

UNIVERSITY OF GUYANA

FREQUENTLY ASKED

QUESTIONS

- **REGISTRY**
- **BURSARY**
- **STUDENT LOAN AGENCY**

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

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REGISTRY FAQs

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ACADEMIC DEADLINE DATES	
QUESTIONS	ANSWERS
APPLICATION END DATE	Rolling end date (October 10, 2021)
COMMENCEMENT DATE OF SEMESTER	October 18, 2021
FIRST DAY OF CLASSES	October 25, 2021
ORIENTATION PERIOD	NEW STUDENTS - October 18-22, 2021 CONTINUING STUDENTS – October 1, 2021
REGISTRATION PERIOD	August 1 – October 31, 2021 [Early period] November 1 - November 20, 2021 [Late period]
END OF PERIOD TO SUBMIT <ul style="list-style-type: none"> • Change of Registration • Transfer • Exemptions • Withdrawal from courses 	November 27, 2021
DEADLINE FOR PAYMENT OF FEES & SUBMISSION OF LOAN AWARDS	December 10, 2021
LAST DAY TO SUBMIT: <ul style="list-style-type: none"> • Leave of Absences • Complete Withdrawals • Programme Withdrawals 	December 18, 2021
LAST DAY OF CLASSES FOR SEMESTER 1	February 5, 2022
EXAMINATION PERIOD/END OF CONTINUOUS ASSESSMENT	February 7 - 26, 2022 The Semester ends on February 26, 2022.

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WHERE CAN I FIND AND DOWNLOAD THE ACADEMIC SCHEDULE 2021/2022 ACADEMIC YEAR	<p>This can be viewed and downloaded on the Students Records Management System page where you go to log into your Registration Profile.</p> <p><i>Weblink - www.turkeyenonline.uog.edu.gy/srms/docs/Academic-Deadlines-2021-2022.pdf</i></p> <p>Encourage students to download this and store it since it has all the deadline dates for the academic year 2021/2022.</p>
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CONTACT INFORMATION			
	UNITS / PERSONNEL	TELEPHONE #	EMAIL ADDRESS
	Vice Chancellor's Office – Fix UG	(592) 623-3159	fixug@uog.edu.gy
REGISTRY			
	Registrar's Office	(592) 623-1843	registrar@uog.edu.gy
	Deputy Registrar's Office	(592) 623-1564	depreg@uog.edu.gy
	Registry - Admissions Division	(592) 623-8325 or 623-1865	admissions@uog.edu.gy
	Registry – Committees and Archives Division	(592) 623-1868	committees.registry@uog.edu.gy
	Registry - Examinations Division	(592) 620-0016 or 623-1896	examinations.registry@uog.edu.gy
	Registry - Students Welfare Division	(592) 623-1925	studentswelfare@uog.edu.gy
	Registry - Data and Records Management Division	(592) 623-1864	dataandrecordsmgt@uog.edu.gy
	Registry - Berbice Campus	(592) 623-1926	ugbc.registry@uog.edu.gy
BURSARY			

