSLSC) website, which you will be directed to when you login to your OSAP. This process is external to OSAP. For more information on the MSFAA please visit <https://osap.yorku.ca/ready-to-apply> or connect with live support by logging in to your NSLSC account.

22. 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.

23. 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.

24. 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 before the 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>.

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

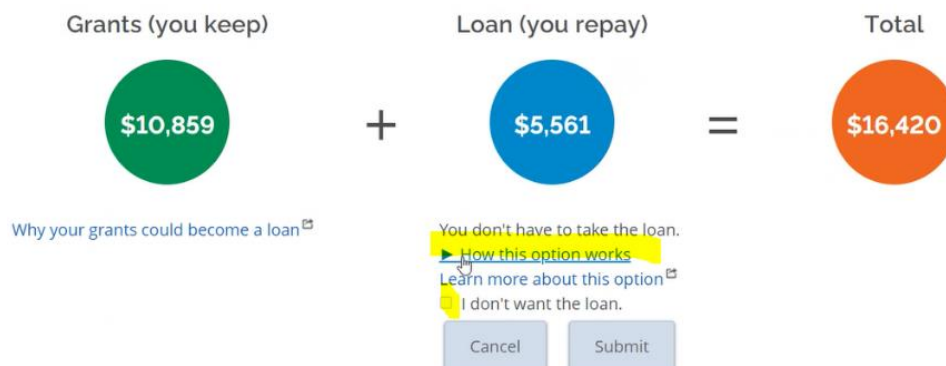
Although you've submitted the required document, it will continue to show as a required document until OSAP approves it. Your document is likely on queue to be assessed by the ministry. However, the ministry typically takes 6-12 months to process foreign income documents. This processing time will not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

26. 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.

27. 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).



28. How do I apply for an OSAP Extension?

Students must apply for OSAP extensions (Winter and/or Summer) through [Financial Aid, Awards, and Scholarships \(FAAS\)](#). Summer OSAP applications open at the end of March and students must apply through by following the steps below. For more information visit: <https://osap.yorku.ca/how-to-apply-for-osap-aid-for-the-summer-session>.

1. Login to [FAAS](#).
2. Click “Summer/Winter OSAP Extension”.
3. Click “Enter Application Details”.
4. Select “Summer Extension Application”.
5. Select respective dropdown options and click “Continue With Application”.
6. Complete information on each tab.
7. Successfully submitted Summer extensions will appear on “Under Review Applications”.
8. Processed Summer extensions will appear under “Historical Applications”.

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>.

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>.

Student Accessibility Services

Student Accessibility Services (SAS) supports students with permanent and temporary disabilities. Students who had an Individual Education Plan (IEP) may be eligible for services through SAS. Academic accommodations are developed once a student registers with SAS and meets with their assigned Accessibility Counsellor. For more information visit <https://students.yorku.ca/accessibility>, email sasinfo@yorku.ca or visit us at Suite 2010 at Markham Campus.

Accessibility Support Frequently Asked Questions

1. Where can I locate university transition support for autistic students?

Transition support for Autistic students and their families on planning to attend post-secondary, can be found here: <https://students.yorku.ca/accessibility/transitioning-to-university>.

2. I was diagnosed with a disability after completed my studies, how can I request admission consideration?

If an applicant believes their academic record may not meet the standard normally required for admission to the program of their choice, they can submit an Extenuating Circumstances for [Admission Consideration Form](#). Visit this website for more information: <https://futurestudents.yorku.ca/requirements/extenuating-circumstances>.

3. Can students with a disability grant a third-party (e.g. parent, caregiver, partner etc.) access to their YorkU student record?

Yes, this can be done by completing and submitting a third-party access permission form, located here: <https://secure.students.yorku.ca/pdf/third-party-access-permission.pdf>. Third party access does not grant third parties the right to change student information. To collect items on student's behalf, third parties must provide photo identification.

4. How do I report my disability to OSAP?

Students may report their disability to OSAP by completing the [OSAP Disability Verification Form](#) for public institutions, with their health care provider, and uploading it to their OSAP portal, under Disability Status documents. If students are encounter difficulties uploading it under Disability Status documents, it can be uploaded under Optional Uploads.

