International Student Services
Undergraduate / Exchange Orientation

September 1st, 2021

International Student Services
University of Calgary
Territorial Acknowledgement

We acknowledge the traditional territories of the people of the Treaty 7 region in Southern Alberta, which includes the **Blackfoot Confederacy** comprising the **Siksika**, **Piikani**, and **Kainai First Nations**, the **Tsuut’ina First Nation**, and the **Stoney Nakoda** including the **Chiniki**, **Bearspsaw**, and **Wesley First Nations**. The City of Calgary is also home to **Métis Nation of Alberta, Region III**.

The University of Calgary is situated on land adjacent to where the Bow River meets the Elbow River, and the traditional Blackfoot name of this place is “**Moh’kins’tsis”**, which we now call the City of Calgary.
International Student Services

International Student Services (ISS) provides advice and programs to support all international students adjusting to studies at the University of Calgary and to life in Canada.

ucalgary.ca/student-services/iss
• Non-immigration: iss@ucalgary.ca
• Canadian immigration: issimmigration@ucalgary.ca

Canadian Immigration Advising & Workshops
Transitional Advising & Workshops
Web Resources
New International Student Orientation

International Student Mentorship Program
USpeak Global Program
Global Families Program
Social Events

ISS Advising: currently providing remote advising only
• In-person advising may be available in Room MSC 275; check website!
Navigating Your UCalgary Community

ucalgary.ca/current-students/student-services
Online videos, information, & resources:

Welcome
Immigration & travel
Stay healthy & safe
Navigate a new classroom culture
Get settled in Calgary
Resources to start with!

www.ucalgary.ca/student-services/iss/resources/online-orientation
Preparing to Arrive in Calgary

Before You Travel:
- Entry to Canada requirements
- Airline requirements
- Exemptions
- Quarantine plan
- UCalgary arrival form

72 Hours before Your Final flight to Canada:
- Pre-entry Covid-19 test
- ArriveCAN information

Boarding Your Flight:
- Negative pre-entry test results
- Personal and travel documents
- Health regulations while travelling

Arriving in Canada:
- Documents for Canadian Immigration official
- ArriveCAN receipt
- Study permit
- Arrival or randomized Covid-19 test
- Daily ArriveCAN Check-in
- Quarantine (if required)

While in Quarantine (If required):
- Daily ArriveCAN Check-in
- Day 8 test
- Stay Connected
- Settlement Tasks

After Quarantine:
- UCalgary protocols
- Covid-19 vaccination
- Alberta Health Care Insurance
- Seek support
- Explore Calgary safely

Welcome Webinars: ucalgary.ca/student-services/iss/advising/iss-webinars-workshops
I have questions about my program...

• Course enrolment, course delivery/format, course outlines, program progression:
  • For your program faculty (or Faculty of Graduate Studies)
  • Undergraduate advisor contacts: www.ucalgary.ca/registrar/registration/advising
  • Graduate contacts: https://grad.ucalgary.ca/current-students/important-dates-and-resources/find-your-graduate-program-administrator

• Tuition, payment plans, program funding:
  • Undergraduate students: Enrolment Services: https://ucalgary.ca/registrar/contact-us/enrolment-services-advising
  • Graduate students: Faculty of Graduate Studies: https://grad.ucalgary.ca/about-us/contacts
COVIDSafe Campus Measures

The University of Calgary's COVIDSafe Campus strategy starts Sept 1:

• vaccination status,
• rapid testing,
• masking, and
• access to vaccines

Carefully review the COVIDSafe Campus website and pages below for specific details about this procedure:
ucalgary.ca/risk/emergency-management/covid-19-response/covidsafe-campus
Covid-19 Vaccine Access on Campus

- **On-Campus Bus Vaccine Clinics:**
  - Today (Sept 1), 9am-4pm, Main Campus
  - Tuesday (Sept 2), 9am-4pm, Foothills Campus
  - Wednesday (Sept 8), 9am-4pm, Main Campus
  - Wednesday (Sept 9), 2pm-9pm, Main Campus


- Bring your UCID and passport or drivers license (Alberta Health Care not required)
Lien Tran, Manager ISS(RCIC)

International Student Services (MSC 275)

• Drop-in advising on study permits, work permits, visas

issimmigration@ucalgary.ca

For more immigration information:
https://www.ucalgary.ca/student-services/iss/immigration
Can I apply for a Co-op work permit?

