

FAQs for the Quest Community

Below are FAQs based on conversations we've had with the Quest community in recent weeks. We have divided the questions into 5 categories. We don't yet have answers to everything, but we will keep you updated as information comes in.

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Questions about the CCAA process and timeline

What is CCAA?

CCAA is a Federal Act that allows entities, including business and not-for-profits, to successfully reorganize their operations when they're facing financial challenges.

What happens during CCAA and how long does it last?

- On January 27, ten days after granting Quest's initial petition, the Court formally approved our interim financing and our request for a stay. The stay goes through May 29 and prevents the lender from taking any action against Quest while the university seeks to restructure its affairs for long-term stability.
- The Court can extend the stay if necessary and appropriate.
- The Court-appointed monitor, Pricewaterhouse Coopers, guides and supervises the process, which includes helping Quest with its plans and negotiating with lenders to resolve the outstanding debt.
- Quest will regularly update the Court on the progress it's making toward its plan.
- There is no predetermined end date for the CCAA process.

Q: What prompted Quest to file for CCAA?

- Our largest loan came due a few months ago, and we were unable to come to an agreement with the lender about repayment terms. The lender threatened receivership and demanded that four Board members resign and be replaced by persons of the lender's choosing, which would have given the lender control of the Board.
- In addition, we were anticipating a cash shortfall in late winter.

Q: Why didn't the Board accept the lender's request to replace Quest Board members?

- There were a number of reasons, including that the lender and their associates would not commit to preserving Quest's program, and it was unclear where they planned to take this university.

Q: What options are you pursuing to solve your financial challenges?

- The Board's central concern is to preserve Quest's program. We are pursuing several possibilities for long-term stability, including but not limited to:
 - Selling some of Quest's land assets
 - Sharing space with other entities
 - Partnership, affiliation, or acquisition by another university

Q: Why haven't you pursued long-term solutions until now?

- Some options have been explored earlier. Quest was in conversations with a land developer, for example, and while that proposal did not succeed, Quest needs time to pursue similar and

other options. Our major lender was also in a position to thwart some of these types of initiatives.

- There was reason to believe the legacy loan could be settled.
- Enrollments were expected to be higher than they were in both 2018 and 2019.

Q: Have you looked into partnering with UBC, SFU, or another established university?

- We are actively exploring options that include other universities. However, these institutions have the right to confidentiality, so we can't yet disclose who they are or what is being proposed. We will share updates and details as soon as possible.

Q: Would selling land be sufficient to address all debt?

No, the land alone would not cover the debt. Quest needs a multi-faceted approach to deal with its debt and ensure long-term stability.

Q: How confident are you that you'll resolve your challenges?

- We have reason to believe we'll find a good outcome, but we can't provide guarantees today.

Questions about transferring

Q: When will we know if the Quest program will continue this fall?

- Securing a definitive solution can take 4-6 months or more, but the Board, President Iwama, and a dedicated committee are focused on finding a solution sooner.

Q: Do you have transfer agreements with other universities?

- We have a transfer agreement with Capilano University, which offers a Liberal Studies Bachelor of Arts.
- Students can transfer into the third year of that program, provided they have completed the two-year Foundation at Quest.
- This is the only direct transfer program we currently have.

Q: Do Quest courses receive transfer credit at other universities?

- Quest has agreements about transfer credits, known as Articulation Agreements, for 55 courses at six institutions, and is diligently working on more.
- The six institutions are UBC; UBC-Okanagan; Capilano University; SFU; Thompson Rivers University; and Okanagan College.
- Articulated courses can be found on the [BC Transfer Guide](#). To find Quest's Articulated Courses:
 - under Institution, select Quest University
 - leave 'Subject' and 'Course number' blank
 - check 'Any' for 'To Institution'
 - click 'Search'

- a list of courses will appear

Q: What will you do for students who may need to find another school?

- We will provide the support we always have. If Quest students have problems transferring specific course credits, the CAO, faculty, and Registrar can help — by sending letters or talking with admissions staff to clarify Quest’s program or courses.
- We will make sure transcripts and course syllabi are readily available.
- To discuss your particular situation, please contact the [CAO](#) or the [Registrar](#).

Q: Do you have an agreement with another university to accept Quest transfer students past the normal application date?

- No, those kinds of agreements do not yet exist, but we will support individual students who want help finding transfer options.
- To discuss your particular situation, please contact the [CAO](#) or the [Registrar](#).

Q: Where can I find more info?

- We’ve added a [page on the Portal](#) to assist students who are exploring transfers.

Q: How will international students be affected?

- Our Designated Learning Institution status is not impacted by the CCAA process.
- Students who may need a study permit to start Quest in the Fall term; renew their study permit to continue studying; obtain a co-op work permit to complete their EL; or apply for their post-graduation work permit upon completing of their degree, are still eligible.
- As always, students who wish to transfer to a different institution must update their permits to reflect the Designated Learning Institution number of their transfer school. This process is explained on the [Canadian Immigration website](#).
- Please contact Quest’s [International Student Services](#) with further questions.

Questions about graduating

Q: Can I graduate with fewer than 32 credits?

- No, because Quest cannot compromise the integrity of its academic degree. We are in the process of identifying ways to help students who are only a few credits from graduating.

Q: Can I ‘walk’ with fewer than 32 credits this year?

- Yes. We’ve gone back to the more relaxed standards of yore! You can ‘walk’ in the 2020 graduation ceremony if you’ve earned 29 credits by the end of Spring Term.

Questions about financial aid

Q: Will my current Quest scholarship or bursary be affected?

- No. Spring 2020 awards are safe and have been applied to your tuition statement.

Q: What about my Quest scholarship and/or bursary for Fall 2020 and beyond?

- We do not know yet. Quest's future will likely require an element of financial reorganization, and this could affect scholarships and bursaries.

Q: What happens to government and other loans and grants (e.g., SABC, FAFSA, OSAP, Mastercard, DUO, etc.)?

- We've spoken to these partners and anticipate no changes at this time.
- What happens next Fall will depend on the long-term solution arrived at by Quest.

Q: If students move to UBC or Capilano, would you continue helping them financially?

- No, we would not be able to give financial aid to students who are enrolling elsewhere.

Questions about payroll and current finances

Q: Will you be able to pay employees past February?

- Yes. The CCAA process provides financing so operations can continue, including payroll. We have financing approved until May 29, with the possibility of extensions.

Q: Will campus services continue as normal?

- Yes, we plan to continue normal operations least and we have the necessary funding.

Q: Are you expecting tutors and staff to leave Quest?

- It may take months to find a solid plan for Quest's future; we hope our staff and faculty will be alongside us through that process.

Questions from alumni

Q: Do I need to order my Quest transcripts immediately?

- No. All BC universities are required to have a transcript agreement with another school. Capilano is Quest's designated institution to provide Quest transcripts in perpetuity should Quest be unable to do so for any reason.

Q: Will my Quest degree remain valid even if Quest undergoes changes?

- Yes. The DQAB has confirmed with President Iwama that Quest degrees will remain valid regardless of any changes, as they were issued by an accredited institution in good standing at the time the degree was conferred.