Overview of Services for Students

General Services (Front Desk)
The FGSR Front Desk is the first point of contact when students come to FGSR. The front desk provides the following:

- Information about all our graduate programs, deadlines, and application processes
- Help with finding the right person to talk to in admissions, registration or scholarships
- Taking requests for official letters, including letters in support of immigration
- Help with documentation such as name changes and updating permanent residency status
- Assistance finding department academic advisors and other services on campus
- Basics such as navigating the U of R website and understanding the U of R Academic Calendar

Admissions
The FGSR Admissions team supports students during the application process:

- Assistance with online application process
- Ensuring all admission documents are received
- Processing and preparing all admission documents for academic units to review
- Sending out acceptance and rejection letters

Registration
The FGSR Registration team supports students with all aspects of registration:

- Assistance with registering for classes when there is an issue (normally, students are responsible for registering themselves)
- Assistance with understanding graduate student registration regulations
- Ensuring students are in the correct courses and registration regulations are followed
- Answering registration inquiries
- Guide, process and answer questions around student requests (Leaves of Absence, Course Deferrals, Program Transfers, etc.)

Thesis, Defense & Graduation
The FGSR Thesis and Defense team supports students through their thesis and graduation:

- Providing thesis writing supports
- Assisting with thesis/project/practicum submission
- Setting up PhD thesis defenses
- Obtaining library approval for theses
- Program completion letters for new graduates
- Confirmation of program requirements for graduation

Scholarships/Funding
The FGSR Scholarships team supports students with all scholarship and funding opportunities:

- Assistance with scholarship applications
- Answer inquiries about scholarships and funding available
- Provide student information sessions on various scholarship opportunities
- Tri-council funding award administration and support
- Offer feedback on scholarship application outcomes
- Provide information about external funding opportunities

Engagement
The FGSR Engagement team supports the overall student experience:

- Provides support to student groups
- Hosts events to connect graduate students to one another
- Provides professional development opportunities for students

Other
FGSR also handles the following:

- Academic integrity cases
• Progress reports
• Setting up meetings with the Dean/Associate Deans for:
  o Appeals to the Dean
  o Alleged academic misconduct
• Postdoctoral fellows support and networking

**Academic Unit Responsibilities**
Students need to see their academic unit for the following:
• Advising
• Course delivery questions
• Thesis/Project/Practicum supervision
• To override placement courses