• If you are in formal Co-op program
• Your program requires that you complete a practicum to finish your degree

• Apply for a co-op work permit as soon as you receive a letter stating that you are in the co-op program.
• Do NOT wait until you find a job to apply for your work permit as it could take 3-4 months for you to receive your co-op work permit.
Can I work as a part time student?

• If you drop down to a part-time status you will no longer be able to work using your study permit.

• In order to work you must be a full-time student
Can I travel on my study permit?

• You can travel as long have a valid study permit and
  - a valid visa or
  - a valid eTA

• Before you travel ensure all your documents are valid if they are not, give yourself enough time before you travel to apply for a new document (eg. study permit, visa, passport)

• Given the current situation, travel restrictions are still in place if you are planning to travel please make sure you have all documents to show that your travel is essential.
Do I need a Social Insurance Number (SIN)?

• A SIN is a confidential nine-digit number required in order to work and receive an income in Canada.

• You must have a **permanent address in Canada** and a **study permit or work permit** in order to apply for a SIN

• If you are quarantining in a temporary accommodation, apply for your SIN once your quarantine is complete and you have your permanent address established (eg. renting an apartment off-campus for the term)

• How to apply? – online or by mail
  
If I’m studying in Calgary, what medical insurance coverage do I need?

12 months or more
I’ve gotten a phone call telling me I’m in legal trouble or owe money. What do I do?

- These are scams commonly affecting Albertans
- Suspicious phone calls from people posing as:
  - Canada Revenue Agency (CRA)
  - Immigration Officials
  - Alberta Health Services
  - Police


- Examples of fraudulent calls & texts:
  - [https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html)

- How to keep your information safe:
I am studying remotely. How can I connect with other students?

- **International Student Mentorship Program**
  - Connect with another student in similar area of study
  - Attend virtual events, ask questions throughout the term

- **International Student Stories**
  - Podcast each month
  - Learn from experiences of other international students

- https://ucalgary.ca/student-services/iss/student-life/international-mentorship
- https://ucalgary.ca/student-services/iss/student-life/international-student-stories
Jennifer Parsons
Student Success Centre (online and in-person access)
individual appointments to assist with academic and language skills
• jen.parsons@ucalgary.ca

Find out more about programs and supports:
http://www.ucalgary.ca/ssc/international
What are some academic strategies to help me succeed in my first semester?

• Read your course outlines carefully
• Schedule by semester, month, week, and day
• Prepare before lectures, attend, and review afterwards
• Test yourself often

• Ask questions and use supports!
• [https://www.ucalgary.ca/student-services/student-success](https://www.ucalgary.ca/student-services/student-success)
How does the grading system work?

<table>
<thead>
<tr>
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<th>Letter</th>
<th>G.P.A.</th>
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<tr>
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Good Standing
Grade Point Average

Graduate programs good standing 3.0

Undergraduate program good standing 2.0
Is it necessary for me to buy all the textbooks and complete all the readings or is this optional?

- Textbooks may be:
  - required (buy these)
  - recommended (will be useful)
  - Optional (helpful for deeper understanding, papers etc.)

- Readings often inform the lecture
- Some professors test on readings not covered in class
- Texts may include practice questions, online materials
How do I approach my instructors if I need help with my course?

• Check your course outlines for contact information
• Participate during lectures
• E-mail: clear, polite, and concise
• Contact TAs and attend tutorials
How can I learn about UCalgary academic expectations and integrity policies?

- Review information about academic integrity.

[Student Academic Misconduct Policy]
[Student Academic Integrity Handbook]
[www.ucalgary.ca/academic-integrity]

https://d2l.ucalgary.ca/d2l/home/396044
Is there any support for building English language skills?

**Academic planning support**

- individual appointment with Jennifer Parsons
  - discuss additional short-term supports
  - language-building strategies
  - opportunities for conversational English

How do I know who my Academic Advisor is?

Answer provided by Jennifer Parsons, Student Success Centre

- If you look on your department website (e.g. Department of Economics), there will be a contact for graduate advising. They can answer your program advising questions.