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	Bursary – Turkeyen Campus	(592) 642-0029	bursary.fees@uog.edu.gy
	Bursary – Berbice Campus	(592) 638-4514	ugbc.bursary@uog.edu.gy
LIBRARY			
	Library (Turkeyen Campus)	(592) 638-4432	uglibrarian@uog.edu.gy
	Library (Berbice Campus)	(592) 642-7006	berbice.library@uog.edu.gy
FACULTY/SCHOOL/COLLEGE/CENTRE			
	Faculty of Earth & Environmental Sciences - Assistant Dean	(592) 642-6958	assistantdean.fees@uog.edu.gy
	Faculty of Engineering & Technology - Assistant Dean	(592) 638-4413	basheer.khan@uog.edu.gy or anil.james@uog.edu.gy
	Faculty of Education & Humanities - Assistant Dean	(592) 642-6989	nnena.delisser@uog.edu.gy or lidon.lashley@uog.edu.gy
	Faculty of Natural Sciences - Assistant Dean	(592) 642-7314	fns.asstdean@uog.edu.gy
	Faculty of Social Sciences - Assistant Dean	(592) 638-4394	queenela.cameron@uog.edu.gy or dionne.frank@uog.edu.gy
	Faculty of Agriculture & Forestry - Assistant Dean	(592) 642-6944	faf@uog.edu.gy or lambert.chester@uog.edu.gy
	College of Medical Sciences - Assistant Dean	(592) 642-7166	martina.mckenzie@uog.edu.gy
	Secretary / Administrative Officer SEBI	(592) 642-7322 or 642-6962	tracy.alves@uog.edu.gy or cassandra.karran@uog.edu.gy kiven.pierre@uog.edu.gy or shenera.sam@uog.edu.gy
	Institute of Distance and Continuing Education (IDCE)	(592) 642-7007 or 642-7009	idce@uog.edu.gy
MINISTRY OF FINANCE : STUDENT LOAN AGENCY			
	Student Loan Agency	(592) 222-5418 / 222- 5403 / 222- 5412 / 222 – 5414 / 645-8167	student.loan.agency@gmail.com

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

STEP BY STEP GUIDE ON HOW TO APPLY TO UG											
QUESTIONS	ANSWERS										
HOW TO APPLY	<p>Online Application</p> <ol style="list-style-type: none"> 1. You can apply directly through the links Apply Online (Turkeyen) on the University of Guyana website: www.uog.edu.gy. Alternatively, you can use the links on this web site "Prospective Students" or "Apply Online" to apply for Turkeyen Campus 2. You are allowed three programme choices on your online application. 3. Completion of the application form will be completed when you hit the submit button and receive your acknowledgement letter which will state that the University has received your application. <p>There are nine (9) simple steps to submit an online application</p> <table border="1"> <tr> <td>Step 1</td><td> <p>Apply online through the University of Guyana website at www.uog.edu.gy</p> <ul style="list-style-type: none"> • Click on the website link //registry.uog.edu.gy/admissions-division/apply-uog <p>Select the Student's Records Management System (SRMS) portal of your choice:</p> <ul style="list-style-type: none"> • Turkeyen Campus • Berbice Campus • Online Degree Programme </td></tr> <tr> <td>Step 2</td><td> <p>To begin the application process click "Apply Online" and create a login as a New Applicant.</p> </td></tr> <tr> <td>Step 3</td><td> <p>Set up your application account by creating an Applicant Login and password.</p> <p><i>(Special characters e.g. *&^%\$#@! should not be used in the login name)</i></p> </td></tr> <tr> <td>Step 4</td><td> <p>Complete your application online</p> <ul style="list-style-type: none"> • Complete your application by entering all information in the fields of the application form. </td></tr> <tr> <td>Step 5</td><td> <p>Submit your Application</p> <ul style="list-style-type: none"> • Preview and verify the application, then click SUBMIT. </td></tr> </table>	Step 1	<p>Apply online through the University of Guyana website at www.uog.edu.gy</p> <ul style="list-style-type: none"> • Click on the website link //registry.uog.edu.gy/admissions-division/apply-uog <p>Select the Student's Records Management System (SRMS) portal of your choice:</p> <ul style="list-style-type: none"> • Turkeyen Campus • Berbice Campus • Online Degree Programme 	Step 2	<p>To begin the application process click "Apply Online" and create a login as a New Applicant.</p>	Step 3	<p>Set up your application account by creating an Applicant Login and password.</p> <p><i>(Special characters e.g. *&^%\$#@! should not be used in the login name)</i></p>	Step 4	<p>Complete your application online</p> <ul style="list-style-type: none"> • Complete your application by entering all information in the fields of the application form. 	Step 5	<p>Submit your Application</p> <ul style="list-style-type: none"> • Preview and verify the application, then click SUBMIT.
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	Step 6	Certificate of Declaration <ul style="list-style-type: none"> Download, print, fill out and sign your Certificate of Declaration Sheet.
	Step 7	Pay your non-refundable application processing fee. <p>The Application processing fees can be paid at:</p> <ul style="list-style-type: none"> Any Republic Bank Branch Bill Express Mobile Money Surepay <p>NB. You will need to quote your application ID number when making a payment.</p>
	Step 8	Upload notarised/certified copies of the following documents to your online application to assist with the verification process: <ul style="list-style-type: none"> Certificate of declaration Application processing fee proof of payment Birth Certificate/Passport Marriage Certificate (optional) Academic certificates Professional & Technical certificates One (1) passport size photograph <p>NB. When you have submitted your application inclusive of the uploaded documents you must send an email to admissions@uog.edu.gy (Turkeyen Campus) or ugbc.registry@uog.edu.gy (Berbice Campus) informing the Registry: Admissions Division that you have successfully submitted an application.</p>
	Step 9	Track your application status by returning to your application account using the applicant login and password created earlier. Enter the information under 'Prospective Student Login'>'Status'

