Frequently Asked Questions

When does the Summer 2026 term begin?

The winter term starts on Monday, May 4, 2026.

Join us for Startup activities including International Virtual Orientation, Campus Welcome Day, Virtual Orientation - All Students and get your questions answered by The Service Hub.

When is the first day of classes for the Summer 2026 term?

Classes start on Monday, May 4, 2026.

What activities are planned as part of Startup?

Activities include Campus Welcome Day, Virtual Orientation, Program Orientation, webinars, Service Fair and more.

Visit the Startup space on MySeneca to learn more.

I'm a current student. Am I invited to Startup activities?

Yes, all students are welcome to join us at Startup.

How do I build my Class Schedule?

You create your schedule using the Visual Schedule Builder. For step-by-step instructions on how to select your class schedule, see Selecting a Class Schedule.

You can make as many changes to your class schedule as you'd like within the deadlines for adding and dropping a course.

If you are unable to build your schedule and enrol in classes, see Unable to build a class schedule.

How will programs be delivered?

Seneca is excited to offer more flexible learning options than ever before. Seneca delivers programs in four formats: online, in person, hybrid – a mix of online and in-person – and what we're calling flexible. Watch this video to learn more about the four delivery formats.

More information is also available on the Program Delivery Options page

To view how your program will be offered in the Summer 2026 Term visit program pages

You'll be able to select your preferred course delivery options when building your schedule during open enrolment, which opens on Thursday, April 9, 2026.

In some cases, you will have more than one delivery option. Preferred options will be considered on a first come first served basis.

If your program has choices in program delivery, you will see those options when you build your schedule. You will choose your delivery mode when you build your schedule.

International students: studying from outside of Canada impacts your Post-Graduation Work Permit (PGWP) eligibility. Please review the PGWP eligibility before choosing your program and course delivery.

What is the difference between COM101 and COM111? How do I know which one to take?

Diploma, advanced diploma, and some certificate programs require you to take either COM101 or COM111 — Communicating Across Contexts. Admission criteria will be used to determine if you will take COM101 or COM111.

Both are one-semester credit English courses. COM101 is offered three hours per week and COM111 is offered six hours per week. Neither are general education courses.

During the open enrolment period for your term, you can see which COM class you need to

take by doing the following:

1. Log in to Student Home.

2. Select **Manage Classes** and then **Build Schedule** to open the Visual Schedule Builder. Learn how to use the Visual Schedule Builder.

3. Select **My Requirements** to view the courses you need to take.

Refer to the Enrolling in COM or MATH courses tip sheet for more detailed information on how to add these to your schedule.

Do I need to do a Skills Assessment Test?

Some programs require you to complete a skills assessment test.

Please check the list of programs to determine if your program requires a skills assessment.

You may book your skills assessment test once you have accepted your offer of admission and have paid your deposit.

You must complete your skills assessment test prior to the start of the semester. Please see these important academic dates to know when to complete your assessment by.

You can book a time to complete your skills assessment test online using the Examity platform. You can also complete your test in-person at one of our Test Centres.

You will need a physical piece of government-issued photo identification and your Seneca login credentials.

Learn more about skills assessment tests.

How can I contact my Student Adviser?

To connect with your Adviser, follow these steps:

1. Log into The Service Hub Portal.

2. Select the **Student Advising** tab at the top of the page. The Student Support Request form will open.

3. Select the subject of your inquiry from the drop-down menu.

4. Enter the details of your inquiry in the **Details** section.

5. If you need to add any supporting documentation, click **Upload Files**.

6. When you're finished, click **Submit**.

A case will be created for you immediately, and your Adviser will respond to your inquiry. You can track the status of your case in the **My Cases** tab. If you'd like to speak with them directly, you can also book an appointment with your Student Adviser.

Student Advisers are also available on campus in the Service Hub for drop-ins.

How can I contact my Program Coordinator?

You can find your program coordinator's contact information by visiting your program page, then selecting **Contact us**.

While you can reach out to your Program Coordinator for assistance, if you are a full-time student, your student adviser should be your first point of contact for program-specific questions, such as program prerequisites and graduation requirements, academic status, grades, educational planning and referring you to the supports and services to help you succeed. Learn more about Student Advisers.

Where can I view my schedule once it has been built?

At Seneca, you select your own class schedule and enrol in your own courses. Refer to our Selecting a Class Schedule tip sheet for detailed instructions on how to look at your academic requirements, build your schedule and enrol in courses.

