Guide for newly admitted international students at the University of Ottawa

INTERNATIONAL STUDENT GUIDE

International Office
T. 613-562-5847  F. 613-562-5100  |  uointl@uOttawa.ca
international.uOttawa.ca
DOES THIS GUIDE APPLY TO ME?

☑️ I AM AN INTERNATIONAL STUDENT

Student originating from a country outside of Canada without Canadian citizenship or permanent residency who is subject to international tuition fees.

UNDERGRADUATE STUDIES

Undergraduate studies refers to the stage of study after obtaining a secondary school diploma or the equivalent if you studied outside of Canada. An undergraduate degree is conferred upon completion of a three- or four-year program of study (90 or 120 credits, respectively). At the undergraduate level, uOttawa offers bachelor’s degrees through direct-entry faculties, programs through professional faculties, and certificates.

GRADUATE STUDIES

Graduate studies lead to a graduate studies certificate, a master’s degree or a doctorate (PhD). Studies at the graduate level occur after completing an undergraduate program at a recognized institution.

☒ I AM AN EXCHANGE STUDENT

Student from a partner institution who comes to uOttawa on an exchange for part of their studies.

This program is based on an agreement signed between the student’s home university and the host university, i.e. uOttawa.

☒ I AM A SPONSORED STUDENT

A sponsored student is one that is partially or fully funded for a portion of his or her studies by a government or a third-party organization, without obtaining a degree from uOttawa (non-degree seeking).

This financial support usually includes tuition, incidental fees, health insurance and living expenses.
THE INTERNATIONAL OFFICE

The University of Ottawa’s International Office is a support service providing information and services to international students interested in coming to uOttawa, or to those who are already here.

HOW CAN THE INTERNATIONAL OFFICE HELP ME?

The International Office can help you adjust to the University of Ottawa and Canada through the following programs and services:

• Advice on immigration matters
• Active listening and referrals to campus resources
• Workshops on integration and academic success
• Information sessions on topics of interest (permanent residency, visitor’s visa, taxes)
• Help with managing the University Health Insurance Plan (UHIP)
• Activities:
  • Orientation in fall and winter sessions
  • Buddy Program
  • Fall and winter soccer tournaments
  • City tours
  • Snowshoeing in Gatineau Park
  • And much more!

CONTACT INFORMATION
INTERNATIONAL OFFICE

TARABET HALL, ROOM M386
T. 613-562-5847  /  F. 613-562-51
UIOINTL@UOTTAWA.CA
Congratulations on being admitted to the University of Ottawa! We are pleased that you have chosen to obtain your degree here with us, and we look forward to guiding you through these next important steps so that you arrive on campus safely and well prepared.

This guide is divided into **five steps**, and we advise you to complete them in sequential order.

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STEP 1
WHAT TO DO RIGHT NOW

- Check your Name
- Respond to your Offer of Admission
- Apply for Immigration Documents
WHAT TO DO RIGHT NOW

CHECK YOUR NAME

UNDERGRADUATE STUDENTS

Ensure that the name in Document A (offer of admission) and Document B (International Student Acceptance Information) is your legal name (it MUST be identical to the name in your passport).

If it is incorrect, you must immediately contact the Admissions Office by email or send a fax to +1-613-562-5104 with the corrections and your student number to obtain new documents for visa and study permit purposes.

GRADUATE STUDENTS

Ensure that the name in your offer of admission (on every page) is your legal name (it MUST be identical to the name in your passport).

If it is incorrect, please contact your academic unit directly.

RESPOND TO YOUR OFFER OF ADMISSION

UNDERGRADUATE STUDENTS

You must respond to your offer of admission no later than the date indicated in your InfoWeb account.

Follow the instructions in the “Response” tab found along the top of the page on InfoWeb.

GRADUATE STUDENTS

Please sign the answer sheet from your offer of admission. You can fax it, or scan it and attach it to an email, or mail it to your academic unit at the address indicated at the bottom of your offer of admission. You must do so no later than the date indicated in your offer of admission.
APPLY FOR IMMIGRATION DOCUMENTS

VISA AND / OR STUDY PERMIT

Start the necessary steps in order to obtain your visa and/or study permit. Check the list of Canadian visa offices to find the office that serves your country or region.

NOTE: The processing time for a visa and/or study permit is much shorter if you apply for it online. You must take the necessary steps as soon as you receive an offer of admission to ensure that you can be on campus in time for the start of the session.

Please note that due to a significant change to the Immigration and Refugee Protection Act (IRPA), educational institutions such as the University of Ottawa can no longer provide international students with immigration advice. As a result we invite you to visit the website of Citizenship and Immigration Canada (CIC).