5. Can students with a disability grant a third-party access to their OSAP records?

Yes, students can do this by logging into their OSAP profile and updating their third-party access information.

6. How much OSAP Living Allowance do I qualify for as a student with a disability?

Living costs are covered by ODSP for students receiving Ontario Disability Support Program (ODSP) and would not be eligible for OSAP living allowance.

7. How many credits do I need to enroll in, to be considered a full-time student and qualify for full time OSAP funding?

Undergraduate full-time students with a documented disability need a minimum of 6 credits per term to maintain full time status and to qualify for full time OSAP funding if they qualify. Students can apply for approved accommodation with [Student Accessibility Services](#) and must complete the [OSAP Disability Form](#) for public institutions.

Graduate students are charged per term (not per credit) and are assessed according to their status (full time/part time). Part-time graduate students with documented disability, must apply for full time OSAP, will receive the benefits of being full time student, and the cost of their program will be adjusted by YorkU to part-time fees. Students can apply for approved accommodation with [Student Accessibility Services](#) and must complete the [OSAP disability form](#) for public institutions.

8. As a student with a disability, do I need to maintain my academic progress for OSAP?

Yes, students with disability must pass at least 40% of a full course load and complete the academic requirements of their program. However, students in work integrated learning programs, such as the BAsC Digital Technologies, are considered full-time, will not be assessed for academic progress, and will not be on academic probation, unless they switch to part-time or withdraw.

9. Are there specific grants or bursaries I can apply for as a student with a disability?

- 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>.

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 (student letters and more)

If you need to officially confirm your current student status to a third party, to verify your enrolment, you may download standard enrolment letters, or a letter to have your RESP funds released, at no cost, from this website: <https://registrar.yorku.ca/program/letters>.

Part-time students or students who will transition to another program in their second year, e.g. First Year Engineering or First Year Science students may receive an error message when requesting a standard enrolment letter. In this instance, email yuverify@yorku.ca to request the letter. 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/>

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.

Markham Campus Student Housing

The Markham Campus Student Housing are suite-style residences which offer a mix of private rooms and shared spaces. Our 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. Visit the following website to view the layout and rates: <https://www.yorku.ca/housing/markham/>. We are located on the Ground Floor, Suite 1015 of Markham Campus. Email markhamhousing@yorku.ca for more information.

Markham Campus Student Housing FAQs

1. When can I apply for housing?

Applications open on February 3rd. Students are advised to apply early to secure a spot.

2. How do I apply for housing?

Visit <https://www.yorku.ca/housing/> to apply for housing.

3. Where is Markham Campus housing?

It's located at 38 Simcoe Promenade (Tower C), in the Gallery Square Condominiums nearest to the intersection of Birchmount Road and Enterprise Boulevard. Markham Campus currently occupies 11 suites (3-4 students each). It's a 3-minute drive or a 15 minute walk from Markham Campus.

4. Are shuttle services available at Markham Campus housing?

Yes, YorkU 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/>.

5. Where can I find more information on Markham Campus housing?

You can connect with the Residence Life Coordinator for Markham Campus by emailing Jadey12@yorku.ca or by visiting the Student Life Office, Suite 1015, during business hours on Tuesdays to Thursdays.

Student Success & Academic Advising

Students may wish to meet 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. We are located in Suite 1010 of Markham Campus and our email is advise.markham@yorku.ca. Visit our website for useful resources: Website: <https://www.yorku.ca/markham/markham-academic-advising/>.

Academic Advising Frequently Asked Questions

1. When can new students enroll in their courses?

Students will obtain access to enroll in their courses after attending their Enrolment Advising Appointment, which typically start in May. Visit this website for instructions on booking your enrolment appointment: <https://www.yorku.ca/markham/markham-academic-advising/>.

2. I received transfer credit. Am I meeting my degree requirements to stay on track for graduation?

You will receive your degree checklist by email within 24 hours of completing your enrolment advising appointment. Students are advised to follow this checklist to ensure that they are taking the right courses, to be on track for graduation. Students are encouraged to meet with a Student Success & Academic Advisor prior to enrolling in courses, to ensure that they are on the right track.

