

STUDENT GUIDE

FOR NEWLY ACCEPTED EXCHANGE STUDENTS

International Office

international.uOttawa.ca



uOttawa

DOES THIS GUIDE APPLY TO ME?



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.

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:

University 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 INTERNATIONAL STUDENT:

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



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

CONTACT INFORMATION:

INTERNATIONAL OFFICE

TABARET HALL, ROOM M390

 613-562-5847 |  613-562-5100

 UOINTL@UOTTAWA.CA

The University of Ottawa's International Office is a support service for uOttawa students interested in participating in an exchange program. It also provides information and services to international students or exchange students interested in coming to uOttawa or to those who are already here.

HOW CAN THE INTERNATIONAL OFFICE HELP ME?

The International Office coordinates exchange programs for students from all faculties except for the Faculty of Medicine, the Faculty of Education and the Telfer School of Management. One of the International Office's roles is to publicize information throughout the University community about how to participate in an exchange. The Office also works to ensure that study abroad participants are well prepared for their exchange, and thus provides administrative services and follow-up before, during and after the period of study at the host institution.

EXCHANGE STUDENT GUIDE

Congratulations on being accepted to the University of Ottawa’s exchange program! 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.

STEPS

1. What to do right now	5
Apply for immigration documents	5
2. What to do before you leave	6
Join the Facebook Group	6
Housing	6
Be aware of the Academic Calendar	7
Register for courses	7
Student Email	8
Finances	8
Join the Buddy Program	10
Order your student card online	11
3. Departure checklist	12
What to bring with you	12
Climate and Clothes	12
find temporary accommodation	13
4. Arrival in Ottawa	15
Getting to campus	15
Attend the mandatory orientation session	15
Participate in Welcome Week	16
Bank Account	16
Pick up your student card	16
Public Transit	16
Health Services	17
Print your UHIP card	18
Free Store	18
5. Essential Tips for Success	19
Meet with a mentor at the international student success centre	19
Academic Advising	19
Visit the Academic Writing Help Centre	19
Get involved and meet new people	20
Eat well	20

1. WHAT TO DO RIGHT NOW

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 do 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.

2. WHAT TO DO BEFORE YOU 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

You have the possibility of living in a university residence on or near the campus. Please note that there are limited spaces in residence and they are offered on a first come, first served basis. If you decide [to stay on campus](#), please follow these steps:

- Register to you all your courses, for the full duration of your exchange, as indicated in your acceptance email.
- Once you receive an email from you host faculty confirming your course registration, please find the Housing application form under the “Housing Portal” application in uoZone (please allow for a possible 24 hour delay after registration).
- Please complete and submit the housing application form.
- Your application will then be put on the waiting list.
- An offer will be sent to you if your application is approved. You will then need to pay a \$CAD700 deposit to finalize the room reservation.

It is important to note that the deposit is required by the offer deadline date. Without this payment, the residence offer will be canceled. We invite you [to consult the calendar of important dates and deadlines](#).

If you have any difficulties or question about housing on or off campus, please do not hesitate to [communicate with Housing Service by email](#).

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 dwellings. 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: from September to December
- Winter session: from January to April
- Spring/Summer session: from 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

Along with your official letter of acceptance, you have received the course registration form and additional guidelines. You must then complete, sign and send the form to your uOttawa host faculty as soon as possible so the advisor can register you to your courses. All exchange students must register to their courses at the same time, including those who are only attending the Winter semester. Please submit the registration form as soon as possible, as courses fill up quickly and your faculty or academic unit cannot guarantee a space in all the courses you have selected.

- You must complete, sign and send your registration form to your host faculty or academic unit as soon as possible so that the advisor can register you to your courses;
- The faculty or academic unit will confirm your final course registration with you.

List of available courses: Some courses listed in the faculty calendars are not offered every year. Please pay attention to the scheduling of each course in order to avoid a timetable conflict. Please consult the [course timetable tool](#) in order to search for available courses.

Please visit our web site for [our Specific course guidelines regarding course restrictions](#).

Please note that courses finish 10 minutes before the time indicated to give you time to get to the next class.

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 a year to cover the cost of food, rent, books, transportation and other living expenses. Visit our website to [check the estimated costs](#).

INITIAL FUNDS WHEN YOU ARRIVE

We do not recommend that you carry more than \$500 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 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](#).

HEALTH INSURANCE (UHIP)

UHIP (University Health Insurance Plan) is a compulsory insurance plan for international students (and their dependants), 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**
613-562-5966, www.sfuoc.ca
- **Graduate Students: GSAED - Graduate Students' Association**
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 (CDN) per day of hospitalization for the bed alone. Expenses for medical care, including treatment, surgical procedures, and scans (minimum \$1,575) or MRIs (approximately \$1,715) and all related expenses would be additional. A visit to the emergency costs \$720, before seeing a physician. The cost of an uninsured hospitalization can very quickly top \$10,000 (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 dependents.