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

GENERAL QUERIES: APPLICATION & REGISTRATION	
QUESTIONS	ANSWERS
HOW CAN I PAY APPLICATION PROCESSING FEES, TUITION, ADMINISTRATIVE FEES ETC.	<p>Fees can be paid at:</p> <ul style="list-style-type: none"> • Republic Bank – Account # 962956880181(Turkeyen Campus only) • Republic Bank Account # 976556655716 (Berbice Campus only) • MMG/Surepay/Bill Express <p>When making all payments kindly quote your application ID number or your Unique Student Identifier (USI)</p> <p>All proof of payment must be scanned or screenshot and sent to bursary.fees@uog.edu.gy</p>
SUBMISSION OF RECEIPT OF PAYMENT	<p>Scan or screenshot receipt of MMG Payment/ Republic Bank/ Surepay Payment/ Bill express payment and send to bursary.fees@uog.edu.gy copied to admissions@uog.edu.gy</p>
VERIFICATION OF DOCUMENTS	<ul style="list-style-type: none"> • After submitting an application online, the Applicant must send an email to admissions@uog.edu.gy informing the Admissions Division of the successful submission. • Applicants must quote their names and application ID number in the correspondences.
DEFINITION OF NOTARISED DOCUMENTS AND CERTIFIED DOCUMENTS	<p>Notarised Documents – A notarised document assures the parties of a transaction that a document is authentic, and can be trusted.</p> <p>Certified Documents – A certified document is a copy (often a photocopy) of a primary document that has on it an endorsement or certification that it is a true copy of the primary document. It is stamped (or “sealed”) and signed as a true copy of the original.</p>
WHO CAN NOTARISE OR CERTIFY MY DOCUMENTS	<p>Notarisation can be done by a Notary Public.</p> <p>Certification can be done by a:</p> <ul style="list-style-type: none"> • Justice of Peace, Commissioner of Oaths to Affidavits • Minister of Religion • Senior Public Servant • Head Teacher/Principal • Medical Practitioner • Attorney-at-Law

