



Supporting Transfer Applicants in a Centralized Client Service Office

Ryerson University

**RYERSON
UNIVERSITY**

Everyone Makes a Mark

Ryerson University





Student Learning Centre



UAR Client Services

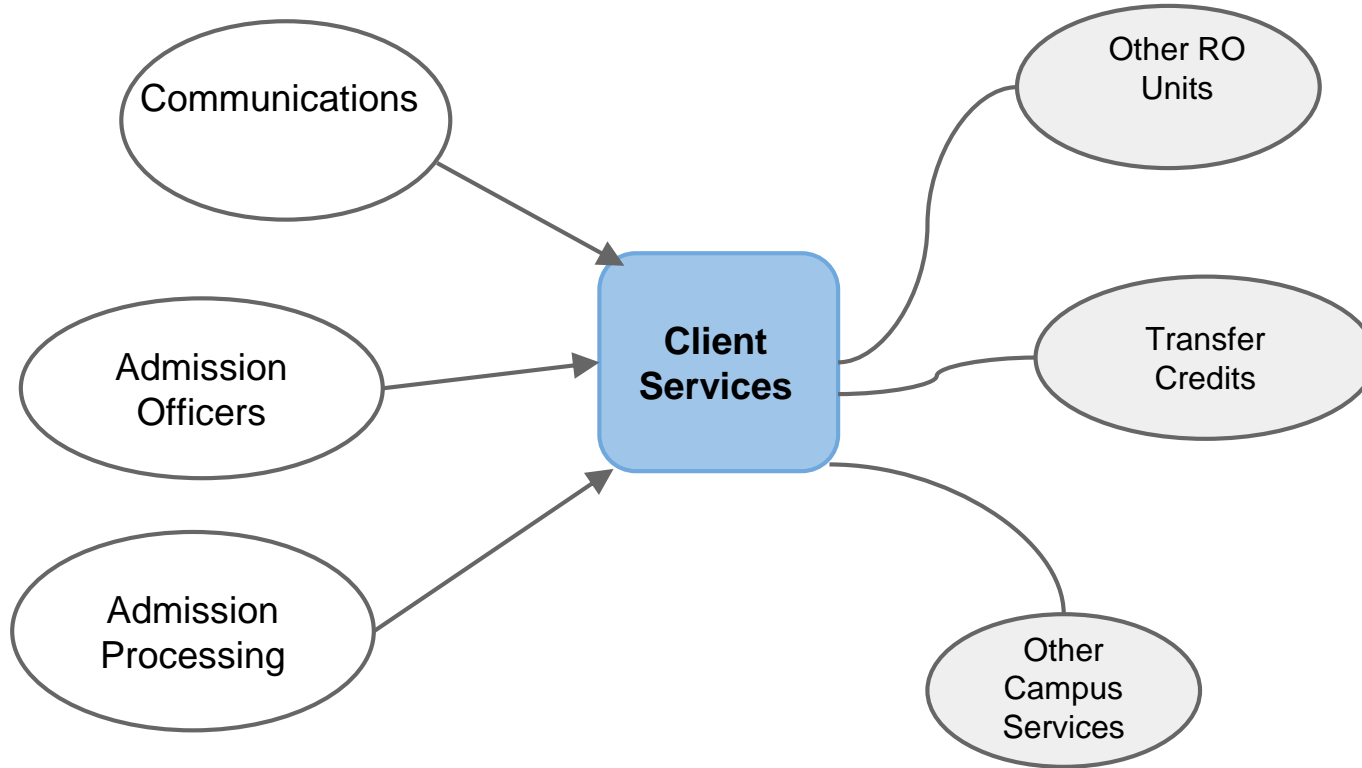


Services Provided

- Front-line support for Undergraduate Admissions & Recruitment
- Information and advising on undergraduate program choices, admission requirements, application procedures and selection process
- General information on Registrar's Office services and Campus Services



Client Service Model



Who are our Clients?