- Undergraduate students can go to their Faculty website (e.g. Faculty of Science) to contact a program advisor.

- Students looking for advising related to study skills, changing their major, or general advice can contact the Student Success Centre and book with an academic development specialist.
Online courses

Answer provided by Jennifer Parsons, Student Success Centre

• If I have to take class online, then how do I register? Do I have to talk to my course supervisor?
  • You will register through your Student Centre in the same way you registered for in-person classes. If an in-person class has been changed to an online delivery, you will still be enrolled. You may want to discuss your course selection with your supervisor if you are unsure of the need for a particular course.

• How will I know that a course is offered online or strictly in-person when I am not able to reach Calgary before classes start on 7th September?
  • The delivery of the course will be listed in your schedule of courses in your Student Centre. You will see this when you are searching course registration lists as well. Online courses will be designated as “web-based only”. In person courses will have an assigned room number.

• What if students are waitlisted in a course that is online? What to do if we don't get a position in a specific course that is online? I will be arriving in the first week of October?
  • Continue to monitor your place in the waitlist. Once classes begin, the waitlist will be closed and you can again try to register until the drop/add deadline (September 16). The process is the same for both in-person and online courses. Speak with your faculty if you are not able to get a place in the course by the beginning of classes. It may be possible to request an overload into a required course under some circumstances.
How can we form study groups or join study groups when we are attending web-based courses?

Answer provided by Jennifer Parsons, Student Success Centre

- There are opportunities to connect with other students in the class through D2L and some instructors also facilitate the formation of study groups. As well, Student Success runs online peer-assisted study sessions and virtual study sessions. Check the Student Success website for more information (https://www.ucalgary.ca/student-services/student-success/learning/study-group-program)
How do I actually navigate my class. I mean is there a map or something for new students?

*Answer provided by Jennifer Parsons, Student Success Centre*

- There are campus maps and interactive room finder map available online: [https://live-ucalgary.ucalgary.ca/about/our-campuses/campus-maps-and-room-finder](https://live-ucalgary.ucalgary.ca/about/our-campuses/campus-maps-and-room-finder). As well, you will see maps on the campus grounds and can ask at campus offices or information kiosks for directions. You will see staff and student support people with Ask Me buttons on campus in the first week of classes as well.
Attending classes

Answer provided by Jennifer Parsons, Student Success Centre

What should I do if I have in-person classes, but I can't make it to campus in time?

- It is important to attend in-person classes. If you are late occasionally (e.g. missed bus), then come into the class quietly and hear as much of the lecture as possible. You may want to arrange to get missed notes from another student or see if the instructor has posted slides, notes, or recordings in D2L. If you will be consistently late or unable to attend a class, speak with the instructor.

Can we choose to take the classes online even though they say that they are offered in person?

- No, in person classes are not consistently set up as recorded lectures and classrooms may not have the technology for you to attend remotely.

Can we opt online for Winter 2022 semester?

- There may be classes you can take online in Winter, but this will depend on your program and course choices. You can try to choose online delivery where possible and see if you are able to do that semester online.
Can we use our preferred name on class list, d2l, etc... instead of the legal name?

- Yes, you can update your personal information through the Personal Information section of your MyUCalgary Student Centre (https://www.ucalgary.ca/registrar/student-centre/updating-personal-information).

How can I find information about courses that haven't appeared in D2L?

- Many department websites have a list of their current courses with course outlines attached.
Do you have any study tips?

Answer provided by Jennifer Parsons, Student Success Centre

Some basic tips:

• Prepare before your lectures by reading your text, going over slides etc.
• Attend all your lectures and tutorials in full, whether online or in person.
• Review your notes after the lecture and test yourself on the material.
• Start assignments and studying early and do not do your work at the last minute.
• And get help and supports throughout the term. Come to see us at Student Success and attend study skills workshops to get started.
Time management

Answer provided by Jennifer Parsons, Student Success Centre

How much time would you spend studying, if you have 5 courses per term? (say, for every week)

• The time needed for your classes will vary from week to week, depending on your exams and assignments. It is also a heavier time commitment in certain classes and programs. However, a good rule to begin is that for each hour of lecture, expect to spend another three hours outside of class time. That means that for five courses, you could spend up to 45 hours each week to complete readings, review notes, do assignments, and study.