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	<ul style="list-style-type: none"> • Senior Police Officer
HOW CAN ONE MAKE ANY CHANGES TO THE APPLICATION e.g. <ul style="list-style-type: none"> • Add or remove a programme option • Change a programme option • Change an email address • Add a type of academic qualification 	<p>Send in the request to the email address admissions@uog.edu.gy</p>
IS THE PROCESSING FEE REFUNDABLE	No. The application processing fee is non-refundable.
CAN I APPLY IF I AM AWAITING RESULTS FOR ANY OF MY QUALIFICATIONS?	<p>Yes you can.</p> <p>As a matter of fact you are encouraged to apply pending results for CSEC, CAPE, university Diplomas or Degrees, Academic profiles etc.</p> <p>In the meantime you can verify what you have and whenever you receive your results you can send a copy of the qualification to admissions@uog.edu.gy</p>
ENCOUNTERING LOGIN ISSUES, FORGOT PASSWORD, UNABLE TO SUBMIT YOUR APPLICATION/REGISTRATION ETC.	<p>Advise the applicant or student to send an email to ugdss.helpdesk@gmail.com and uoghelpdesk@gmail.com</p>
HOW ARE THE APPLICATIONS PROCESSED?	<p>Once you would have completely verified all your documents and paid the relevant processing fee, you will receive an acknowledgement letter confirming that either your documents were completely verified or that the originals are pending.</p> <p>At this stage your application will be released to the Faculty and Registry for processing.</p> <p>Your application will have to be processed by the following individuals in the following order:</p> <ol style="list-style-type: none"> 1) Head of Department (HOD) 2) Assistant Dean (AD) 3) Assistant Registrar Admissions (ARA) <p>Only until you would have received the approval of the ARA will you receive the letter offering you admittance and your acceptance letter.</p>
PROGRAMME COST	Tuition cost can be ascertained from the UG website www.uog.edu.gy

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	Weblink - https://registry.uog.edu.gy/admissions-division/tuition-fees
PROCESSING FEES COST	<p>This cost is stated on the Certificate of Declaration.</p> <p>The Certificate of Declaration is the document you will have access to on your application after you would have submitted it. It can be found and printed from the “Status Bar/Tab”</p>
PAYMENT PLANS FOR STUDENTS	<p>All part payment contracts are done through the Office of the Deputy Registrar.</p> <p>Email address: depreg@uog.edu.gy.</p> <p>It should be noted that there are also scholarships being offered by the Government of Guyana to students who wish to pursue studies in selected fields at the University of Guyana. For more information, please visit https://mps.gov.gy/index.php/scholarships/government-of-guyana-scholarships/</p>
REQUEST FOR LEAVE OF ABSENCE	These requests need to be sent to admissions@uog.edu.gy
HOW, WHERE AND WHEN DO I BRING IN MY HARD COPY DOCUMENTS FOR VERIFICATION?	<p>Documents no longer need to be verified in person.</p> <ul style="list-style-type: none"> • All documents pertaining to the application needs to be uploaded to the application form online. • After submitting an application online, the Applicant must send an email to admissions@uog.edu.gy informing the Admissions Division of the successful submission. • Applicants must quote their names and application ID number in the correspondences.
NO ACKNOWLEDGEMENT LETTER RECEIVED AFTER SUBMITTING APPLICATION	<p>Once the application has been submitted successfully a generic letter of acknowledgement goes to the applicant.</p> <p>If the applicant did not receive the acknowledgement letter it is highly likely that the application was not submitted, have them send an email to ugdss.helpdesk@gmail.com or uoghelpdesk@gmail.com or admissions@uog.edu.gy for assistance</p>
APPLICATION PLACED ON HOLD	The HOD usually places a comment on the applicant’s status bar when they action the application. Advise applicant to read the comments in the status bar.
APPLICATION PENDING	<p>This means that it is yet to be processed by the Faculty or Registry (ARA).</p> <p>Student can send queries for updates to the respective Assistant Deans of their Faculty/School/College/Centre copied to admissions@uog.edu.gy</p>
REGISTRATION	<u>Registering Students:</u>

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	<p>If you are a first-year student and you have been admitted to a programme kindly accept the admission offer, print the offer letter and go online and register for all your courses for the academic year 2021/2022.</p> <p>Please note that you will be given a Unique Student Identifier (USI). Kindly make a note of it and the default password that you will be given. Kindly follow the instructions on each tab on the web page and proceed to submit your online registration.</p> <p>For continuing students, kindly select and submit your list of courses for the new academic year 2021/2022.</p> <p>Please ensure that at the end of the process your registration page states “Successfully Submitted”.</p>
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TRANSCRIPTS, EXEMPTIONS & UPDATES ON GRADES

