International Student Orientation Panel

Sept 1, 2020

International Student Services (ISS) & Colleagues
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, Bearspaw, 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.
Garrett Beatty, Advisor, International Student Intercultural Programs

International Student Services

- gsbeatty@ucalgary.ca
- Coordinate USpeak Global language sharing program
- Supervises student leaders who run virtual social events for you!

Find out more about programs and supports: www.ucalgary.ca/iss
Orientation content online: Welcome!

www.ucalgary.ca/student-services/iss/resources/online-orientation
Orientation content online: 
**Virtual Events for You!**

www.ucalgary.ca/student-services/iss/resources/online-orientation
Orientation content online: Canadian Immigration, Working in Canada, & Important Contacts for Your Health and Safety

www.ucalgary.ca/student-services/iss/resources/online-orientation
Orientation content online:

**Classroom Culture at UCalgary**

[www.ucalgary.ca/student-services/iss/resources/online-orientation](http://www.ucalgary.ca/student-services/iss/resources/online-orientation)
Orientation content online: Finding Community (even remotely)!

www.ucalgary.ca/student-services/iss/resources/online-orientation
Orientation content online:

**Getting Settled in Calgary (eventually)**

www.ucalgary.ca/student-services/iss/resources/online-orientation
Orientation content online: What to do over the next few days

www.ucalgary.ca/student-services/iss/resources/online-orientation

www.ucalgary.ca/student-services/welcome-centre
ISS is online
To access advising services, you must contact iss@ucalgary.ca using your UCalgary email account. Our advisors will reply to you during advising hours (9 a.m. to noon, and 1 to 4 p.m. MST).

View our COVID-19 FAQs

Our Services

Immigration Information
Important information on visas, study permits and work permits.
Learn more »

Resources
From arriving at the Calgary International Airport to setting up a Canadian Bank Account, we have resources to assist you!
Learn more »

ISS Programs
Our programs and events are specifically designed to meet the unique needs of international students.
Learn more »

Advising
A wide range of support is available to all UCalgary International students.
Learn more »

Upcoming ISS events

<table>
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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>Aug 31</td>
<td>[Event Image]</td>
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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 digital@ucalgary.ca
Welcome Reception: International Undergraduate, Visiting, and Exchange

• Open to students in Calgary or elsewhere!
  • Wednesday, Sept 2
  • Noon- 1:00 pm MST

• You’ll get to introduce yourself to other students and socialize

• Feel a sense of welcome to the UCalgary community

• Register on the ISS Events Tab @ucalgary.ca/iss

• Can’t attend? Another one Wednesday, Sept 9
Other Ways to help make your adjustment to UCalgary studies as smooth as possible:

• Check out the International Student Orientation Module information online: ucalgary.ca/student-services/iss/resources/online-orientation

• Review the ISS Immigration, Resources, & Events tabs @ ucalgary.ca/iss

• Visit the virtual Welcome Centre!

• Attend the international student welcome reception @ events.ucalgary.ca/international-student-services/

• Attend undergraduate orientation events remotely Sept 3-4 (you’re already registered—check your email for the event links)
Talk to a Welcome Centre student advisor!

The UCalgary Welcome Centre is open until Friday, September 4th from 9:30am-4pm MST.

• Ask questions about adapting to life as a UCalgary student!
• Get personalized advice, support, and referrals to helpful resources to ease you through your transition into university!
• For Undergraduate and Graduate students

ucalgary.ca/student-services/welcome-centre
Answers to questions you submitted in advance!

**Note:** This session will be recorded. If you experience technical difficulties or we do not get to your question, visit the ISS website. A session recording and answers to some key questions will be posted within 24 hours.

[ucalgary.ca/student-services/iss/resources/international-student-orientation](ucalgary.ca/student-services/iss/resources/international-student-orientation)
Lien Tran, International Student Immigration Specialist (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.
Can I come to Canada?

- Travel Restrictions are still on place.
- We do not know if or when travel restrictions will be lifted or modified.
- If you meet the travel exemptions, such as a valid study permit or a study approval letter issue before March 18\(^{th}\), 2020, you will still need to show that your travel is non-discretionary.
Can I study online?

• The announcement on July 14th states students would be allowed to study remotely online without a study permit.

• However, if you are planning to apply for a Post Graduate work permit students would still need to be "approved-in-principle", the time studying remotely will then count towards their PGWP.