How to maintain balance between part time jobs, studies, volunteering, and social life:

• Use your course outlines to plan a study schedule around major exams and assignments. Then schedule in your other activities, noting the time commitment for each. Be realistic about your energy to work and study – e.g. don’t plan to do assignments in the middle of the night. Review your schedule weekly and see what needs to be adjusted.
How should we spend our time in between the lectures? And if our classes start at 1 p.m, can we come to campus before that for self-study or club activities etc.?

Answer provided by Jennifer Parsons, Student Success Centre

• Using time between lectures to do your assigned readings and to review notes or work on assignments is a good use of time. It can also be a time to go to club meetings, volunteer, exercise, eat a meal, or socialize with other students.

• Try to find a balance of activities and academic work, so that you do not feel burned out and are able to maintain good physical and mental health.

• You can be on campus throughout the day, whether you are in class or not.
Are online courses in form of recorded videos or live classes?

Answer provided by Jennifer Parsons, Student Success Centre

• If a class does not have any time assigned in your Student Centre schedule, it is **asynchronous**, which means it is only a recording. If there is a time listed, it will be **synchronous** (live online at a particular time). It is possible that a synchronous class will also be recorded. This will depend on the individual instructor.

• Be sure that this is clear to you from the first day of classes. It will be explained in your D2L course information or course outline and the instructor will likely address it on the first day of class.
Welcome from Study Abroad!

Who are we?

• Prachi Mishra & Veronica Cardoso – International Learning Programs Advisors

• Laura Harris & Janean Hodgson – Managers, Education Abroad

• Email us: iexch@ucalgary.ca

• Find us in person: Mackimmie Tower, 5th floor
Some Useful Tips for Your Exchange

• Review the incoming exchange website: www.ucalgary.ca/international/study-abroad/incoming-exchange (check out the ‘Preparing for Arrival’ section)

• Fall 2021 semester = September to December
  Winter 2022 semester = January to April
  Don't book your flight home before final exams!

• You are required to be in at least 3 courses per semester. Please review the course registration website: www.ucalgary.ca/international/study-abroad/incoming-exchange/courses/registration
More Useful Tips for Your Exchange

• Send us your arrival forms so we can sign them

• Once your semester is done, order your transcript online: [www.ucalgary.ca/registrar/student-centre/transcripts](http://www.ucalgary.ca/registrar/student-centre/transcripts)

• Be sure to check your emails for correspondence from us! Check your junk folder to make sure our emails aren’t in spam.
How can I connect with other exchange students?

- The Study Abroad Office has created UCalgary Global Online (UGo) for all exchange students!

- Opportunities to socialize and connect with other exchange students, as well as students from UCalgary, are organized through D2L. We’re having a meet and greet on September 8 at 12pm online

- In your D2L portal, you will have access to the course ‘UCalgary Global Online Fall 2021.’ Go in, post your intro, and start interacting with everyone!
Danni Lei (She/Her)  
Registered Psychologist  

Counsellor  

Student Wellness Services  
Rm 370 MacEwan Student Centre  

Mental Health Services – Counselling  
Email: dlei@ucalgary.ca  

https://www.ucalgary.ca/wellness-services/services/mental-health-services
What is the importance of physical and mental health on academics and student success for international students?

- Current context of uncertainty and unknowns
- **Culture shock**: Reactions to adjusting to an unfamiliar place or culture
  - Impact on sleep, physical activity, eating patterns
  - Feelings of sadness, stress, frustration
  - Difficulties with balancing multiple responsibilities
- Learning to take care of health can help you to study successfully, make connections, and reach goals
What are some general wellness tips for undergraduate students?

- Consistent schedule and be aware of sleep hygiene
- Eating and physical activity
- Be aware of how you are feeling and ask yourself: “What do I know might be helpful? What can I do?”
- Connect with others
- Ask questions (about courses, assignments, etc.)
- Get support and help throughout
  - Know the different services – check out websites
  - Attend workshops, webinars, and make appointments
What is counselling and what is the role of a counsellor?