Once you've created your schedule, you can view your schedule in two places:

- In Student Home, select **Manage Classes**, then select **View My Classes**. This is also where you can download a printer-friendly version of your schedule.
- In the Seneca Mobile App.

You will be able to access your schedule when you have paid off your fees. If you're not able to access your schedule, make sure you have completed these steps.

How do I read the course codes on my schedule?

Every course at Seneca has a six-character course code. The code always starts with three alphabetic letters, which correspond to the subject or program. For example, math courses start with "MTH". The three digits that follow correspond to the course number.

How many courses do I need to take in a semester?

The number of courses you need to take per semester varies by program. See your program page for the number of courses you need to take as well as the order you need to take them in. Some courses are prerequisites, which means you need to pass them before you can continue on to the next level; these courses must be completed in a specific sequence.

You are considered a full-time student if you are registered in at least 66.66 per cent of the assigned course requirements for a specific term or at least 70 per cent of the scheduled contact hours of an approved post secondary program.

You are considered a part-time student if you are taking less than 66.66 per cent of the assigned course requirements for a specific term and less than 70 per cent of the scheduled contact hours of an approved post secondary program.

The actual number of courses this translates to varies from program to program and even from semester to semester. You can check your program chart in the Student Resources tile of Student Home to get an idea of how many courses are standard for your program each semester. Learn more about full-time course loads.

How will my classes be delivered online?

Online classes are delivered using platforms such as BigBlueButton, Microsoft Teams, WebEx or Zoom.

When you log into Learn@Seneca/Blackboard by the first day of classes, there will be links for each of your classes. When you click these links, you can access course information, such as announcements from your professor about which platform and link will be required for joining your online class.

You can access Blackboard through Student MySeneca by selecting Learn@Seneca.

Where do I check when my Program Orientation will be taking place?

Check the Program Orientation website for information about program orientation. It lists if your program orientation will be in-person or if virtual the platform that faculty will be using to deliver program orientation information. If your program does not have an orientation scheduled yet, keep checking as it gets updated regularly.

How do I get course materials?

The easiest way to shop for your course materials is to visit the Campus Store website. From there, enter your student ID or the courses that you are enrolled in to get a list of materials that you need. For physical items, you can pick up items in-person or have them shipped to your door. For digital items, such as e-books, you'll receive an email with instructions on getting your items.

 If you are looking for your textbooks in an accessible format, contact Accessible Learning Services for assistance.

Some programs may require other materials, such as:

- Aviation headsets
- Veterinary tools
- Scrubs
- Lab Coats
- Your own laptop
- Notebook / Paper
- Stationery supplies (pencil, pen, eraser, highlighter, ruler)

If your program requires other materials, you will usually be told in advance by the program coordinator or your instructors. You may also find information about needed course materials on your program page.

If you are having difficulty obtaining your course materials, contact your course instructor.

I am studying online, what technical requirements are needed for my program?

If you are studying online, your computer will need to meet certain technical requirements. Learn more about the technical requirements for online learning.

If you don't have access to a computer that meets these requirements, Seneca has partnered with Dell to offer discounted laptops to students and employees. Each model meets Seneca's technology requirements for online learning; however, some programs may require a specific model. Use the online portal to purchase a Dell laptop through this program.

Can I rent a laptop or other technology items from Seneca Polytechnic?

ITS Service Desks are located at King, Newnham and Seneca@York campuses to loan out a variety of computing equipment such as laptops, iPads, cameras, camcorders, tripods, cell phone chargers, and lavalier microphones at no charge. Please be aware that a valid Seneca OneCard is required, without exception, to borrow equipment.

Visit the Loaner Services Policy page for information on the lending and returning process, liability for lost, stolen or damaged equipment, equipment availability and penalties.

If you would like to buy a laptop, you can purchase a Dell laptop at a discounted price.

What is a Mentor?

Your mentor is an upper-semester student who will help you navigate your transition to the post secondary environment. They can share tips on how to make the most of your student experience and connect you to valuable resources.

Your mentor will be available to help answer your questions through email, text and/or virtual meetings. Check you Seneca email starting the week of May 4 to be connected with your mentor.

When will I receive an update on my study permit application?

Seneca does not have access to the status of your application. Check the status of your immigration or citizenship application online.

How do I upload my study permit on Student Home?

Once you have received your study permit, you'll need to upload your study permit documents to Student Home. For instructions on how to upload this information, please refer to our Update Study Permit Tip Sheet.