3. Am I meeting my degree requirements to stay on track for graduation?

You will receive your degree checklist by email within 24 hours of completing your enrolment advising appointment. Students are advised to follow this checklist to ensure that they are taking the right courses, to be on track for graduation. Students are encouraged to meet with a Student Success & Academic Advisor prior to enrolling in courses, to ensure that they are on the right track.

4. I need help understanding how my transfer credits apply to my degree.

Transfer credits are typically assessed by Admissions and provided in your decision/offer letter, which will indicate the transfer credits that you are pre-assessed for. If you need further assistance in understanding your transfer credit statement, you can chat online with Transfer Credit Connect via: <https://futurestudents.yorku.ca/transfer-credit/transfer-connect>. You can connect with a [Student Success and Academic Advisor](#) to understand how your transfer credits apply to your degree.

5. What is the difference between an “Outside Major Elective Credit” and an “Elective (free choice) Credit”?

An outside major elective is a course that is outside of your major. A free choice credit can be any course (inside or outside your major).

6. How would I know if I am meeting course pre-requisites?

Course pre-requisites will be listed in the course description on the [York Courses Website](#). If you are unsure, please connect with a [Student Success and Academic Advisor](#).

7. How do I add or drop a course?

You can add and drop courses using the [Registration and Enrolment Module \(REM\)](#) and can access important enrolment information on the [Undergraduate Enrolment and Registration Guide](#). Add/drop deadlines can be access [here](#): If the deadline to add/drop courses on [REM](#) has passed, students may submit an [academic petition](#). If you have an enrolment block and need to drop a course, email yorknow@yorku.ca for support. Students are advised to connect with a [Student Success and Academic Advisor](#) before adding or dropping courses.

8. How can I obtain permission to enroll in a course?

Email advise.markham@yorku.ca with your full name, student number, request and course catalog number and a [Student Success and Academic Advisor](#) at will triage your request for permission to the respective Undergraduate Program Administrator.

9. Where can I view my grades?

You can view your course and grade list by visiting the [My Online Services Website](#), and under “Check My Grades & Progress”, click on “Course and grade list”.

10. Can I add a minor or a double major to my degree?

While Markham Campus students cannot add a second major or minor to their degree, they can take additional courses in other subject areas once pre-requisite requirements (if applicable) are met.

11. When can continuing students (second year onwards) enroll?

Visit the [Undergraduate Enrolment and Registration Guide website](#), under “Find Out When You Can Enroll” click on “Assigned date and time” to view your enrolment window.

12. Where can I access the Markham Campus summer course schedule?

The summer course schedule is typically posted on the [York Course Website](#) in February.

13. What resources can I access if I am worried about my GPA?

Connect with a [Student Success and Academic Advisor](#) to discuss strategies to boost your GPA. You may also benefit from participating in workshops offered by [Learning Skills and Academic Success](#).

14. What is a ‘W’ grade?

Transcripts will reflect a ‘W’ grade for courses dropped after the drop deadline, indicating that you withdrew from the course. A ‘W’ grade does not have an impact on your GPA. Visit the [Course Withdrawal website](#) for more information.

15. What should I do if I have failed a course?

There may be several options, including submitting a petition to change the grade to a ‘W’ grade, or repeating the course. Please connect with a [Student Success and Academic Advisor](#) to discuss your options.

16. How do I submit an academic petition?

The [Academic Petitions](#) process varies by Faculty. To learn more, please connect with a [Student Success and Academic Advisor](#), who will review the process with you and refer you to your Undergraduate Program Administrator for further support with submitting the petition.

17. Is there anything I should know about repeating a course?

Most programs allow students to repeat a passed or failed course to a maximum of three attempts per course. Previous attempts will remain on your academic record, with the most recent attempt counting toward your credit totals and grade point averages. Grade(s) awarded in prior attempt(s) will remain on your transcript designated as "No Credit Retained" (NCR). Visit the [course repeat](#) page for more information.

18. How do I change my program?

Connect with a [Student Success and Academic Advisor](#) to discuss the program requirements for the program you are interested in, and for instructions on submitting the program change form.

19. If I transfer to another university, will I receive transfer credits from YorkU?

You must connect with the institution that you wish to transfer to, for more information. They may be able to provide you with useful information such as application deadlines, program requirements and potential transfer credits.

