



1. **What should I do first?**

First, you should read the enclosed “Next Steps” document and follow it closely. There, you will find time-sensitive next steps to consider.

2. **I’m an international student. When will I receive information regarding my visa?**

Visa information will be sent to your WesternU email address after it has been set-up, typically two weeks after we receive your enrollment deposit.

3. **How do I set-up my WesternU email account?**

Directions for setting up your WesternU email account will be forwarded to you after your enrollment deposit has been received.

4. **I didn’t complete my bachelor’s degree as anticipated. Can I still matriculate and complete it later?**

No, confirmation of a bachelor’s degree or graduate degree having been awarded is a requirement for matriculation.

5. **I have been accepted to both COMP & COMP-Northwest, will I have sufficient time to make my decision?**

Yes, notify your admissions counselor that you have been accepted to both campuses. You will be contacted by the assistant director or admissions coordinator to inform you of your changed deposit due date. **A paid deposit at one campus is an automatic withdrawal to the other campus.**

6. **Can I move my deposit to the other campus?**

No, once you have paid a deposit to your campus of choice, your application to the other campus is automatically withdrawn. Therefore, you do not have the option of transferring your deposit to the other campus.

7. **I received a positive result from a health screen. Can I still matriculate?**

If you receive a positive result you must contact the Student-Employee Health Office at <https://www.westernu.edu/health/student-employee-health-home/> without delay. They will be able to explain the options available to you.

8. **Do you accept deferment requests?**

We will consider deferment requests on a case-by-case basis. Deferments are granted for one year only.

9. **Can I be excused from orientation week activities?**

No, attendance is mandatory for everyone, including ISAC students.