The CIC Call Centre can also answer questions, in English or French, about CIC services and programs, or applications in process inside Canada (1-888-242-2100). Students may also now send an email to the Call Centre with questions.
STEP 2
WHAT TO DO BEFORE YOU LEAVE

- Join the Facebook Group
- Housing
- Be Aware of the Academic Calendar
- Register for Courses
- Student Email
- Finances
- Health Insurance (UHIP)
- Join the Buddy Program
- Order your Student Card Online
WHAT TO DO BEFORE YOUR LEAVE

JOIN THE FACEBOOK GROUP

The Bureau International Office Facebook group is a great place to network with other students and to find information such as:

• Frequently asked questions and answers
• Items for sale (used textbooks, furniture, etc.) and rooms for rent
• Social and cultural activities hosted by the International Office
• Special events on campus and around the Ottawa/Gatineau region
• Workshops

HOUSING

ON CAMPUS HOUSING

The University guarantees housing for one year to newly admitted first-year undergraduate students who satisfy the housing guarantee criteria. Please note that on-campus residences are occupied primarily by first-year students.

FOR THOSE WHO QUALIFY FOR GUARANTEED HOUSING

If you wish to live in residence, please apply as early as possible to increase your chances of obtaining your preferred type of residence. To reserve your spot and inform Housing Service of your preferences, please use the Housing Portal, which you can access through InfoWeb. Make sure to apply before the deadline, otherwise you will no longer be guaranteed on-campus housing. You room assignment notification will be sent to your @uOttawa.ca email address. Please note: A deposit of $700 CAD is required.

FOR THOSE WHO DO NOT QUALIFY FOR GUARANTEED HOUSING

Even if you are not guaranteed a place in residence, you can still submit an application via the Housing Portal.

Be aware, however, that it will only be considered if students decline their offers, usually near the end of summer.
HOUSING

OFF-CAMPUS HOUSING

Many students live in close proximity to campus, and sometimes in neighborhoods densely populated by students. Please visit the Housing Resource Centre for more information.

If you’ve opted for off-campus housing, here are some tips to follow:

• Many students live in the Sandy Hill neighborhood, adjacent to the University of Ottawa. Some houses located at the fringe of the campus are owned and managed by the University. Contact the Resource Centre at offcamp1@uOttawa.ca for more information, and use the Housing Portal (via uoZone or InfoWeb) to apply.

• Many other options are listed on the Student Housing Billboard. See how rent prices compare with the average monthly rents observed in the area.

• Unless you deal with the University, we recommend that you finalize your housing arrangements only once you have arrived in Ottawa. This will give you the chance to meet the landlords and visit the apartments. You should plan an early arrival and set a few days aside for that task. Until August 30, you can book a room in residence for an affordable short stay. Reservations for a room in a hostel or hotel near the university will also give you time to search for housing accommodations.

• On your first visit to the campus, drop by the Housing Resource Centre for guidance and advice.
BE AWARE OF THE ACADEMIC CALENDAR

In one academic year, there are three sessions:

- **FALL SESSION**  
  September to December

- **WINTER SESSION**  
  January to April

- **SPRING / SUMMER SESSION**  
  May to August

There is a study break during the fall and winter semesters. Check the University calendar for important dates and deadlines.

REGISTER FOR COURSES

If you have specific problems with course registration, please contact your faculty directly. Feel free to check out the registration FAQs.

UNDERGRADUATE STUDENTS

**PREPARE FOR COURSE REGISTRATION**

In Canada, you must choose your own courses. It is very important to prepare your course selection before the registration period.

IMPORTANT: You must complete course registration yourself using the online registration tool called Rabaska. Remember to register for fall AND winter courses at the same time. Courses can fill up quickly!

Here are some suggestions to help you prepare for this important step:

- Use the course registration tool kit to prepare for registration.
- Understand how the academic system works.
- Check the suggested course sequences for your program.
- Consult the list of courses offered.
- Use the course timetable tool.
- Check the date on which you can begin registering.

NOTE: Make sure to check through your InfoWeb account whether there are any conditions on your offer of admission that will affect your registration for courses.

**REGISTER FOR YOUR COURSES**

- Follow the Course registration tutorial.
- If you are experiencing difficulties, you can contact the Registration Help Centre to speak with a registration advisor.
- If you have specific problems with course registration, please contact your faculty directly.
REGISTER FOR COURSES

GRADUATE STUDENTS

PREPARE FOR COURSE REGISTRATION

In Canada, you must choose your own courses. It’s very important to prepare your course selection before the registration period for the fall AND winter sessions. Use the registration guide, step by step, to help you prepare for this important step.