If your study permit status or expiry date changes at any time during your studies, you'll need to update your information in Student Home. Learn how to update study permit information in Student Home.

Learn more about the Frequently Asked Questions regarding the latest updates on study permits provided by IRCC.

My study permit has been denied, what do I do?

If your application is refused, you will receive a letter explaining the refusal reasons.

In the case of a study permit denial, consider the following options:

- You can defer your admission to the next available term. Visit the Change of Plans page for more information.
- You can continue your studies online while submitting a second study permit application. For guidance on the reapplication process please connect with our immigration specialists by reaching out to theservicehub@senecapolytechnic.ca.
- You can withdraw from the term and request a refund. No administrative fee will be charged. You must include a copy of the most recent copy of your IRCC rejection letter and must be made within 14 days of the date noted on the rejection letter. For more details on refunds, visit the Change of Plans page.

If your study permit application has been returned and refunded by IRCC because you were missing a provincial attestation letter, you will need to reapply with a provincial attestation letter (PAL) from the Ontario government. Seneca will request a PAL for you and send the letter to you by email as soon as it is available.

Learn more about the Frequently Asked Questions regarding the latest updates on study permits provided by IRCC.

How can I get International Student support?

At Seneca, we are here to support you make the transition to study and live in Canada. If you need assistance with housing, health insurance or settlement support, we have International Student Transition Coordinators available to assist. Visit the Service Hub at Newnham campus and they are also available for virtual one-on-one appointments:

- Newnham Campus: Monday to Friday from 9 a.m. to 5 p.m.
- Virtual One-on-One appointment: Monday to Friday from 10 a.m. to 4 p.m. To book an appointment to speak with one of International Student Transition Co-ordinators, log in to The Service Hub and book an appointment

Immigration advisement is available by in-person or virtual appointments. To schedule an individual appointment with an Immigration Specialist, log in to The Service Hub and book an appointment in the Student Advising tab.

As a Seneca student, do I have health insurance?

Domestic Students:

You are automatically covered on a semester basis for benefits by We Speak Student if you are a daytime student registered in a Ministry of Training, Colleges and Universities approved full-time, post-secondary, or post-diploma program and have paid your insurance premiums in full. Coverage begins on the first day of the semester and is only in effect while you are attending daytime classes.

If you drop out of or leave Seneca for any reason, your health insurance coverage is automatically terminated. If you attend Seneca for only one semester, you will receive benefits for that semester only.

Learn more about what is covered, the rates for your coverage, how to use your benefits and how to opt out.

You can also download your Health and Benefits card as a digital copy.

International Students:

If you are a full-time international student enrolled in professional programs, you have mandatory health insurance included with your tuition fees, provided by Morcare. You can add a family dependent to your health insurance plan if you wish. To use your insurance benefits, present your Morcare Student Medical Card when asked for payment. You can find a doctor in Morcare's preferred network that will accept your card using the provider map. If

you happen to pay for any covered medical services upfront, submit a claim to be reimbursed.

Learn more about what is covered, the rates for your coverage and how to use your benefits.

A Morcare representative is available Monday through Friday from 9 a.m. to 5 p.m. at The Service Hub, Building D, Newnham Campus for personalized drop-in support.

How do I get a Social Insurance Number?

Your 9-digit Social Insurance Number (SIN) identifies you with the CRA for income tax purposes, under section 237 of the Income Tax Act. It is required if you are seeking employment on or off campus. Learn more about SIN numbers in Canada.

You can apply for a SIN in person at your nearest Service Canada office. You will need to access the Service Canada website and locate a Service Canada office near you. Your SIN is private and confidential, and it is illegal for others to use it. Keep it safe and only provide it when it is needed. Learn how to protect your SIN

Once you've received your SIN, upload it to Student Home. Learn how to input your SIN/ITN into Student Home. Seneca will use this information to issue you a T2202 slip for income tax purposes. Learn how to get your T2202 Tax Receipt. Visit Students and Income Tax for more details.

How can I get a job on campus?

Seneca departments that are hiring to fill on-campus student jobs may post their opportunities on the Seneca Works Career Portal. Departments include Seneca Works, Office of the Registrar, Faculty of Continuing Education, HELIX, Aramark, Student Services and more. The Seneca Works Career Portal also posts part-time, full-time, and seasonal jobs within the GTA and beyond.

Learn more about on-campus jobs.

tags : orientation