QUESTIONS	ANSWERS
APPLYING FOR TRANSCRIPTS	<p>Transcripts are under the purview of Examinations Division and can be applied for online.</p> <p>Contact should be made with 620-0016 / 623-1896 or examinations.registry@uog.edu.gy for further guidance.</p>
PAYMENT FOR TRANSCRIPTS	Contact should be made with the Examinations Division at email address: examinations.registry@uog.edu.gy or telephone numbers 620-0016 or 623-1896
REQUEST FOR ACADEMIC PROFILES	Contact should be made with the Examinations Division at email address: examinations.registry@uog.edu.gy or telephone numbers 620-0016 or 623-1896
EXEMPTIONS – UPDATES	Contact should be made with the Examinations Division at email address: examinations.registry@uog.edu.gy or telephone numbers 620-0016 or 623-1896
UPDATES ON GRADES	Contact should be made with the Examinations Division at email address: examinations.registry@uog.edu.gy or telephone numbers 620-0016 or 623-1896

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

GRADUATION, CERTICATES & PAYMENT PLANS	
QUESTIONS	ANSWERS
GRADUATION DATE FOR 2020/2021	Contact should be made with the Students' Welfare Division at studentswelfare@uog.edu.gy or (592) 623-1925
UPLIFTING GRADUATION CERTIFICATES	For any queries concerning uplifting certificates, students should contact the Students' Welfare division at email address studentswelfare@uog.edu.gy or (592) 623-1925
LETTERS OF GRADUATION	Contact should be made with the Students' Welfare Division at studentswelfare@uog.edu.gy or (592) 623-1925
PAYMENT PLANS FOR STUDENTS	All part payment contracts are done through the Office of the Deputy Registrar. Email address: depreg@uog.edu.gy Telephone number: (592) 623-1564

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

QUALIFYING EXAMINATIONS	
QUESTIONS	ANSWERS
QUALIFYING EXAMINATION	<p>The University offers Qualifying Examinations for the following subject areas:</p> <ul style="list-style-type: none">• Mathematics• English• Physics• Biology• Chemistry <p>A candidate who may have failed one CSEC course that is pertinent to being admitted into a programme can pursue one of the courses above.</p> <p>A candidate is only allowed to pursue ONE subject area.</p>
EXAMINATION DATES	<p>The Examination dates in 2021 are:</p> <ol style="list-style-type: none">1. September 29th, 20212. October 12th, 2021
CONTACT INFORMATION	<p>For further information kindly contact 620-0016 or 623-8325 or admissions@uog.edu.gy or examinations.registry@uog.edu.gy</p>

UNIVERSITY OF GUYANA ENTRANCE EXAMINATION (UGEE)	
QUESTIONS	ANSWERS
THE UNIVERSITY OF GUYANA ENTRANCE EXAMINATION (UGEE)	<p>Eligibility: You must be 26 years and older to write the UGEE.</p> <ul style="list-style-type: none"> • Have work experience in the required field
HOW CAN I APPLY FOR THE UGEE	<p>Scenario 1 – I do not have a current application online</p> <ol style="list-style-type: none"> 1. This candidate will first have to be at 26 years and older. 2. Then the candidate will need to follow the “How to Apply” steps and submit an online application for the UGEE. 3. The UGEE will be the programme option they will select. 4. They will need to successfully submit the application and thereafter download and print the Certificate of Declaration. 5. The Certificate of Declaration will have the programme cost listed there and this document needs to be used when the Applicant makes the payment for the Examination. 6. The proof of payment will then need to be sent via email to bursary.fees@uog.edu.gy and admissions@uog.edu.gy <p>Scenario 2 – I already have an application online for a programme (s)</p> <ol style="list-style-type: none"> 1. The applicant can return to the “Programme Selection” tab on their current online application form and select the tab “Click to add UGEE as a selected programme”. 2. This will cause the UGEE to be added as an additional programme option on their application. 3. The Applicant can then proceed to reprint the Certificate of Declaration and then proceed to make the payment for the Examination. 4. The proof of payment will then need to be sent via email to bursary.fees@uog.edu.gy and admissions@uog.edu.gy
TUTORIAL AND EXAMINATION DATE	<p>The Tutorials and Examination will be held in three separate sessions:</p> <ul style="list-style-type: none"> • First sitting <ul style="list-style-type: none"> ○ Tutorial dates: Aug 16 -27, 2021 ○ Examination dates: Sep 6 – 10, 2021 • Second sitting <ul style="list-style-type: none"> ○ Tutorial dates: Sep 20 – Oct 1, 2021 ○ Examination dates: Oct 11 – 15, 2021