REGISTER FOR YOUR COURSES

You must register for your courses by using Rabaska through uoZone (You will find your student number and password for uoZone in your admission kit).

• Follow the Course registration tutorial.
• If you are experiencing difficulties, you can contact your academic unit to speak to an advisor.
• For any other specific question concerning your registration, please communicate with the Office of Graduate Programs of your Faculty.

STUDENT EMAIL

Within 48 hours of registering for one or more courses, you will receive an email addressed to your personal email account explaining how to access your @uOttawa email account. It is your responsibility to check your university email account regularly.

If you have trouble accessing any of your uOttawa accounts after this time has elapsed, fill out an online request for computing assistance. All emails from the University of Ottawa will be sent to your @uOttawa account.
FINANCES

On average, you should budget $12,000 CAD a year to cover the cost of food, rent, books, transportation and other living expenses. Visit our website to check tuition fees and budget.

INITIAL FUNDS WHEN YOU ARRIVE

We do not recommend that you carry more than $500 CAD in cash with you while travelling to Canada. You may bring sufficient funds in traveler’s cheques (in U.S. or Canadian dollars) to cover living expenses during your first month; this may be as much as $2,500 CAD to pay for transportation, temporary accommodation, food, rental deposits, textbooks and other school supplies.

NOTE: One of the first things to do upon your arrival in Ottawa is to open a bank account, if you wish to do so. Please visit the “Arrival in Ottawa” section of this guide for more information on how to open a Canadian bank account.

PAYMENT OF TUITION

Once you have selected a minimum of four courses (for undergraduate students) or 6 credits (for graduate students, depending on your program) per session, your financial account will automatically show the total owed for your academic year as a full-time international student. Once you have registered for your courses, your tuition fees will show on “Your statement of accounts and e-bills” (which you can access through uoZone) in early August. Students who register after the beginning of August will have their student fees appear automatically.

METHODS OF PAYMENT: If you are an international student, you should pay your student fees through Western Union Business Solutions’ bank-to-bank transfer. This option allows you to securely pay student fees (which are billed in Canadian dollars) in the currency of your choice. For more information, see the Western Union Business Solutions information sheet.

Please visit the student fees web page for detailed information regarding international student fees.

ATTENTION: Since your student account is NOT a bank account, it is impossible to withdraw any funds remaining in this account. All refunds will be transferred back to the bank account from which they were originally sent.

NOTE: International students who do not pay their tuition and UHIP fees will be asked to withdraw from their program.

The Board of Governors reserves the right to change tuition fees, ancillary fees and refund regulations without notice.
HEALTH INSURANCE
(UHIP)

UHIP (University Health Insurance Plan) is a compulsory insurance plan for international students (and their dependant(s)), exchange students, visiting students, guest professors / researchers, Canadians returning from abroad, and new Canadian residents who have not yet obtained coverage from the Ontario Health Insurance Plan (OHIP), or their province of residence.

The University of Ottawa will automatically create your UHIP account once you register for your courses and pay your fees. For more information please visit the UHIP website or contact the International Office by email.

During your stay in Canada, UHIP provides coverage for basic health care services such as hospital, physician, laboratory, ambulance and some other services generally covered by the Ontario Health Insurance Plan (OHIP).

NOTE: This health insurance plan does not cover dental care or prescriptions.

Please note that you have additional coverage through your membership in your student association. Visit Greenshield for specific information about your health plan benefits or speak to representatives from the following groups for more information:

UNDERGRADUATE STUDENTS
SFUO - STUDENT FEDERATION OF THE UNIVERSITY OF OTTAWA
T. 613-562-5966 / WWW.SFUO.CA

GRADUATE STUDENTS
GSAED - GRADUATE STUDENT’S ASSOCIATION
T. 613-563-5935 / WWW.GSAED.CA

IMPORTANT

Hospital or medical expenses can be onerous. For example, in the case of an uninsured accident, a foreign student would have to pay approximately $3,135 CAD per day of hospitalization for the bed alone. Expenses for medical care, including treatment, surgical procedures, and scans (minimum $1,575 CAD) or MRIs (approximately $1,715 CAD) and all related expenses would be additional.

A visit to the emergency costs $720 CAD, before seeing a physician. The cost of an uninsured hospitalization can very quickly top $10,000 CAD (rates provided by the Ottawa Hospital as of January 30, 2015).

