

## Frequently Asked Questions

### Q. Why is Official Academic Document Verification Required?

A. To verify the authenticity of the required academic documentation you submitted with your application; the Admissions Office will require students who accepted the offer to submit the Official Academic Documents prior to the Orientation.

### Q. If I have already submitted my official documents from my institution, do I still need to complete the document check during the Orientation?

A. If your academic document check has already been completed and receive an email confirmation from admissions that “your document check is complete”, you do not need to bring any original or official documents or visit the Admissions Office for this purpose. However, you are still required to **book an appointment to meet with other departments** to collect your Student ID and complete the registration process.

### Q. If I have already submitted E-official documents and received an email stating, "Your Document Check is Complete," do I still need to provide my official documents in person or during orientation?

A. No, **once your E-official documents or any form of official documents have been verified** and you have received the email confirming that your document check is complete, your document check process is finalized. You do not need to provide or present any documents in person or during orientation. However, you will need to **book an appointment to meet with other departments** to collect your Student ID and complete the registration process.

### Q. I have my original degree certificate and other academic documents. Besides bringing these documents, what else should I prepare or bring before orientation/coming to Canada?

A. New students can submit their official documents through various modes specified in the **country-specific Document Check Guide** [Insert Link]. Please refer to the guide for detailed instructions on submission methods.

If you choose to bring your original documents at the time of orientation, ensure you have all your academic documents, including transcripts and degree certificates for all your credentials you completed. ***FDU may decline accepting original documents if the admissions office cannot confirm its authenticity.***

**Q. I am planning to come to Canada soon. If I bring all my academic documents with me for in-person verification, is it still necessary to send these documents directly from my previous academic institution?**

**A.** If your institution offers the option to send official academic documents electronically, we strongly recommend that your official academic documents be sent to the Admissions Office at [vancouver-admissions@fdu.edu](mailto:vancouver-admissions@fdu.edu). However, if your university doesn't provide the electronic official documents, you may present them in person with a scheduled appointment during orientation.

Please ensure that the official academic documents are kept in a sealed school envelope with a stamp.

**Any documents presented in a broken or opened sealed envelope WILL NOT be considered official. FDU may decline accepting original documents if the admissions office cannot confirm its authenticity.**

**Q. I have received my enrollment letter. Do I still need to go through a document verification process?**

**A.** Regardless of whether you have received the Letter of Enrollment, if you do not receive an email titled 'Your document check is completed' from the Admissions Office, you will still need to complete the official academic document verification.

**Q. I have WES-evaluated documents. Can I submit them for document verification?**

**A.** If you wish to submit the official WES report, please request the official course-by-course WES report to be sent to [vancouver-admissions@fdu.edu](mailto:vancouver-admissions@fdu.edu) via email or mail it in a sealed official WES envelope. Please note that any WES reports submitted directly by individuals will not be considered official documents.

**Q. Do you accept the QR code of the documents for verification**

**A.** Please kindly be advised that we DO NOT accept the QR code for Official Academic Verification from the University. However, we accept QR codes for CHSI report submission.

**Q. I submitted scanned copies of my degree certificate, official transcript, etc., during the application process. Do I still need to complete the document check/verification?**

**A.** Yes, the academic documentation submitted with your application is for evaluation purposes. When you have received your study permit approval, you can start preparing for the official academic documents to be sent to FUD Vancouver Admissions Office.

## Q. Would copies of my academic documents issued by the Registrar's Office of my university be accepted?

A. Yes, copies of official academic documents sent directly from the Registrar's Office of the issuing university, either via email or mail in a sealed envelope, will be considered as official documents.

## Q. What if I bring the academic documents physically to FDU?

A. We strongly recommend that the official academic documents be sent electronically. If your institution does not provide electronic copies, copies of official documents or original documents can be presented in person at the FDU Vancouver Admissions Office during New Student Orientation, with a scheduled Document Check Appointment.

- Please ensure that the **copies of official documents are sealed in the official university envelopes**. Any documents presented in a broken or opened sealed envelope WILL NOT be considered official.
- If you bring the original academic documents (degree certificates, transcripts, mark sheets), the physical documents must be printed on secure paper and include the registration number, official seal, and the signature of an authorized official. Original documents submitted in person will be verified and promptly returned to the student. **Note: FDU may decline accepting original documents if the admissions office cannot confirm its authenticity.**