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	<ul style="list-style-type: none"> • Third sitting <ul style="list-style-type: none"> ○ Tutorial dates: TBA ○ Examination dates: Jan 17 – 21, 2022 <p>The Applicant can choose what sitting they would prefer to attend. This decision should be communicated to ugee.registry@uog.edu.gy, examinations.registry@uog.edu.gy , admissions@uog.edu.gy and ugbc.registry@uog.edu.gy</p>
VALIDITY	The examination is valid for a period of 2 years.
COST & PAYMENT FOR UGEE	<p>Tutorial and Examination package- \$30,000</p> <p>Payments are to be made to GBTI Account # 001019437017</p>
MODE OF DELIVERY	The examination and tutorials will be administered online through a Learning Management System (MOODLE)
CANDIDATE REQUIREMENTS	You are required to have reliable internet access and an accessibility instrument (laptops, mobiles, tablets etc.)
CONTACT INFORMATION	<p>For further information kindly contact 620-0016 / 623-1896 or ugee.registry@uog.edu.gy or examinations.registry@uog.edu.gy or admissions@uog.edu.gy or ugbc.registry@uog.edu.gy</p>

Prepared by: Office of the Registry

Date: September 2, 2021

BURSARY FAQs

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

GENERAL QUERIES: BURSARY	
QUESTIONS	ANSWERS
HOW DO I PAY?	<p>Fees can be paid by bank transfer, direct debit and cheque via Republic Bank account# 962956880629</p> <p>Other options are:</p> <ul style="list-style-type: none"> ❖ Bill Express ❖ Massy Services - SurePay ❖ GT&T Mobile Money
HOW CAN I PAY APPLICATION PROCESSING FEES, TUITION, ADMINISTRATIVE FEES ETC.	<p>Fees can be paid at:</p> <ul style="list-style-type: none"> ❖ Republic Bank <p style="margin-left: 40px;">Account # 962956880629 – Tuition (Turkeyen Campus)</p> <p style="margin-left: 40px;">Account # 962956880181 – application fee/transcript/admin cost(Turkeyen Campus only)</p> ❖ Republic Bank Account # 976556655716 (Berbice Campus only) ❖ MMG/Surepay/Bill Express <p>When making all payments kindly quote your application ID number or your Unique Student Identifier (USI)</p> <p>All proof of payment must be scanned or screenshot and sent to bursary.fees@uog.edu.gy (Turkeyen only)</p> <p>taneysha.mckenzie@uog.edu.gy or ugbc.bursary@uog.edu.gy (Berbice only)</p>
HAS MY SPONSOR PAID MY FEES?	<p>Fees paid by the sponsor are updated in student the portal. However, it is the responsibility of the student to liaise with their sponsor to ensure all fees are paid as quickly as possible</p>
MY SPONSOR SAYS THEY HAVE PAID MY TUITION FEES BUT THEY ARE STILL SHOWING AS OUTSTANDING ON MY ACCOUNT	<p>Unfortunately sometimes the University receives payments that do not include the student name or USI and is unable to trace which student the monies should be allocated to. We suggest you contact your sponsor and ask for confirmation of the date and amount of the payment they made. Please forward this information to the Bursary at bursary.fees@uog.edu.gy who will then try to locate the payment.</p>