- Talk about different challenges/concerns
- Gain self-awareness + unique perspectives
- Counsellor role: Support towards goals and overall wellness
- Collaborative and confidential
- How to access:
  - Book quickly online
  - Call 403-210-9355
  - Email SWSMentalHealth@ucalgary.ca

For more information, check out University of Calgary's Student Wellness Services website, “Counselling Services”
Extra Questions

How many times can I access counselling?

We have a newer model of one-at-a-time counselling where students can book as needed, when needed. It is useful that after a single session that you take time to reflect on what you learned and practice some of the strategies. Students are welcome to book again with the same counsellor or try a different counsellor. We also work closely with the rest of Student Wellness Services, including student support advising team, and make referrals to our family doctors, and psychiatrists to provide the most comprehensive support possible.
Adrianna Cooper, BSW, RSW
Student Support Advisor,
Student Wellness Services

Mental Health Services – Coordinated Care
• Provide-Supportive discussions
• Provide-Mental health triage

Email: coopera@ucalgary.ca
https://www.ucalgary.ca/wellness-services/services/mental-health-services
What mental health supports are available? Is it free?

• FREE and confidential

• Supports include:
  • Self-help resources
    • Videos (e.g. anxiety, stress, sleep)
  • Workshops
  • Peer support
  • Student support advising
  • Counselling
  • Doctors and psychiatrist

For more information, check out University of Calgary's Student Wellness Services website, “Mental Health Services”
What is the role of a Student Support Advisor?

• Find positive ways to cope
• Helping with time management to decrease stress
• Improve personal functioning
• Enhance your strengths
• Increase confidence in your academic ability
• Make general improvements to your well-being
• Navigate systems on- and off-campus
Can I still access any of the services if I’m not in Calgary?

- Coordinated Care, Groups, Workshops, Wellness Online through D2L, Peer Support
- Due to Covid-19 there are certain services that are not accessible but through a Coordinated Care appointment you can discuss all of your options
- [https://www.ucalgary.ca/wellness-services/services/mental-health-services/counselling](https://www.ucalgary.ca/wellness-services/services/mental-health-services/counselling)
How can I stay motivated while I’m at home?

• Build a routine for self-care and your school work
• Have daily goals for the day/week
• Having boundaries for times to do your school work and when you practice self-care
• These are just a few examples to stay motivated. I encourage you to go to the Wellness Centre website for more ways to stay motivated

• *Staying motivated in current times can cause stress in itself. Be compassionate and kind towards yourself*
What groups and workshops are available?

- **Groups:**
  - Mindfulness Practice
  - Coffee & Connection
  - Happiness Basics
  - Anxiety Management
  - Making Connections: Social Anxiety
  - Anger Management

- **Workshops:**
  - Anxiety Management
  - Transitioning from High School to University
  - Stress Management
  - Motivation & Procrastination
  - Healthy Thinking
  - Discover Your Self Care
  - Ask a Counsellor
Liliana Gonzalez, MC, BSc, HNCP
Career Development Specialist,
International Students

Career development and job search support:
Get one-on-one advice with a Career Development Specialist
- Appointments
- Drop-ins

Attend career workshops/webinars
Connect with employers

Book appointments: with any of the career specialists by going to elevate.ucalgary.ca

Website: www.ucalgary.ca/careers
Commonly Asked Questions by International Students

• How do I find a job?
• How do I know which career to pursue?
• Identify your values, interests, strengths, skills, and personality traits
• Complete informal and formal assessments
• Explore career options
• Browse online resources (ucalgary.ca/careers)
• Attend employer events
Book an appointment with a Career Development Specialist:

- Resume/CV/cover letter review
- Mock Interview
- LinkedIn review
- and more...
Tips:

- Gain professional experience
- Learn about Canadian workplace culture
- Develop a career plan
elevate.ucalgary.ca

Book advising appointment!

Register for career workshops/webinars and employer events!

Search job postings!
When and how do you start taking steps towards hands-on career development (ex. Internships...)

*Answer provided by Liliana Gonzalez, International Career Development Specialist, Career Services*

You can start as early as you like. Keep in mind that the right timing depends on each individual; however, it is important to note that there are specific registration requirements and deadlines that you need to meet if you are planning to join your faculty’s internship/coop program.