• IRCC is processing study permit on a 2 stage process. You will have to receive an approval on Stage 1 to be "approved-in-principle".

Kirsty Gruber, Advisor, International Student Transition Support

International Student Services

• Drop-in (& remote) advising to assist with getting settled in Calgary
• Coordinate International Student Mentorship Program
• Coordinate Orientation events for international students

• Kirsty.gruber@ucalgary.ca

https://ucalgary.ca/student-services/iss/resources/online-orientation
How do I find out how my courses are being delivered?

• Questions about academic advice (courses, course delivery, course materials, etc.) can be addressed by your Faculty.

• Find your Faculty Academic Advisors: www.ucalgary.ca/registrar/registration/advising
Once I’m studying in Calgary, what medical insurance coverage do I have?

• While traveling to Calgary, you need to arrange Travel Medical Insurance

• [https://ucalgary.ca/student-services/iss/resources/medical-insurance](https://ucalgary.ca/student-services/iss/resources/medical-insurance)

• Need to register for AHCIP:

  Alberta Health Care Insurance Plan (AHCIP)

  Student Union Health & Dental Plan
Will I need to self-isolate if I arrive in Calgary in the future?

- Review information from the government of Alberta and Canada before you plan your travel for up-to-date requirements:
  - Government of Alberta Isolation Requirements: [alberta.ca/isolation.aspx](http://alberta.ca/isolation.aspx)
  - Alberta Health Services Isolation Information: [albertahealthservices.ca/topics/Page16997.aspx#trav](http://albertahealthservices.ca/topics/Page16997.aspx#trav)
  - [ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students](http://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students)
    - How do I plan for self-isolation?
    - What are the requirements?
    - What are my accommodation options?
    - How can I best prepare?
    - How do I travel to my self-isolation accommodation?
Danni Lei, R. Psych.
Counsellor, Student Wellness Services

Mental Health Services – Counselling
• Provide single session counselling
• Provide brief individual counselling

Email: dlei@ucalgary.ca

https://www.ucalgary.ca/wellness-services/services/mental-health-services
I’ve never talked about my mental health to anyone before, what is counselling and what is the role of a counsellor?

- Talk about different challenges
- Counsellor Role: Support in moving towards goals and overall wellness
- Collaborative and confidential

https://www.ucalgary.ca/wellness-services/services/mental-health-services/counselling
Academic Development Specialist (International)

Jennifer Parsons
Student Success Centre (online 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 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
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**
Welcome Centre
Welcome Centre provides support to new-to-University of Calgary students related to their transition to Calgary/remote learning as well as life on- and off-campus through drop-in advising.

Updates Fall 2020:
• Location: Remote Services on Zoom
• Hours: 9:30 a.m. – 4:00 p.m.
  August 20th – September 4th, 2020
• Contact us: welcome@ucalgary.ca
What are the services that the Welcome Centre offers for students starting at UCalgary remotely?

- Provide information on various on-campus and off-campus support and resources that are available to students
- Resources to support arrival to Calgary
- Direct students to resources for the support they are seeking
- Sharing our experience in transition to Calgary and campus life
What advice do you have for new to UCalgary students?

• **Plan Ahead**
  - If you are new to Calgary, the International Student Services offers resources on important items that you can get done before your arrival to ease your transition to Calgary

• **Seek Out Support**
  - UCalgary has tons of support and resources available to students - from academic advising, health and wellness support, and career services

• **Get Involved**
  - Getting involved on campus is a great way to meet people, develop relevant skills, and have fun – Student Union clubs, Peer Helper program, and more!
What support is available if I move to Calgary after the Fall term?

• The International Student Services (ISS) offers advising, support workshops, and social events year-round

• The ISS website also has tons of resources on important things such as banking, housing, medical insurance, and more
Rachel Joshaghani, Administrative Assistant

International Student Services (ISS)

- Face of the front office, greeting guests
- Monitor and respond to ISS emails
- Create ISS newsletters
- Manage ISS social media accounts

Email: rachel.joshaghani@ucalgary.ca

https://ucalgary.ca/student-services/iss
How do I stay connected?

• Visit our ISS Event’s website
  • https://events.ucalgary.ca/international-student-services/

• Subscribe to our ISS Newsletter
  • https://ucalgary.ca/student-services/iss/student-life/iss-newsletter

• Follow us on social media
  • Instagram: https://www.instagram.com/ucalgaryiss/
  • Facebook: https://www.facebook.com/UCalgaryISS

• Contact our office
  • international.advice@ucalgary.ca
Welcome from Study Abroad

• Lukundo Nakazwe (Lu)
  • Incoming Exchange Advisor

• Processes Study Abroad applications and advises incoming exchange students

• iexch@ucalgary.ca
I’m an exchange student. Can I take any course at UCalgary?