- Prospective Students
- Applicants
- Non-Applicants
- New Students
- Current Students

→ 4,000 to 11,000 interactions per month



Client Service Team



CS Team Roles

- Client Service Representatives (CSR)
- Information Officers (IO)
- Coordinator
- Manager

Our Applicants

- High School Applicants
- Internationally Educated
- Transfer Applicants
- Other non-high School



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Transfer Applicants

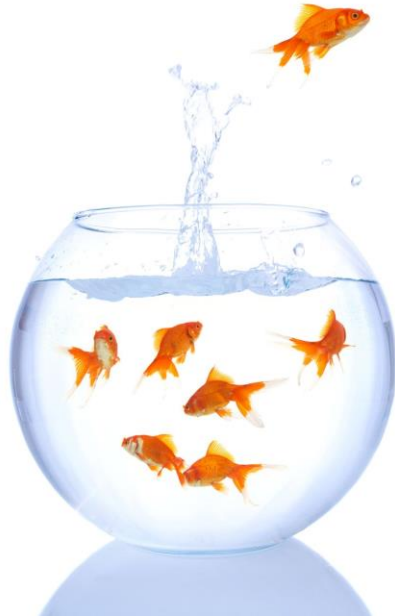
Why do they contact us?

- Admission requirements
- Degree Completion & Advanced Standing options
- Transfer Credit eligibility
- Application questions
- Steps for upgrading
- Denied applications

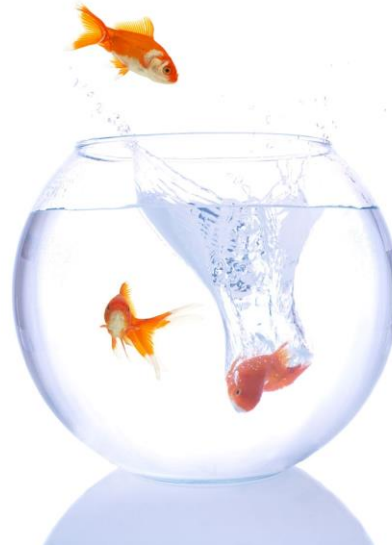


Two Big Questions.

Admission
Eligibility



Transfer
Credit
Eligibility



Transfer Admission Advising

- General questions > CSRs
- Individualized situations & detailed questions

Information Officers

- Probing Questions
- Advising after an admissions decision

Transfer Admission Advising

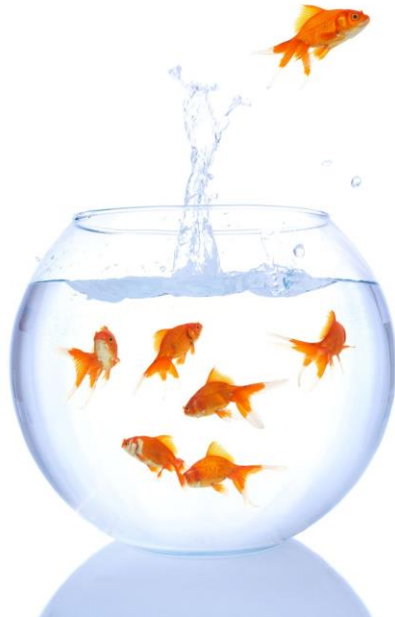
Challenges

- **Student's Expectations for Pre-assessment**
- **Different Admission Requirements and Different Academic Backgrounds**
- **When to Refer a Student to the Admissions Officer**



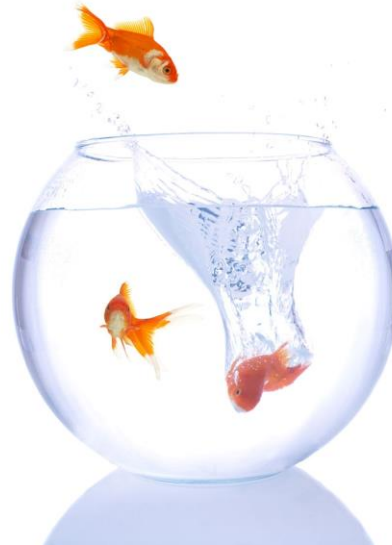
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**Transfer
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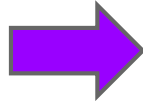
- Pathway Option
- Transfer Credits



Transfer Credit Advising

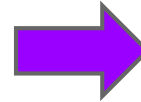
Undergraduate Admissions & Recruitment Client Services