You can find more information here: [https://www.ucalgary.ca/student-services/careers/students/co-op-and-internships](https://www.ucalgary.ca/student-services/careers/students/co-op-and-internships)
On-campus part time jobs opportunities at ucalgary.

Answer provided by Liliana Gonzalez, International Career Development Specialist, Career Services

You could browse job opportunities by taking a look at these online job boards/resources and identify jobs on campus

- Elevate.ucalgary.ca ➔ ➔ job board (look for University of Calgary job postings)
- https://www.ucalgary.ca/student-services/iss/resources/finding-job-campus
Can you provide some advice re. volunteering? How to look for volunteering 'jobs', how to apply, etc.?

**Answer provided by Liliana Gonzalez, International Career Development Specialist, Career Services**

**Volunteer resources**
Volunteering or extra-curricular involvement is a great way to get hands-on experience while getting involved in the community. It's also great for your career development. Here are some websites where you can find volunteering opportunitie:

- **Volly**
- **Propellus**
- **Leadership & Student Engagement**
- **Students Union Volunteer Services**
- **City of Calgary**
- **Alberta Health Services**
- **Charity Village**
Upcoming ISS events

Welcome Social Events with ISS: Eat n’ Chill
From Afrobeats to K-pop music, join International Student Services for our eat and chill event!

Welcome Social Events with ISS: Guess the Song
Want a fun way to meet your fellow students, while playing an entertaining game to test your memory? Join International Student Services for a fun...

Welcome Social Events with ISS: Virtual Bingo
Do you have any interesting experiences you would like to share? Join International Student Services...

International student support and workshops

Sep 8
11:00 am to 12:00 pm | REMOTE: Offer... Transitioning to first year as an Int...
Join Jennifer from the Student Success Centre for a small group session with other first year international students...

Sep 9
6:30 pm to 7:30 pm | REMOTE: Offer... Transitioning to first year as an Int...
Join Jennifer from the Student Success Centre for a small group session with other first year international students...

Sep 15
9:00 am to 10:00 am | Zoom
Healthcare & Medical Insurance i...
This session is for any international student (undergraduate, graduate, exchange, visiting) who is planning to ...

Sep 16
9:00 am to 10:00 am | Zoom
Resources for Students with Famili...
This session is for any international student (undergraduate, graduate, exchange, visiting) who has children...

Sep 16
2:00 pm to 3:30 pm | Online
Networking for introverts (and ext...

Sep 22
10:00 am to 11:30 am | Zoom
How to write a Canadian resume ... This is a specialized webinar created specifically to meet the unique needs of international students.
Sign up for the ISS Newsletter

Keep up-to-date with the latest news and upcoming events at ISS, around campus and in the community.

First Name:

Last Name:

Email Address:

Submit

Collection of personal information
Your personal information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act, and is required for updating your email subscription preferences. If you have any questions about the collection or use of this information, please contact the Office of Advancement at iss@ucalgary.ca.

View past newsletters here.
Connect with us on social media

@ucalgaryiss on both Instagram and Facebook
Upcoming ISS Webinars & Social Events

All times in MST (Calgary local time)

- **Healthcare & Insurance in Alberta:** Wed, Sept. 15 (9-10 am)
- **Resources for students with families:** Thurs, Sept. 16 (9-10 am)
- **Budgeting and Credit Basics for International Students:** Monday, Sept. 20 (1-2:15 pm)
- **Calgary Weather:** Thurs, Sept. 23 (10-11 am)
- **Exploring Calgary:** Tues, Sept. 28 (9-10 am)
- [ucalgary.ca/student-services/iss/advising/iss-webinars-workshops](http://ucalgary.ca/student-services/iss/advising/iss-webinars-workshops)

Virtual Welcome Social Events with ISS

- **Eat n’ Chill:** Thurs, Sept. 2, (5-6:30 pm)
- **Guess the Logo (Graduate Students):** Fri, Sept. 3, (2-3:30pm)
- **Bingo (Undergraduate Students):** Fri, Sept. 10, (5-6:30pm)
- [https://events.ucalgary.ca/international-student-services/](https://events.ucalgary.ca/international-student-services/)
Thank you for attending!

Up next:

International Undergraduate & Exchange Student Panel at noon (12-1 pm)

-link is in your orientation schedule