



Frequently Asked Questions

How does the registration process work?

Once open, registration can be done over the phone at 519-606-1484 or in person at the Clinton Centre. Minimum payment of your first course in full is required to process your registration and secure your seat. Methods of payment accepted are debit or credit card – No cash.

What funding sources are available?

Our daytime PSW program is eligible for full-time OSAP; our evening PSW program is eligible for part-time OSAP. If you are going to be applying for OSAP you must pay for your first two courses before Fanshawe College's Financial Aid Office will confirm your enrollment for your funds to be released. The rest of our courses and programs are eligible for the Continuing Education Bursary (application forms available on our website and at the Clinton Centre).

How do I apply for OSAP?

You can apply online at <https://osap.gov.on.ca>. For more information on financial assistance options or help with your OSAP application, please contact Maureen Connors at mconnors@fanshawec.ca or 1-519-452-4430 x4680.

Prior Learning Assessment and Recognition (PLAR)

<http://www.fanshawec.ca/admissions/policies/prior-learning-assessment-recognition>

How do I apply for PLAR?

The first step is to contact the Prior Learning Assessment and Recognition Advisor, Cheryl Morris, who is located in the Office of the Registrar, Room E1012, and can be reached at: Phone: (519) 452-4445 | E-mail: cmorris@fanshawec.ca

Withdrawals and Refunds

Once registered, a seat is reserved for you. You are academically and financially responsible for your course(s) unless you withdraw officially by the given refund deadlines (usually 3 days before the course start date for all Clinton Centre programming). To do this, you must complete a Student Withdrawal form and submit it to the Clinton Centre. The effective date of withdrawal is the date we receive your written notice. Should you cease to attend classes, and do not officially withdraw, you will remain enrolled and will be assigned a 'F' grade. Withdrawals before the refund deadline will result in a full refund less Administrative Fees and Material Fees, if applicable. A withdrawal after the refund deadline, but before the course is 70% complete, will result in an official withdrawn status but no monetary refund.

How do I get my textbooks?

For information on your textbooks go to <http://fanshawe.bookware3000.ca/>

- Find Your Textbooks by Program
- Choose MAIN – London Campus (it is the same book list)
- Choose your semester
- Select CECLI as the Program Code
- Find your Course Code in the list

If you pay with a credit card you can purchase your books directly from this website and have them shipped to your door. Otherwise, you will need to go to the bookstore at London Campus and purchase your books in person.

How do I login to FanshaweOnline (FOL)?

Once registered for your course(s), please allow two business days for your FanshaweOnline profile to be created. Courses can be accessed after their official start date. Thereafter, the following steps will guide you through the FanshaweOnline login process:

1. Go to www.fanshaweonline.ca
2. Click on 'Login Help' link
3. Click on 'FanshaweOnline Account Information'
4. Enter your Student Number (found on your registration statement) and click 'Submit'
5. Select 'Send Password' to have your username and password sent to the email address you provided upon registration.
6. Retrieve your password from your email account.
7. Go back to www.fanshaweonline.ca and login.
8. Select the link to your course

If you have taken a FanshaweOnline course in the past your existing username and password may be used.

If you experience any problems with obtaining your FOL username or password, please contact the Help Desk at 519-452-4430 x4357 or helpdesk@fanshawec.ca.

How do I get a copy of my transcript?

You can print an unofficial transcript from your WebAdvisor account at www.fanshawec.ca/webadvisor; it is the same username and password as your FOL account.

Official transcript requests are processed by the Office of the Registrar at London Campus. You can request a transcript by faxing in a letter that includes your name, student number and where you want the transcript sent to (519) 453-5021.

How does graduation work?

Graduation ceremonies are held at London Campus twice each year, in June and November. Each programming area does not track each student individually and therefore it is the responsibility of the student to advise their program area when they are in the final course of a program. Students must apply to graduate and once reviewed will be notified of their status via email. Please ensure we have your correct email address on file. Application forms available on our website or at the Clinton Centre.

If a student does not wish to attend their graduation ceremony, they can either pick up their certificate after the ceremony in the Office of the Registrar or they can fax in a request form to have their document sent to them (forms available at the Clinton Centre). It costs \$20 for the document to be mailed out since it goes out by courier. Please note that documentation is not available until two weeks after the graduation ceremonies.

Additional Questions?

Please check out the Additional Information section of the London Campus Continuing Education Course Guide for more details on policies and processes.

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