Therefore, we strongly recommended that you purchase insurance to cover you and your dependents outside of the period of UHIP coverage.

Example of UHIP coverage for a newly admitted student starting in the fall session	
Start of the session	September 2
Start of UHIP coverage	August 11

Example of UHIP coverage for a newly admitted student starting in the winter session	
Start of the session	January 5
Start of UHIP coverage	December 11

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

In the event that a student arrives in Canada prior to December 11th, we strongly recommend that the student obtain 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, dependent children) as well and it must be purchased **within 30 days of their arrival in Canada**, otherwise late enrollment fees apply (\$500, as well as retroactive fees).

DEPENDANTS' COVERAGE

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

Students must renew their health insurance for themselves and their dependents 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 [UHP 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.

Telephone: +1 -613- 562-5847, Fax: + 1- 613- 562-5100

[Contact us by email](#)

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](#) (PDF) and [send it by email to the International Office](#) 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 on line](#), 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 (tax included).

3. 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 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 CDN (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.

BUYING CLOTHES IN CANADA

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
Tel: 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
Tel: 613-237-1320

The YMCA offers short-term accommodation, and has daily, weekly and monthly rates.

[Ottawa Backpackers Inn](#)

203 York Street

[EconoLodge](#)

475 Rideau Street

Tel: 613-241-3402

Novotel Ottawa (hotel)

33 Nicholas Street, Ottawa

Tel: 613-230-3033

This hotel is a five-minute walk from the University of Ottawa.

Approximately \$150 CDN per night.

Tel: 613-789-3781

Les Suites Hotel Ottawa

130 Besserer Street, Ottawa

Tel: 1-800-267-1989

This hotel is a five-minute walk from the University of Ottawa

Approximately \$150 CDN per night

4. 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.

By bus

For under \$5, you can take OC Transpo bus Number 97, and get off at CAMPUS station. Please [check the OC Transpo website](#) 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.

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.

By bus

If you arrive by train at the Ottawa train station, take the OC Transpo bus number 95 Fallowfield (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 train station to the University’s campus. It will cost you approximately \$10.

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).

Please [check the OC Transpo website](#) for more information on bus schedules.

ATTEND THE MANDATORY ORIENTATION SESSION

EXCHANGE STUDENT WELCOME DAY

The Welcome Day is **compulsory** for all exchange students. It provides a comprehensive overview of essential information that will help you find success and enjoy yourself during your stay in Canada. [Please consult our web site for the date and location of Welcome Day.](#)

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.

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:

- [Scotiabank](#)
- [TD Bank Financial Group](#)
- [CIBC](#)
- [RBC Royal Bank](#)
- [National Bank of Canada](#)
- [BMO Bank of Montreal](#)
- [HSBC](#)

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

PUBLIC TRANSIT

If you wish to use public transit and will be residing in Ottawa during your exchange, we invite you to consult the [OC Transpo web site](#). There you will find details on fares, whether for occasional bus trips or for monthly passes. Other sections of the site also give further details on bus routes, schedules, transit maps, etc. OC Transpo is the public transit operator in Ottawa.

For students who will be residing in Gatineau/Hull (across the river from Ottawa, in the province of Québec), we invite you to consult the [Société de transport de l'Outaouais \(STO\) web site](#). The STO provides public transit on the Québec side, but rest assured that the majority of their buses cross over to Ottawa. Alternatively, you may board most OC Transpo buses using your STO pass or proof of payment. You will find these details on both operators' web sites.

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.

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.

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, kitchen ware, electronics, textbooks, etc.

Please [visit the uOttawa Free Store website](#) for more information.

5. 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.

ACADEMIC ADVISING

Students who have difficulty when registering for their courses must contact their host faculty or academic unit as soon as possible to meet with an Academic Advisor. Students should contact their home university's advisor or coordinator for assistance if they have questions concerning how their uOttawa courses will affect their academic requirements. Your host advisor will not necessarily know about the specific program requirements at your home university.

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.

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 TEAMS!

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

Name of service	Contact	Telephone
University of Ottawa InfoService	Contact InfoService	Tel: 613-562-5800
Health Services Clinic	100 Marie Curie	Tel: 613-564-3950
Campus Pharmacy	100 Marie Curie	Tel: 613-563-4000
Student Federation of the University of Ottawa (SFUO)	Contact SFUO	Tel: 613-562-5966
Graduate Students' Association (GSAÉD)	Contact GSAED	Tel: 613-562-5935
Sports Services	Contact Sports	Tel: 613-562-5789
Student Academic Success Service (SASS)	Contact SASS	Tel: 613-562-5101
Protection Services	141 Louis-Pasteur	Tel: 613-562-5411

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.

WORKBOOK FOR NEWCOMERS SETTLING 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.