

Frequently Asked Questions (FAQ)

Online Tuition Waiver Application Process for both ASAP and ATS Staff

1. Why is the tuition waiver process changing?

The process is being modernised to improve efficiency, reduce paperwork, enhance transparency, and provide a better experience for applicants and approvers.

2. Will paper application forms still be accepted?

Once the new process goes live, all standard tuition waiver applications must be submitted through the online system. Applicants whose circumstances fall outside the standard online process (e.g. Administrative Registration, applications for another UWI campus, or other exceptional cases) should follow the guidance outlined in these FAQs or contact **STA-asapwaiver@uwi.edu** for assistance.

3. Who can apply?

Eligibility requirements remain unchanged and continue to be governed by the relevant University rules for respective staff categories.

4. Can I apply for myself and my dependant(s)?

Yes. Eligible staff members may submit applications for themselves and eligible dependants in accordance with existing tuition waiver regulations.

5. How will I know if my application has been approved?

You will receive automated email notifications as your application progresses through the workflow.

6. Can I track the status of my application?

Yes. The system allows applicants to view the status of their applications at any stage of the approval process.

7. What happens if additional information is required?

The application may be routed electronically for clarification or supporting documentation.

8. Will approvers receive notifications?

Yes. Automated notifications will be sent whenever action is required.

9. Will tuition waiver policies change?

No. The online system supports existing policies and approved business rules. See UWI's intranet for official Rules and Guidelines.

10. Who should I contact if I experience technical difficulties?

Email STA-servicedesk@uwi.edu with screenshots where possible.

11. I am applying for a tuition waiver for a programme at another UWI campus (Mona, Cave Hill, Five Islands or Global Campus). Can I use the online system?

No. The online tuition waiver application is intended only for students enrolled at The UWI St. Augustine Campus. If you are applying for a tuition waiver for a programme at another UWI campus, please email STA-asapwaiver@uwi.edu to request a letter from the Campus Registrar certifying your eligibility to apply for a tuition waiver.

12. What is the period during which I can apply for a tuition fee waiver?

Applications for tuition fee waivers will open on August 24, 2026. No closing date has been set for the 2026/2027 academic year. However, an application deadline may be introduced in future academic years based on the experience gained during the first year of implementation.

13. Can I apply online for a tuition waiver after I have already paid my tuition fees or after the semester has ended?

No. Tuition waivers are not granted retroactively. Requests for retroactive (backdated) waivers are considered only under exceptional circumstances and are subject to special consideration. Please email STA-asapwaiver@uwi.edu for further guidance.

14. My registration is being processed through Administrative Registration. Can I still apply online?

No. Students being registered through the Administrative Registration process (primarily late registrations) will follow a separate workflow because the timing differs from the standard registration process. Applicants should submit the prescribed electronic waiver request form to STA-asapwaiver@uwi.edu for review and approval by the Campus Registrar.

15. My spouse or dependent child is not showing in the online application. What should I do?

Your spouse or dependent must first be registered in the University's PeopleSoft system before you can submit an online tuition waiver application on their behalf.

If your spouse or dependent is not displayed in the system, or you need to update your dependent information (e.g. following marriage, the birth or adoption of a child, or another qualifying change), please contact Varrsha Choon via email: Varrsha.Choon@uwi.edu to have your PeopleSoft record updated.

Once your dependent has been verified and added to the system, you will be able to submit your tuition waiver application online.

Please note: Applications for dependents who have not been registered in PeopleSoft cannot be submitted through the online tuition waiver system.

16. I do not have an active PeopleSoft employee or student record. Can I apply online?

No. The online application is available only to applicants with active PeopleSoft employee and student records. Former employees (other than eligible pensioners), prospective employees, or persons whose employment or student records have not yet been established should email STA-asapwaiver@uwi.edu for assistance.

17. My waiver has been approved. What else am I required to do?

You are required to download the approved tuition fee waiver document and submit it via e-Courier, together with your other registration documents.