- Not all courses are available to exchange students.
- Some courses, such as Medicine, are completely closed.

- [https://ucalgary.ca/international/study-abroad/incoming-exchange/courses/restrictions](https://ucalgary.ca/international/study-abroad/incoming-exchange/courses/restrictions)
I’m an exchange student. Do I need to use my UCalgary email account?

• We only communicate with you through your UCalgary email account. By not activating your UCalgary email you may miss out on key information/dates

• If you forget your UCalgary username/password/email address you can recover your information through the Password Management page (link below)

• https://password.ucalgary.ca/
Answers to questions we didn’t get to during the session.
If I have my Canadian visa and they asked for my fingerprints, are biometrics still required?

*Answer provided by Lien Tran, RCIC, Immigration Specialist (ISS)*

- Currently, biometrics collection is not available at all visa offices, you will automatically be given an extension to submit your biometrics until offices are open again. You do not need to request this extension. Your application will continue to be in process.
  - "If the site closest to you is closed, we’ll automatically extend your deadline to give your biometrics.
  - You don’t have to give your biometrics until the sites start offering collection services again. This applies to you, even if your biometrics instruction letter (BIL) says you have 30 or 90 days.
  - You don’t have to contact us for this extension, and you don’t need a new BIL to make another appointment when sites reopen. Bring your original BIL to your new appointment to show proof of payment.
  - If you can’t give your biometrics due to a location closure near you or a service disruption, don’t go to another biometrics collection site unless we tell you to. This includes
    - Canadian POEs
    - other international biometrics collection locations, like a VAC"

Do we need to get approval in principal before classes start?

*Answer provided by Lien Tran, RCIC, Immigration Specialist (ISS)*

- Currently, you would be able to study remotely without a study permit; *however*, if you are planning to apply for a Post Graduate Work Permit after you complete your degree you still need to apply for a Study permit. Students would be allowed to study remotely online if you are "approved-in-principle", the time will then count towards your post-graduation work permit.

- IRCC is processing study permit on a 2 stage process. You will have to receive an approval on Stage 1 to be "approved-in-principle".


- *Answer continued on next slide...*
Do we need to get approval in principal before classes start?

Answer provided by Lien Tran, RCIC, Immigration Specialist (ISS)

- If you start you program without being "approved-in-principle" any time that you studied without an approval will not count to the length on your PGWPP. It will reduce the length of the PGWP that you would be eligible for.
  
  Your eligibility will start from the time you receive an "approved-in-principle" on your study permit.

- "The temporary process will allow applicants to count the time spent studying online abroad towards their post-graduation work permit once they receive an approval-in-principle, as long as they are able to satisfy all requirements and receive the full approval of their study permit application at a later date."


I think I need to defer my studies. Who do I contact?

*Answer provided by Lien Tran, RCIC, Immigration Specialist (ISS)*

- Please send your questions for deferrals to [apchange@ucalgary.ca](mailto:apchange@ucalgary.ca).

- You can find the deferral form at: [https://ucalgary.ca/registrar/registration/registration-changes-and-exemption-requests/deferral-admission-request](https://ucalgary.ca/registrar/registration/registration-changes-and-exemption-requests/deferral-admission-request)
For people travelling from the US, will the University help with providing proof that my travel is non-discretionary?

**Answer provided by Lien Tran, RCIC, Immigration Specialist (ISS)**

- While students from the US can enter Canada, they still need to show that they have been approved for a study permit. You must also bring
  - a valid study permit, or
  - a port of entry letter of introduction that shows you were approved for a study permit, if you’re coming from the United States, or
  - a port of entry letter of introduction that shows you were approved for a study permit on or before March 18, 2020, if you’re coming from any other country


- Students will also have to show proof that their studies require them to be in Canada physically, such as a letter from their faculty confirming the essential travel, in order to enter Canada with your study permit approval. This needs to be a letter on UCalgary letterhead.
A course that is required for my degree is full and I am on the waitlist. What do I do?

*Answer provided by Raisa C, Welcome Centre Student Advisor*

- It is recommended that you stay on the waitlist as a seat may become available. If a course is full, it is recommended you visit the course registration site regularly over the next few days to see if a spot becomes available. There is quite a lot of movement in course registration during the **first week** of school so you may be able to enroll in the course.