Additional Markham Campus Contacts

Student Success & Advising

Careers

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://www.yorku.ca/markham/markham-campus-student-career-services/>

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/markham/academic-success/>

Email: agatas@yorku.ca

Office: Room 2005

Student Services

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 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

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

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/>

Undergraduate Programs

Digital Technologies (BASc)

This is Canada's first fully work-integrated degree program, designed to address the country's digital skills shortage. Students earn a full-time salary as part of a four-year job where a portion of work time is allocated to study in the Digital Technologies Program. Students will work full time with 20% of your work hours released towards earning the Bachelor of Applied Science in Digital Technologies degree.

Website: <https://lassonde.yorku.ca/digital-technologies>
Email: digitech@yorku.ca
Office: 7006

Computer Science for Software Development (BASc)

In this program, students can choose from exciting options in emerging areas such as cloud computing, cyber security and data science, which puts innovative ideas at the heart of program design. Students will have the opportunity to work on real-world community and industry-inspired projects, covering both theory and practice. Moreover, through experiential learning, student will play an active role in the learning process, whether that's during extensive labs, project-based assessments, simulated workplace assignments and/or work terms in Markham-based industrial or non-profit organizations. It's all about building the complementary skills of a well-rounded digital citizen.

Website: <https://lassonde.yorku.ca/academics/computer-science-for-software-development>

Email: cssdmc@yorku.ca

Office: 7006

Communication, Social Media & Public Relations (BA)

This program will help you develop a solid foundation in communication and media studies while pursuing an intensive focus on the study of social media and public relations. Acquire research experience, analytical skills and expertise in communicating across multimedia formats with an emphasis on ethics and a commitment to social justice and transformation. The program also includes experiential education and placement opportunities, to support you in navigating future career or academic pursuits.

Website: <https://www.yorku.ca/laps/cmds/undergrad/communication-social-media-public-relations/>

Email: smprcoco@yorku.ca

Office: 7006

Creative Technologies (BFA)

The Creative Technologies (BFA) program empowers students to develop multidisciplinary creative skills and technological expertise through hands-on learning with an emphasis on social applications and contexts.

Website: <https://ampd.yorku.ca/creative-technologies/>

Email: crte@yorku.ca

Office: 7008

Entrepreneurship & Innovation (BCom)

A new Markham Campus stream in York University's established Commerce program, this option lets you combine core commerce courses with courses focused on developing an action-oriented, entrepreneurial mindset for overcoming organizational and societal challenges in an ever-changing world. Draw from business and social perspectives to understand how value is created in both for-profit and not-for-profit organizations.

Website: <https://www.yorku.ca/laps/sas/bcom/degree-options/entrepreneurship-innovation/>

Email: bcomei@yorku.ca

Office: 7008

First Year Engineering Core Program

Students in Engineering begin their studies with a foundational common first year. First year courses in applied mathematics, physical sciences, programming, and engineering (design, ethics, and communication) provide a strong base for branching out into the engineering majors. The first-year program allows you students explore various engineering majors before committing for the second year.

Website: <https://futurestudents.yorku.ca/program/first-year-engineering-core>

Email: fye@lassonde.yorku.ca

Office: 7006

First Year Science Program

This program emphasizes the first-year experience, positioning students for success throughout their studies. Whether students have a specific career path in mind or simply want to explore science in their first year, they will benefit from the Markham Campus' innovative design, which allows transdisciplinary collaboration and intimate class settings.

Website: <https://www.yorku.ca/science/programs/undergraduate-programs/first-year-science/>

Email: fysc@yorku.ca

Office: 7010

Financial Technologies (BSc)

This program prepares you for a technology-related career in the financial sector. Combine computing and information technology training with economics and finance education. A specially designed combination of courses will explore diverse aspects of the financial technologies industry, from AI and machine learning, financial systems design and financial cryptography, to mathematical finance, banking and payment systems, e-trading, and portfolio management.

