Accessing Office of the Registrar Services
UNB Fredericton

On March 19, the Government of New Brunswick declared a state of emergency to enhance measures to help contain the spread of COVID-19. All public schools, universities and colleges will remain closed until further notice.

Public access to UNB campuses is restricted and all in-person service is suspended. The UNB Fredericton Registrar Office is offering virtual service to support student needs as course instruction moves to alternative methods of delivery.

Please see below for more detailed contact information for specific units/services and how you can virtually get in touch with us for assistance:

Admissions
- Please direct inquires to admissions@unb.ca.
- International admission inquiries can be directed to intadmissions@unb.ca.

Transfer credit
- Electronic transcripts will be accepted for transfer credit (i.e. Off Campus Study).
- Electronic transcripts must be received directly from an email address of the sending institution.
- Electronic transcripts can be directed to admissions@unb.ca.

Transcript services
- UNB's Transcript ordering system remains open. Please note processing is suspended until March 30th. Delays can be expected.
- The online transcript order form can be found online.
- Due to the circumstances related to COVID-19 public access to UNB is restricted until further notice. Our transcript mail and fax services are closed. Transcript requests will be sent electronically to the recipient e-mail you provide on the online order form.
- Our office is processing requests remotely to support our students.
- All transcript inquiries can be directed to transcripts@unb.ca.
- Please check the transcript ordering website for updated processing information.

Confirmation of enrolment letters
- Standard self-serve confirmation of enrolment letters and special customized letter requests (contains additional information beyond what is provided in the standard letter) are available online by visiting student eServices under your academic tab.
- All student letter inquiries can be directed to registrar@unb.ca.

Exam deferral requests
All students requesting to write an exam at an alternate time must submit a deferred exam request to the Registrar's Office using their personal UNB eServices account. Please note, no supporting medical documentation is required until further notice.

Course extension requests
Please direct student requests for course extensions for term work to your course instructor. Term work extension requests do not require medical documentation.

Course withdrawals
Please direct any course withdrawal requests to records@unb.ca. Requests must be sent from your UNB e-mail account and should include your student ID information and specific course withdrawal details.

General
- All units will respond to e-mails as quickly as possible.
- Please direct general inquiries to registrar@unb.ca. Please do not send multiple requests for the same inquiry. Delays should be expected. We will try our best to respond as quickly as possible.
- Any documents that require a signature can be scanned and e-mailed to registrar@unb.ca. An official university letter will be provided.
- If you are a student expecting to graduate in May, please note final grades are required by May 1st. Given the current situation, if this date poses difficulty, please contact your faculty.

Graduate students
If you require any services, please contact the School of Graduate Studies directly at gradschl@unb.ca or the specific program officer for your field of study using https://www.unb.ca/gradstudies/current.

We will continue to address your concerns and provide the latest information on COVID-19 developments at unb.ca/coronavirus and follow direction from New Brunswick Public Health.