- For details on course registration specific to your faculty, please contact your faculty’s advising office here: [ucalgary.ca/registrar/registration/advising](http://ucalgary.ca/registrar/registration/advising).
Will all lectures be recorded?

Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre (SSC)

- Lectures that are asynchronous (not live) will be pre-recorded and you will be given access by your instructor (likely through D2L).
- Many synchronous (live lectures) will also be recorded and made available after the lecture. However, this is not required and some instructors may decide not to record.
- You may want to e-mail the professor if you are not sure and ask if there will be a recording of the lecture available.
Where can I find what required textbooks are needed for my courses? Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre

• Please review the bookstore Fall 2020 FAQ - www.calgarybookstore.ca/fallfaq.asp as it answers important questions regarding when to buy textbooks.

• To find what books you need, you can use our textbook look up tool: www.calgarybookstore.ca/buy_textbooks.asp You can add all your courses at the same time and the system will generate the list of everything you need.

• You can also search for digital course materials such as digital textbooks and access codes to materials by using www.calgarybookstore.ca/digital2.asp
Some courses have no required textbook. Is that okay?  

*Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre*

- Yes, if your instructor has not listed a required textbook, then the lectures or other materials will provide the course content.
- Check your course outline in D2L for details about course delivery and requirements.
What should I do if the textbooks for my course are taking a long time to be delivered to me outside Canada? Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre (SSC)

- It is important to find out at the beginning of the class how the textbook will be used to support the lectures. You may be able to wait for textbook delivery and catch up on readings later. You may also want to contact the professor or other students to get a general idea of the topic areas in the text being covered – they may be similar to the lectures or perhaps you can use another online source for similar information.

- Check with the bookstore to see if there is a digital version of the text available (You can search for digital course materials such as digital textbooks and access codes to materials by using calgarybookstore.ca/digital2.asp). You may also want to look in library resources to see if the textbook has an online copy in the library collections.
How can I access the library resources if I am not in Canada? *Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre (SSC)*

- Most of the library collections are available online and you will have access with your student ID. As well, librarians are available for support in your subject area research and support with library technology, citation etc. You can chat live during Calgary office hours [https://library.ucalgary.ca/consultation](https://library.ucalgary.ca/consultation) or e-mail your questions libinfo@ucalgary.libanswers.com

- If it is necessary to obtain a physical book, you can arrange this with the librarian. Students who need to access the computers or library technology, please contact the library.
Do we need to pay for library services?

Answer provided by Jennifer Parsons, Academic Development Specialist, Student Success Centre (SSC)

- No, all services on campus are free for registered students.
What is D2L? Where can I get access to D2L?

Answer provided by Raisa C, Welcome Centre Student Advisor

• The bulk of your online coursework will happen through Desire2Learn (D2L), a learning management system. You can learn more about how to navigate the system here: https://documentation.brightspace.com/EN/learners /learners.htm?tocpath=Learners%7C_____0. Your instructors will share course content, news, etc through D2L. You may begin seeing your courses available on D2L.

• If you don’t, no need to be concerned, as instructors have until the first week of classes to share their course on D2L.
How do I get involved on campus if I am studying remotely in Fall 2020?

Answer provided by Raisa C, Welcome Centre Student Advisor

• There are over 300 student clubs at the University of Calgary. Clubs are a great way to meet new people, get involved in your community, and develop important skills for employment! Here is a list of all the clubs available on campus with information on how to contact them: https://suuocfc.campuslabs.ca/engage/organizations.

• Check out the Peer Helper Program. The Peer Helper Program allows students to engage in volunteer leadership positions within a variety of offices and departments at UCalgary. Learn more here: ucalgary.ca/student-services/leadership/leadership-development/peerhelper.
Still have questions?

• Review the resources and short videos we developed for you here: ucalgary.ca/student-services/iss/resources/online-orientation

• Contact the Welcome Centre (before Sept 4): ucalgary.ca/student-services/welcome-centre

• Review the ISS Covid Frequently Asked Questions page: https://ucalgary.ca/student-services/iss/covid-19-faqs

• Contact the International Student Services (ISS) team: https://ucalgary.ca/student-services/iss/contact-us
Thanks for joining us & don’t forget to sign up for the ISS newsletter:

ucalgary.ca/student-services/iss/student-life/iss-newsletter