EXAMPLES FOR A NEWLY ADMITTED STUDENT

Since UHIP membership is mandatory, you do not need to purchase another insurance plan to cover you during the academic year. UHIP coverage starts the eleventh day of the month preceding the start of the program for newly admitted students, and in the beginning of the semester for returning students. HOWEVER, outside the periods of UHIP insurance coverage, you are ENTIRELY RESPONSIBLE for obtaining appropriate health insurance, for your own protection and that of your dependants.

Therefore, we strongly recommend that you purchase insurance to cover you and your dependants outside of the period of UHIP coverage.
**HEALTH INSURANCE (UHIP)**

**EXAMPLE OF UHIP COVERAGE FOR A NEWLY ADMITTED STUDENT STARTING IN THE FALL SESSION**

<table>
<thead>
<tr>
<th>START OF THE SESSION</th>
<th>SEPTEMBER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>START OF UHIP COVERAGE</td>
<td>AUGUST 11</td>
</tr>
</tbody>
</table>

In the event that a student arrives in Canada prior to August 11th, we strongly recommend that the student obtains temporary health insurance that covers the period before the start of UHIP coverage.

**EXAMPLE OF UHIP COVERAGE FOR A NEWLY ADMITTED STUDENT STARTING IN THE WINTER SESSION**

<table>
<thead>
<tr>
<th>START OF THE SESSION</th>
<th>JANUARY 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>START OF UHIP COVERAGE</td>
<td>DECEMBER 11</td>
</tr>
</tbody>
</table>

In the event that a student arrives in Canada prior to December 11th, we strongly recommend that the student obtains temporary health insurance that covers the period before the start of UHIP coverage.

**COVERAGE FOR FAMILIES**

UHIP coverage is mandatory for your immediate family (spouse, dependant children) as well and it must be purchased within 30 days of their arrival in Canada, otherwise late enrollment fees apply ($500 CAD, as well as retroactive fees).

**DEPENDANT COVERAGE**

The UHIP coverage for dependants covers the same services as for students (members). For more information on coverage, please go to the UHIP website.

Students must renew their health insurance for themselves and their dependants every year.

If you are a guest professor/researcher (non-student) who is visiting or has been hired by the University, you must purchase your UHIP coverage at the Human Resources Service, Tabaret Hall, Room 019.

**PREMIUMS FOR THE ACADEMIC YEAR**

The cost of the UHIP coverage depends on how many dependants are insured and the length of the coverage period. Please refer to the UHIP website for information on current UHIP cost.

It is preferable that you pay your UHIP coverage with your tuition fees through a bank transfer. For further information on the coverage provided by the University Health Insurance Plan, please visit the UHIP website or send an email to the International Office, which is responsible for UHIP.

**QUESTIONS?**

Please view the UHIP FAQ sheet if you have any additional questions, or contact us at:

**INTERNATIONAL OFFICE, UNIVERSITY OF OTTAWA**

550 CUMBERLAND STREET
TABARET HALL, ROOM M386
OTTAWA (ONTARIO) K1N 6N5 CANADA

T. 613 562-5847 / F. 613 562-5100
UOINTL@UOTTAWA.CA
JOIN THE BUDDY PROGRAM

The Buddy Program is a volunteer-based program that fosters one-on-one relationships between Canadian students and international students at the University of Ottawa.

WHY PARTICIPATE IN THE BUDDY PROGRAM?

- Gain international experience and contacts
- Improve your language skills
- Build new friendships with Canadian students and other international students
- Participate in fun activities hosted by the International Office
- Learn more about different cultures
- Explore and discover the City of Ottawa

HOW DO I REGISTER?

To participate in the Buddy Program, simply complete the application form before August 15, for the fall session, or November 15, for the winter session. If you send your application after the deadline, you could be matched in the second round if there are still volunteers left.

Once the deadline has passed, we try to match all those who have registered with buddies on the basis of their fields of study, interests and other preferences. You will be able to begin communicating with your buddy once you have received the confirmation email with their contact information.

ADDITIONAL QUESTIONS

If you have any additional questions about the Buddy Program, or if you are unable to complete the form online, please contact the Buddy Program coordinator.

We encourage you to invite your friends to participate in the Buddy Program!