Website: <https://www.yorku.ca/laps/itec/financial-technologies/>

Email: fint@yorku.ca

Office: 7008

Sport Management (BSM)

This business-oriented program focuses on the managerial and organizational aspects of sport. Learn about sport innovation and entrepreneurship alongside studies in sport leadership, sport communications and community relations, sport analytics and e-sport. The experiential education component includes strategic management, marketing or finance and accounting projects. It also includes two employer and community-focused, hands-on learning opportunities.

Website: <https://www.yorku.ca/laps/shrm/programs/bsm/>

Email: sportmgt@yorku.ca

Office: 7010

Graduate Programs

Graduate Diploma in Biotechnology

This program addresses an unfilled need in the Canadian Biotechnology Industry. The biotechnology industry has been leaned on heavily to bring forward high-value strategies and pharmaceutical options with many job openings remaining unfilled. The Graduate Diploma in Biotechnology is designed to increase the available pool of trained talent for the biotechnology industry and to strengthen the biotechnology ecosystem.

Website: <https://www.yorku.ca/gradstudies/biotech-diploma/>

Email: biot-mkm@yorku.ca

Office: 7018

Graduate Diploma in Management

This program provides students who have a non-business background, with a robust understanding of the field of management and key skills required in managing an organization. Students will be introduced to major areas in management including organizational theory, marketing, accounting, finance, operations management, management information systems, organizational behavior, and law, and hone their skills and knowledge in a capstone course that addresses real-life organizational problems.

Website: <https://www.yorku.ca/gradstudies/gdm/program/>

Email: gdminfo@yorku.ca

Office: 7020

Master of Science in Management Practice

This graduate program is designed to train professionals to successfully run organizations by focusing on applied research and analysis of business data. Full-time qualified domestic students will receive a guaranteed funding package for the duration of this program, with their offer of admission. The program offers a variety of specialization options including Applied Accounting Research, Applied Marketing Research, and Supply Chain Management.

Website: <https://www.yorku.ca/gradstudies/mscmp/programs/>

Email: mscinfo@yorku.ca

Office: 7020

Master of Public Policy, Administration and Law (Municipal Government)

This program provides a more comprehensive consideration of public and administrative law, social justice issues and public sector ethics than any other existing program in Canada. Students will benefit from York's established strengths in democratic administration, environmental policy, change management, e-government, financial accountability and many other fields.

Website: <https://www.yorku.ca/gradstudies/ppal/programs/municipal-government/>

Email: mppal@yorku.ca

Office: 7022

Master of Biotechnology Management (MBM)

This program is one of a kind in Canada as it offers students training in practical biotechnology theories, skills and practices, a graduate education in management, and two terms of paid work-placements. During the final year, students complete an interdisciplinary capstone course that combines biotechnology and management skills and knowledge. Students will graduate with two credentials — a Professional Master of Biotechnology Management and a Graduate Diploma in Management — and will be positioned to make immediate contributions to the growing Canadian biotechnology industry.

Website: <https://www.yorku.ca/gradstudies/biotech-mgmt/>

Email: biot-mkm@yorku.ca

Office: 7018

Campus Services

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

Educational and Employer Partnerships

The Educational and Employer Partnerships team connects students with industry by fostering meaningful employer relationships and creating impactful experiential education opportunities. By actively engaging with employers, they identify talent needs, build strong talent pipelines, and align experiential opportunities with workforce demands. They facilitate valuable work-integrated learning experiences such as co-op placements, internships, course-based projects and more to help students gain practical skills and accelerate their professional growth. Connect with us to learn more about co-op/internships at Markham Campus.

Website: Coming soon
Email: hiremarkham@yorku.ca
Office: 3040 Experiential Education Hub

Markham Campus Bookstore

The Markham Campus Bookstore is the central hub for textbooks, supplies, electronics, gifts, Markham Campus merchandise and more.

Website: <https://bookstore.yorku.ca/>
Email: askyub@yorku.ca
Office: 1030

Markham Campus Library

The Markham Campus Library is the heart of York University's Markham campus. The library provides a quiet place to read and study, and a technology-rich space that encourages experimentation and creativity, whether your interests are sewing, 3D printing, multimedia creation, or anything in between.

Website: <https://www.library.yorku.ca/web/markham/>
Email: markref@yorku.ca (or mmcl@yorku.ca for digital service enquiries)
Office: 3rd Floor, Markham Campus