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MY CONTACT IS OVERSEAS AND WANT TO PAY MY FEES	<p>Persons overseas can pay via wire transfer to Beneficiary Account Number: University of Guyana Foreign Exchange Account 962350011247 Bank name and Address: Bank (Guyana) Limited 38 Water Street, Robbstown, Georgetown GUYANA</p> <p>Bank Swift/ABA/Routing No: RBGLGYGG</p>
IF I ENCOUNTER FINANCIAL HARDSHIP, CAN YOU HELP?	<p>If you anticipate any difficulty paying your tuition fees please contact the Office of the Deputy Registrar who will assist with a payment plan</p> <p>Email address: depreg@uog.edu.gy</p> <p>The University is keen to ensure that students are fully aware of the options available in order to minimise financial worry and difficulty.</p> <p>There are also scholarships being offered by the Government of Guyana to students who wish to pursue studies in selected fields at the University of Guyana. For more information, please visit https://mps.gov.gy/index.php/scholarships/government-of-guyana-scholarships/</p>
IS THERE A DEADLINE FOR PAYMENT OF MY FEES?	Deadline for payment of fees and submission of Loan Awards for semester 1 is December 10, 2021
I HAVE AN OVERPAYMENT LAST YEAR, COULD IT BE TRANSFERED TO THIS YEAR OR SUMMER	On-cash payments made directly by the student is transferrable. A letter should be sent to the Bursar via email bursar@uog.edu.gy requesting the transfer
I WAS ON LEAVE OF ABSENCE, IS MY LOAN TRANSFERRABLE?	Loans are not transferrable. Amendment is done where necessary.
I HAVE OVERPAID MY FEES, HOW DO I GET A REFUND?	Student should download refund form from SRMS, fill and forward same to admission@uog.edu.gy . Your account will be credited two weeks thereafter
HOW LONG DOES IT TAKE TO UPDATE MY PAYMENT	It takes approximately three days after submission of your receipt for payments to be updated.
WHAT DO I DO IF THE STUDENT LOAN AGENCY IS PAYING SOME/ALL OF MY FEES?	On receipt of your contract from Student Loan, please scan or screenshot a copy to bursary.fees@uog.edu.gy . The other part of your fees should be paid using one of the payment methods outlined above.
MY GRADUATION CLEARANCE IS PENDING BURSARY'S APPROVAL	Please ensure that your gown was returned and graduation fee was paid and receipt forwarded to bursary.fees@uog.edu.gy
COST PER PROGRAMME	Tuition cost can be ascertained from the UG website www.uog.edu.gy

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

	Weblink - https://registry.uog.edu.gy/admissions-division/tuition-fees
CONTACT INFORMATION	For further information kindly contact us on 642-6961, 623-3111 or bursary.fees@uog.edu.gy

Prepared by Bursary

August 2021

STUDENT LOAN AGENCY FAQs

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

GENERAL QUERIES: STUDENT LOAN AGENCY	
QUESTIONS	ANSWERS
STUDENT LOAN AGENCY	<p>PERSONS ELIGIBLE FOR LOANS THROUGH THE STUDENT LOAN SCHEME</p> <p>Bona fide, Guyanese, students of the University of Guyana who have been resident in Guyana for one hundred and eighty days continuously in the twelve months prior to the academic year in which first enrolled.</p> <p>PERSONS ELIGIBLE TO STAND AS GUARANTORS FOR STUDENT LOANS</p> <p>Guyanese residents over the age of 21, at the beginning of the academic year, who are employed, self- employed or are the owners of unencumbered tangible property. Persons who are liable for outstanding student loan debt or are considered a credit risk by an established credit organization may be deemed ineligible.</p> <p>For more information visit https://uog.edu.gy/student-loans</p> <p>Telephone Number: 222-5418 / 222- 5403 / 222-5412 / 222 – 5414 / 645-8167</p> <p>Email address: student.loan.agency@gmail.com</p>

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

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FAQs for COVID-19 Protocol

UNIVERSITY OF GUYANA FREQUENTLY ASKED QUESTIONS

1. Does the University of Guyana have a Covid-19 Protocol that addresses the safety and wellbeing of lecturers, students and staff that are required to attend class or operate on campus?