ORDER YOUR STUDENT CARD ONLINE

In addition to being used as your student identification, your uOttawa card can be used to quickly and conveniently pay for items at over 100 locations on campus. You can also use your card to borrow books from the library, access the gym, and book an appointment with an academic advisor. Visit the uOttawa Card website to order your card online, or pick up your card in person when you arrive on campus. If you lose your card, you must pay a replacement fee of $25 CAD (tax included).
STEP 3
DEPARTURE CHECKLIST

- What to Bring with You
- Climate and Clothes
- Find Temporary Accommodation
- Register for the International Orientation
DEPARTURE CHECKLIST

WHAT TO BRING WITH YOU

As you prepare to come to Canada, make sure you bring the following important items with you:

- letter of introduction and acceptance from the Canadian Embassy (if applicable)
- valid passport
- original copy of your admission letter from the University of Ottawa
- proof of available funds (Bank statement)
- photo ID (picture identification)
- original transcripts or school certificates
- credit cards (if applicable)
- marriage certificate, if your spouse is accompanying you
- your children’s school records, if your children are accompanying you
- medical and immunization records
- driver’s license or international driver’s license
- driving insurance records (a letter stating the number of years you have been insured, and your insurance record)
- electrical equipment you may need (note that voltage in Canada is 110 volts, 60Hz; you may require an adapter)
- a bilingual dictionary
- if you will be a resident on campus, your arrival card

MONEY

Remember: We do not recommend that you carry more than $500 CAD in cash with you while travelling to Canada. You may bring sufficient funds in traveller’s cheques (in U.S. or Canadian dollars) to cover living expenses during your first month. This may be as much as $2,500 CAD (excluding tuition fees) to pay for such things as transportation, temporary accommodation, food, rental deposits, textbooks and other school supplies. You can also exchange money at the airport, if necessary.
CLIMATE AND CLOTHES

Ottawa’s climate is characterized by four distinct seasons, with frequent temperature changes.

**Spring arrives in April, with warm weather and plenty of rain:**
- Pack an umbrella, raincoat and waterproof boots if you have them.
- Temperatures drop below freezing on some nights.

**Summer starts in June:**
- Temperatures range from 15°C to 33°C (59°F to 95°F) with occasional rainfall.
- Bring a pair of comfortable walking shoes and clothes suitable for warm, humid weather.

**Fall arrives in September:**
- Temperatures can drop below freezing on some nights and rise to 20°C (68°F) during the day.
- Plenty of rain is usually in the forecast.

**Winter begins around the middle of November with the first snowfall, and lasts until the end of March or beginning of April:**
- Temperatures range from -25°C to +5°C (-33°F to 41°F), averaging from -10°C to -5°C (14°F to 23°F).
- Bring a very warm jacket, gloves or mittens, scarf and hat for the winter months, and other warm sportswear.

It is very important that you wear clothing that is appropriate to the weather, especially in winter. We recommend that you buy outdoor winter clothing, such as coats and boots, in Canada, since these are manufactured to meet Canadian weather standards. We will provide advice on clothing in your Orientation Session at the beginning of the semester. There will also be a winter workshop.

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**BUYING CLOTHES IN CANADA (CAD)**

The following is a list of price ranges for new clothing in Canada:

- Shirt, blouse: $25-$60
- Trousers, jeans: $40-$80
- Dress: $70-$170
- Men’s suit: $150-$350
- Winter sweater: $50-$90
- Rain coat: $60-$210
- Winter coat: $75-$300
- Shoes: $40-$120
- Winter boots: $85-$225
FIND TEMPORARY ACCOMMODATION

Here is a list of hostels and hotels located close to campus should you need short-term accommodation when you arrive:

**HI - OTTAWA HOSTEL**
75 NICHOLAS STREET / T. 613 235-2595
This hostel is a five-minute walk from the University and offers temporary accommodation for students and families.

**YMCA - SHENKMAN RESIDENCE**
180 ARGYLE STREET / T. 613 237 1320
The YMCA offers short-term accommodation, and has daily, weekly and monthly rates.

**OTTAWA BACKPACKERS INN**
203 YORK STREET / T. 613 241-3402

**ECONOLODGE**
475 RIDEAU STREET / T. 613 789-3781

**NOVOTEL OTTAWA (HOTEL)**
33 NICHOLAS STREET / T. 613 230-3033
This hotel is a five-minute walk from the University of Ottawa. Approximately $150 CAD per night.

**LES SUITES HOTEL OTTAWA**
130 BESSERER STREET / T. 1 800 267 1989
This hotel is a five-minute walk from the University of Ottawa. Approximately $150 CAD per night.

REGISTER FOR THE INTERNATIONAL ORIENTATION

The International Office organizes orientation sessions for international students in early September, January and April each year. Participation is mandatory.