- Before receiving Offer of Admission
- Advise prospective students and applicants
- High level transfer credit eligibility and policy information



Transfer Credit Unit

- After receiving Offer of Admission
- Applying for Transfer Credits



Program Department

- Starting in August and new student orientation
- Understand how transfer credits apply to curriculum
- Course selection

Transfer Credit Advising

Improvements

- Improved communication and training
- ONTransfer.ca Course Transfer Guide
- Prospective Transfer Credits website
- New student hand-off to Transfer Credit Unit



ONTransfer.ca Course Transfer Guide



[Register](#) / [Log In](#) to MyONTransfer



HIGH SCHOOL
STUDENTS /
GRADUATES



COLLEGE
STUDENTS /
GRADUATES



UNIVERSITY
STUDENTS /
GRADUATES



SEARCH
TRANSFER
GUIDE

Search for Course Transfers

Create a list of courses that you would like to transfer to another college or university.

ONTransfer.ca is an unofficial guide to how courses transfer from one institution to another. Your grades and, in some cases, the program you are pursuing will be taken into consideration by the college or university you plan to attend.

Please note **you are currently not logged in**. Save your course transfer data by [creating a MyONTransfer account](#).

Add a Course

* denotes required field

*Institution:

- Select an Institution -

*Date:

- Semester / Term -

*Year:

- Year -

Course History



You currently have no courses selected.

Organize by Institution

Organize by Date

Transfer Credits



Ryerson University is a diverse community actively accepting students who have previous post-secondary education. The following information will help you understand how Ryerson evaluates your previous coursework for Transfer Credit.

Advanced standing and Transfer Credit eligibility is determined by the admission process. Students who have received a Ryerson Offer of Admission can apply for Transfer Credits to obtain unofficial results. Official Transfer Credit results are confirmed after students accept their Offer.

Students may apply for Transfer Credits once they receive an Offer of Admission. We do not pre-evaluate Transfer Credits.

Eligibility

Your Offer of Admission could include information regarding advanced standing and Transfer Credit eligibility. Some students will receive an advanced standing Offer placing them into a level higher than first semester; or Transfer Credits are granted as part of their Offer of Admission.

Transfer Credits are considered for courses:

- similar in level to a degree level course (diploma and degree level courses will be considered)
- similar in content to a course in your program
- with a minimum grade of 70% (B-) for college or 60% (C-) for university
- not identified on your Offer of Admission as being ineligible

New Students



You've followed the steps on [Approved Students](#) to accept your Offer, pay your tuition deposit and meet your admission conditions. Now what? Check out the Steps for New Students, Enrolment and Fees and the Student Guide to prepare for September. We can't wait to see you on campus!

[Steps for New Students](#)[Enrolment and Fees](#)[Calendars and Student Guide](#)[FAQ](#)

Steps for New Students to be Ready for the Start of Class

Confirm your Spot

- @ Accept your Offer of Admission
- \$ Pay your Tuition Deposit
- ✓ Meet your Conditions

May/June

- ➔ Apply for Transfer Credits (if applicable)
- 🏠 Apply to live in Residence (if applicable)
- \$ Apply for Scholarships
- \$ Apply for Financial Assistance (OSAP)
- \$ Request RESP Verification of Enrolment (if applicable)

July

- \$ Submit documents to support your OSAP application (if applicable)
- ⊕ Learn about Services on Campus
- 👤 Register with Student Learning Support (if applicable)

August/September

- @ Activate your Online Identity and Ryerson Email
- ✓ Review Important Dates and your Program Requirements
- ✓ Enrol in Courses
- \$ Pay your Fees
- 👤 Apply to Work on Campus

Transfer Credit Advising

Improvements

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Ryerson One Stop
Perspective - Self Serve Stations

ghA

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A wide-angle photograph of the Ryerson University campus. In the foreground is a large, vibrant green lawn. Behind it is a brick building with a green copper roof and a clock tower. To the right, a modern glass and steel building is visible. In the background, the Toronto skyline is prominent, featuring the CN Tower and several other high-rise buildings under a blue sky with scattered white clouds. The scene is framed by lush green trees on the left and right sides.

Thank You!

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