Yes, the University of Guyana has developed a COVID-19 protocol that provides a detail outline of all health and safety measures specifically designed to guide the University staff, students, and visitors who must visit campus during the pandemic. Click the following link to access the University of Guyana's COVID-19 protocol: <https://www.uog.edu.gy/documents/covid-19-documents>

Additionally, the University has installed sanitisation tunnels at strategic locations on the various campuses to ensure that persons entering the campus are adequately sanitised.

2. Does the University have a COVID-19 pre-screening questionnaire?

Yes, the University of Guyana has developed a COVID-19 pre-screening questionnaire which will help provide early detection of a COVID-19 infection and may help prevent an outbreak at the University. COVID-19 screenings are an integral component of the University's plan to help protect the health and safety of all students, staff and visitors, as well as their families and friends. It is absolutely essential that all questions are answered completely and honestly each time the health screening is being done.

3. Who needs to complete the COVID-19 pre-screening questionnaire?

University students, staff and visitors are only required to complete a pre-screening COVID-19 questionnaire if they are coming to campus that day. Those not planning to come to campus are not required to answer the questionnaire. The questionnaire must be completed and sent via email to the Office of Occupational Health and Safety oohas@uog.edu.gy for approval at least a day before (a response will be provided from the department) accessing the campus.

Kindly note: OOHAS will review the questionnaire and respond via email with your clearance to enter the campus.

4. Where can I find this questionnaire?

All students, staff, and visitors required on campus, can access and fill out the COVID-19 Pre-Screening Questionnaire by following the link provided. <https://uog.edu.gy/documents/covid-19-documents>

5. What should I do if/when I feel sick?

Anyone experiencing symptoms of COVID-19 (including cough, fever and shortness of breath) should self-quarantine. Students on campus should contact UG's Dr Melisha Hanif: melisha.hanif@uog.edu.gy to discuss their symptoms before visiting in person so that they can be routed most efficiently to appropriate care. Students and staff off campus should make contact with the Ministry of Health COVID-19 hotline numbers as well if they need additional assistance.

6. What happens if a student or staff tests positive for COVID?

Make contact with your lecturer/ supervisor/University Administration to communicate your COVID-19 status. Begin your 14-day Isolation period (14 full days after symptoms begin, or 14 full days after positive

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test date if asymptomatic). Do not interact with anyone, or attend in-person classes, work, parties, public businesses, etc. You should not share a bedroom or a bathroom with anyone else. Isolation ends on your 15th day, and you are required to be retested to ensure that you have a negative COVID-19 result. Following a negative result, you will be given clearance from the University's medical personnel to return to class/work after they review the result.

Note: - If you are vaccinated, you must still isolate for 14 days if you test positive for COVID.

7. Does the University offer COVID-19 testing for students and staff?

If you are on campus and you show signs of COVID-19 or you are experiencing symptoms, the University would schedule and provide testing for you with an approved medical facility to be sure of your status. If found positive for COVID-19, the medical personnel and OOHAS would begin contact tracing to have those that you have come into contact with self-isolate for a few days before having them tested as well just to be sure.

8. What will happen to my personal information if tested positive for COVID-19?

If you are tested positive for COVID-19, your personal and medical information will be kept private. The Medical Department will only share this information with those you were in close contact with, only to notify them that they have been exposed to COVID-19.