The orientation features social and cultural activities as well as important and useful information sessions. There are many social activities where you will meet people from your own country, as well as other international students, while getting to know the campus and city. We will discuss cultural norms in Canada in order to ease your transition and manage your expectations about the country. We also offer an introduction to our intercultural communication workshops. There are several presentations given by different services on campus to help you during your first few months of university, including information on administrative tasks, services offered on campus, insurance, medical and emergency information, and the Canadian academic culture.

Many staff members participate in the orientation to help your transition and answer any questions you may have. The team of international mentors will also welcome you, talk about their experiences as upper year international students and answer your questions. Some cultural clubs and student associations will be present to meet you as well.

Please visit our website for more information on orientation, including dates, time, location and how to register.
STEP 4
ARRIVAL IN OTTAWA

- Getting to Campus
- Attend International Orientation
- Attend your Faculty Information Session
- Participate in Welcome Week
- Bank Account
- Pick up your Student Card
- Pick up your U-Pass
- Health Services
- Print your UHIP Card
- Free Store
ARRIVAL IN OTTAWA

GETTING TO CAMPUS

FROM THE AIRPORT

**BY TAXI**
You can take a taxi from the airport to the University campus. It will cost you approximately $35 CAD.

**BY BUS**
For under $5 CAD, you can take OC Transpo bus number 97, and get off at CAMPUS station. Please check the [OC Transpo website](https://www.ottranspo.ca) for information on schedules. There are also “Airport Limousine Buses” that go downtown several times an hour and stop at the main hotels. The Novotel Hotel is the closest to the University. The cost for the limousine bus service is approximately $10 CAD.

FROM THE TRAIN STATION

**BY TAXI**
You can take a taxi from the train station to the University’s campus. It will cost you approximately $10 CAD.

**BY BUS**
If you arrive by train at the Ottawa train station, take the OC Transpo bus number 96 Stittsville and Terry Fox (westbound) and get off at CAMPUS station (approximately a ten-minute ride).

FROM THE BUS STATION

**BY TAXI**
You can take a taxi from the bus station to the University’s campus. It will cost you approximately $10 CAD.

**BY BUS**
If you arrive by bus at the Central Bus station, located at 265 Catherine Street West, take OC Transpo bus number 101 St-Laurent (eastbound), ask for a transfer ticket, and disembark at Hurdman Station. Take OC Transpo bus number 95 (westbound) and disembark at CAMPUS station (approximately a 20-minute ride).
ATTEND INTERNATIONAL ORIENTATION

Please visit our website for more information on orientation, including dates, times, location and how to register.

BANK ACCOUNT

Opening a student bank account in Canada is a free and simple process. There are several banks close to the University. Make sure you find out what type of account is best suited to your needs. To open an account, you will need to have personal identification. Be sure to bring your passport, study permit (if applicable) and university-issued student card. To activate the account, you will need to deposit a small amount of money. After opening an account, you will receive a bank debit card that will allow you to withdraw money at most automated bank teller machines, and will be accepted at most stores to pay for your purchases.

Please note that it can be very difficult for an international student to obtain a credit card. We therefore recommend that you obtain a credit card in your home country.

Below is a list of the major Canadian banks:

- TD Bank Financial Group
- National Bank of Canada
- BMO Bank of Montreal
- RBC Royal Bank
- Scotia Bank
- CIBC
- HSBC

ATTEND YOUR FACULTY INFORMATION SESSION

UNDERGRADUATE STUDENTS

Register for your mandatory faculty information session.

GRADUATE STUDENTS

If you are at the Faculty of Graduate and Postdoctoral Studies, you will receive, or have already received, separate instructions from your faculty.

PARTICIPATE IN WELCOME WEEK

Welcome Week begins just before classes begin in the fall session and was created to help students’ transition to university life. It includes information sessions, campus tours, resources and fun activities to start you off on the right foot!

101 WEEK (SFUO) – FOR UNDERGRADUATE STUDENTS

The Student Federation of the University of Ottawa (SFUO) has planned a number of exciting activities for your 101 Week. Find out more by visiting the 101 Week site.

GRADUATE STUDENTS’ ASSOCIATION (GSAED)

The Graduate Students’ Association (GSAED) hosts a welcome week especially created for new and returning graduate students. Visit the GSAED Welcome Week site for a schedule of all the events.
PICK UP YOUR STUDENT CARD

You must pick up your student card at one of the locations and dates mentioned below. A valid piece of photo identification is required to pick up your uOttawa card:

- InfoService, Tabaret Hall, Room 129
- During the back-to-school period, go to Huguette Labelle Hall located in Tabaret Hall, Room 112

HEALTH SERVICES

The University of Ottawa will automatically create your UHIP account once you register for your courses and have paid your fees. Subscription to the University Health Insurance Plan (UHIP) is mandatory and is a condition of registration in your program. It is your responsibility to ensure that you meet any outstanding conditions indicated in your offer of admission in order to maintain your admission and registration at the University of Ottawa, including proof of mandatory UHIP coverage and payment in full for the entire period of coverage. For more information, please visit the UHIP website or contact the International Office by email.

