**Graduate Instructional Skills Workshop**

**Frequent Asked Questions: Eligibility, Waitlist Registration & Accepted Registrants**

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|  | **Question** | **Answer** |
| **Eligibility** |
| 1 | I am a graduate student but I am not currently registered for any courses. Am I still eligible to attend Grad ISW? | No. You must be a currently registered graduate student (i.e. currently paying student fees) in the academic term when the workshop takes place to be eligible to participate. |
| 2 | I am set to graduate before the workshop starts. Am I still eligible to attend Grad ISW? | No. You must be a currently registered graduate student in the academic term when the workshop takes place to be eligible to participate. |
| 3 | I have completed all my graduate coursework and have received a certificate of completion, but I have yet to attend my graduation ceremony. Am I still eligible to attend Grad ISW? | No. You must be a currently registered graduate student in the academic term when the workshop takes place to be eligible to participate. |
| 4 | I am a post-doc. Am I still eligible to attend Grad ISW? | No. If you have completed your graduate studies you are not eligible to attend Grad ISW. However, if you are completing a post-doc at UBC, you may be eligible for our Faculty ISW. More information about the Faculty ISW can be found here: <http://ctlt.ubc.ca/programs/all-our-programs/instructional-skills-workshop-isw/>  |
| **Waitlist Registration** |
| 1 | Can I email CTLT staff to have my name placed on the waitlist? | No. CTLT staff cannot place you on a waitlist. You must sign up for the waitlist on our website. Follow the appropriate link at <http://events.ctlt.ubc.ca/>  |
| 2 | How will I know when waitlist registration opens? | We circulate emails advertising open registration to graduate program departments, who forward the information onto their respective students. We also circulate emails to waitlisted students who have not yet been able to complete the workshop. Waitlist dates are also listed on our website here: <http://ctlt.ubc.ca/programs/all-our-programs/instructional-skills-workshops/>  |
| 3 | In the past, I signed up for the workshop as soon as I was notified that registration was open, only to find it was already full. What am I supposed to do? | We have switched the registration format and we no longer use "first come first served." As long as you register within the first 5 days after registration opens, then you will have a chance to get a spot.  **Spots are assigned on a weighted system based on the number of wait lists you have been on over the past year.** |
| **Accepted Students** |
| 1 | I have been selected for the Grad ISW workshop, but I cannot attend. Will I remain on the waitlist for future workshops? | Yes, you will remain on the waitlist and will be notified when registration opens for the next intake of Grad ISW. |
| 2 | I tried to create a CMS account, but I was never prompted to fill out any form. It took me to the Dashboard. What’s going on? | If you can see your Dashboard, it means that you already have a CMS account. You do not need to create a new account. |
| 3 | I tried to create a CMS account but after logging in with my CWL as a new user a message appeared telling me I “do not currently have privileges on this site”. What’s going on? | Your CMS account has been successfully created. However, the facilitators have not granted you access to the ISW website yet. The facilitators will inform you when you have access to the ISW website. |
| 4 | I have tried to log into the CMS website, but I get an error that says “CAS Authentication, error creating user”. What do I do? | If you see this error please follow the link in the error message and submit the information you see to the form mentioned in the error message. If you cannot submit through that for, please email lt.hub@ubc.ca  |
| 4 | Do I need to pay my deposit before I create a CMS account? | No. You do not need to pay your deposit before creating a CMS account. You may create your account at any time. |
| 5 | What are your office hours to drop off my deposit? | Our office hours are 8:30am – 4:30pm Monday-Friday. We are closed on statutory holidays. |
| 6 | What forms of payment do you accept for the refundable deposit? | We accept cash (must be exact change) or cheque payable to “UBC”. **We do NOT accept credit, debit cards or e-transfers.** |
| 7 | I won’t be on campus to pay my deposit in person before the deposit deadline. Can I mail a cheque instead? | Yes. However, you must request this. Once we approve your request, you will receive a form to fill out and send back to us together with your cheque. |
| 8 | Can I have an extension for the deposit deadline? | Deposit deadline extensions are granted on a case-by-case basis. You must request an extension that CTLT may or may not approve. |
| 9 | I have completed the workshop. When will I receive my transcript notation? | You will receive your transcript notation for the academic term in which the workshop was completed. |