HEALTH CLINIC

International students may consult any family doctor in Ontario*, but are encouraged to make use of the University of Ottawa Health Services Clinic located at 100 Marie Curie, Suite 300, Third Floor (telephone 613-564-3950). The staff members at the health clinic are familiar with the needs of international students and will bill the plan administrator directly for all eligible UHIP expenses, without additional fees.

The Health Services Clinic offers a variety of services. The Clinic is staffed by full-time physicians and nurses, nutrition and stress management counsellors, and also immunotherapy, sports medicine, physiotherapy, gynaecological, radiology, laboratory, and pharmacy services.

*Please note that certain doctors charge more than the rates paid by UHIP.
HEALTH SERVICES

PHARMACY

The University also has its own campus pharmacy, which is located on the main floor of the same building as the Health Clinic, at 100 Marie Curie, telephone 613-563-4000. Please note that prescriptions and medication are not covered by UHIP.

PRINT YOUR UHIP CARD

OBTAINING YOUR UHIP CARD

Your card is usually available online two weeks after your UHIP payment has been processed. However, please note that your payment will only be processed a few weeks before the beginning of the academic session. For example, if you make your payment in July and are scheduled to start university in September, your card should be available at the end of August.

You need to create your online profile in order to print your UHIP card.

However, you will only be able to create your online profile online once SunLife has received and processed your payment, which can take about two weeks. During this period, you will not be able to create your profile or print your UHIP card.

To create your profile, to print your card or for the mobile app, please go to the International Office’s website.

IMPORTANT DIFFERENCES BETWEEN THE UHIP CARD AND THE ACCESS ID CARD

EXAMPLE OF THE UHIP CARD

This is an example of a UHIP card. Please print your online card online as proof of UHIP coverage for use in medical clinics and hospitals.

EXAMPLE OF THE ACCESS ID CARD (TO OBTAIN THE CARD)

This is an example of a SunLife Access ID card. This is not a proof of health coverage, and it is only your Access ID used to print your UHIP card.
VISIT THE FREE STORE

The Free Store is a centralized point where students can drop off stuff they no longer want or need and pick up items they do want or need, for FREE. Essentially, this is a “store” where everything is free. Some common items are clothing, office supplies, kitchenware, electronics, textbooks, etc.

Please visit the uOttawa Free Store website for more information.
STEP 5
ESSENTIAL TIPS FOR SUCCESS

- Meet with a Mentor at the International Student Success Centre
- Meet with an Academic Advisor
- Visit the Academic Writing Help Centre
- Meet with a Mentor from your Faculty
- Get Involved and Meet New People
- Eat Well
ESSENTIAL TIPS FOR SUCCESS

MEET WITH A MENTOR AT THE INTERNATIONAL STUDENT SUCCESS CENTRE

The majority of the international mentors who work at the International Student Success Centre are also international students and have gone through experiences similar to yours, and since they can relate to your experience, they can often provide very useful advice during your transition. They are your main resource on campus, linking you to all of the different services offered by the university. They are available to answer your questions on:

- Canadian culture
- Academic life
- Learning strategies
- Challenges you could face during your time at university

They also offer Intercultural Communication Workshops where international and Canadian students discuss and learn about their respective cultures in order to acquire intercultural skills. These workshops provide a great opportunity for you to meet other students and facilitate your integration on campus.
MEET WITH AN ACADEMIC ADVISOR

Students who encounter specific problems when registering for their courses, or in satisfying academic requirements, must contact their faculty as soon as possible to schedule a meeting with an Academic Advisor.

We strongly recommend that students regularly meet with an Academic Advisor in their faculty or department as they progress through their studies. Academic Advisors play an important part in academic life; they can discuss course scheduling and program curriculum, and also make sure you are meeting all faculty and program requirements.

Advisors can help you by providing information on program requirements, changes in courses or programs, academic regulations, and any other academic success issues.

MINIMUM GRADE POINT AVERAGE

Students must maintain a minimum cumulative grade point average (CGPA) to remain in good academic standing (a minimum CGPA of at least 3.5 for general bachelor’s programs, and at least 4.5 in honour’s bachelor’s programs).

Students whose cumulative grade point average falls below the required minimum for their program may be allowed to reregister by their faculty, but will be on probation if they do so.

The probation is lifted when the student’s cumulative grade point average reaches the required minimum for the program.

Students on probation whose cumulative grade point average remains below the minimum required for good standing after two full-time probationary sessions, or after 24 course credits if part-time, will be required to withdraw from the program or from the faculty.

Please refer to the official University of Ottawa academic regulations for more details.
VISIT THE ACADEMIC WRITING HELP CENTRE

The Academic Writing Help Centre exists to help students develop strategies and writing skills that will enable them to:

• Understand the requirements of academic writing
• Develop their argumentation skills
• Expand their critical thinking abilities
• Master the written language of their choice

Access the Centre’s online documents for more information on how to structure a paper, the writing process, grammar tools, and referencing.

The Centre can also help you to avoid academic fraud, including plagiarism. Last year, more than 100 University of Ottawa students were accused of plagiarism and received various sanctions, including expulsion from the University. To plagiarize is to borrow someone’s words or ideas without mentioning their name and/or without using quotation marks (“...”).

Download an information booklet on plagiarism to make sure that you do not commit academic fraud, even unintentionally.

MEET WITH A MENTOR FROM YOUR FACULTY

Student mentoring is a form of peer help that endeavours to maximize student success. Many faculty mentoring centres offer workshops on:

• Study skills
• Exam preparation
• Time management
• Stress management
• Study groups
• Effective reading
• Note-taking
• Motivation and procrastination
• And much more...

The Graduate Student Mentoring Centre helps students to clarify goals, face challenges with more confidence, get back on track, develop effective study plans and stay motivated.
GET INVOLVED AND MEET NEW PEOPLE

There are many ways to get involved on campus, but here are some that we think might interest you:

• Join a cultural club
• Participate in a socio-cultural activity organized by the International Office
• Attend an event hosted by the International House (notably the International Gala or International Week)
• Learn while helping the community with the Centre for Global and Community Engagement

For all things non-academic, visit the Community Life Service.

JOIN A GEE-GEES SPORTS TEAM!

Stay active and in good health while at university by taking part in recreational activities or joining a Gee-Gees sports team.
EAT WELL

Optional meal plans are available at the University of Ottawa. The different plans allow you to use your student card to make purchases at the cafeteria and at food service locations all over campus.

Please visit Food Services for more information.

LOOK BEYOND THE CAMPUS!

The University is only minutes away from hundreds of restaurants.

• Grocery and convenience stores nearby let you cook at home.
• The ByWard Market is full of restaurants and specialty food shops. In the summer, you’ll even find vendors selling fresh fruit and vegetables.
RESOURCES

USEFUL CONTACTS ON CAMPUS

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>CONTACT</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Ottawa InfoService</td>
<td>Contact InfoService</td>
<td>613-562-5800</td>
</tr>
<tr>
<td>Health Services Clinic</td>
<td>100 rue Marie-Curie</td>
<td>613-564-3950</td>
</tr>
<tr>
<td>Campus pharmacy</td>
<td>100 rue Marie-Curie</td>
<td>613-563-4000</td>
</tr>
<tr>
<td>Student Federation of the University of Ottawa (SFUO)</td>
<td>Contact the SFUO</td>
<td>613-562-5966</td>
</tr>
<tr>
<td>Graduate Students’ Association (GSAED)</td>
<td>Contact the GSAED</td>
<td>613-562-5935</td>
</tr>
<tr>
<td>Sports Services</td>
<td>Contact Sports Services</td>
<td>613-562-5789</td>
</tr>
<tr>
<td>Student Academic Success Service (SASS)</td>
<td>Contact SASS</td>
<td>613-562-5101</td>
</tr>
<tr>
<td>Protection Services</td>
<td>141 Louis-Pasteur</td>
<td>613-562-5411</td>
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LEARN MORE

GUIDE FOR UNIVERSITY OF OTTAWA STUDENTS

This guide is for all members of the university community, and will provide with an overview of everything you should know.

GUIDE FOR NEWCOMERS IN ONTARIO

The Orientation to Ontario workbook was developed to engage newcomers settling in Ontario. IMPORTANT: Some sections of this guide may not apply to you. However, it provides general information and useful tools.
WE LOOK FORWARD TO WELCOMING YOU TO THE UNIVERSITY OF OTTAWA!

INTERNATIONAL OFFICE

TABARET HALL, ROOM M386
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UOINTL@UOTTAWA.CA

uOttawa