WELCOME TO YOUR NEW COMMUNITY!

A Pre-Arrival Guide for Undergraduate International Students at the University of Guelph 2020/2021
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To do a few weeks before you leave for Canada:

- Ensure you have a valid passport issued by your government.
- When you obtain your acceptance letter from Guelph, apply for your study permit and temporary resident visa (if needed) as soon as possible.
- Set up your gryphlife.uoguelph.ca account and add International Student Connections as one of your organizations.
- Register for START International Orientation (for Fall and Winter arrival).
- If you are a new student with a disability and require accommodation, make sure to register with Student Accessibility Services wellness.uoguelph.ca/accessibility.
- If applicable, research any medications that you take regularly to find out what their equivalent or English name is in Canada.
- Book your flight.
- Purchase travel insurance for your flight to Canada.
- Find a place to live (Residence / Temporary Accommodation), see Housing for more details.
- Exchange currency – it’s a good idea to have some Canadian money when you arrive here.
- If applicable, pack a transformer (electrical outlet adaptor) for appliances – you can also purchase this in Canada.
- Pack warm clothes. If you do not have any yet, you can purchase some when you arrive in Canada.
Before you leave home for the airport, be sure to do/bring the following items with you:

☐ Passport. If applicable, Temporary Resident Visa
☐ Travel insurance
☐ Birth certificate
☐ Letter from Canadian Visa office confirming that you have been approved for a Study Permit
☐ Original letter of Admission from the University of Guelph
☐ Proof of financial support
☐ Information about your guardian(s) (if you are under 18 years old)
☐ A list of any items that you are sending separately i.e. not declared on your date of arrival
☐ Depending on the time your arrival time, look into how you are going to get to the place of residence
☐ Money for the bus or shuttle from the airport to Guelph. You may use a credit card for Red Car Service
☐ Know the address of the place you are planning to arrive at (residence office or temporary accommodation)
☐ It’s going to be a long trip. Pack snacks!
“Everyone comes from different locations and cultures, but be true to your beliefs and roots, because that is how you will stand out, by being you.”

ABHIMANYU RAI, from India
Bachelor of Science: Biomedical Sciences and Minor: Neuroscience
Carrie Chassels  
Vice-Provost (Student Affairs)

Welcome, Gryphons!

I am excited to welcome you to the University of Guelph and the Gryphon Family. You are beginning an amazing adventure in Canada; one that will be as transformative for you as it will be for those of us who will have the good fortune to get to know you and to learn and grow alongside you.

We have been busy planning for your arrival. I encourage you to take advantage of the many programs and services that are available to you. We have a long and proud history as a leader in providing an outstanding experience for our students. As an international student, you will make many new friends and you will build a strong network that includes faculty and staff from across the University. You will also discover that the city of Guelph has many unique places to explore and its people are warm and welcoming.

We are all very happy that you have joined our wonderful community. We will be better for the opportunity to learn together as you share with us your perspective and culture, and as we share with you the qualities that make is proud as Gryphons, Guelphites, and Canadians. We wish you all the best as you settle into your new home away from home and begin your academic and personal journey with us. We are here to help along the way. Please don’t hesitate to reach out for support if you’re in need.

University of Guelph Fall 2020 Updates:

Due to COVID-19, we know that many of you are wondering about the fall 2020 semester.

Guidance and directives relating to this public health crisis change daily, but we promise that this fall we will be ready to deliver high-quality courses, innovative programs and enriched student experiences. We will need to adapt. We are planning for a “hybrid” fall semester, which means that some courses and activities will be taught and hosted in-person and some will be offered remotely. Please contact your academic program counsellors for information about which model your area of study will be using. But whatever the method, our commitment to you, our students, will stay the same. We have a long history of offering courses through a variety of formats, so we will be ready for September. Our dedicated faculty and student-centred services will support you in your studies and the achievement of your goals.
Meet the International Student Experience Team

Stop by our office on the 3rd Floor (South) of the University Centre and introduce yourself. We are looking forward to getting to know you during your time at the university.

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“I chose this university for their sense of belonging and community. Being proud of your school is very important and the Gryphon pride is what made me realize this is the school for me.”

OMOZUWA AGEGE, from Nigeria
Bachelor of Arts and Science, Neuroscience and psychology
About U of G

International Student Experience promotes the development and learning needs of undergraduate and graduate international students by providing advice and referrals during your studies here at Guelph, supporting your individual transition needs, and connecting you to resources on- and off-campus.

Although you may be looking forward to studying at Guelph and living in Canada, it can be challenging to leave your home, family and friends for a new community with a foreign climate and culture. We are here to help you find your place on campus, manage the transition in a healthy way, and make being away from home easier.

**International Student Connections** are events and programs specifically for international students throughout the year to help you meet new friends, learn new skills, and explore Canadian culture. Activities include free skill-building workshops, volunteer opportunities, cultural excursions, and social events. We also have mentorship and social programs for new international students to help with cultural, academic, and language transition.

Go to [gryphlife.uoguelph.ca/organization/ISC](http://gryphlife.uoguelph.ca/organization/ISC) to learn about upcoming events, register for International Student Experience activities and programs, and explore opportunities to get involved.
The International Student Advisors (ISAs) are available to meet 1-on-1 with full degree undergraduate and graduate international students, new immigrants, and refugees. Common topics of conversation include housing, academic concerns, immigration (study permit, visa, post-graduate work permit, etc.), financial difficulties, and culture shock. Our ISAs can also help you get involved on campus, connect with other students, and talk through any personal concerns. Regardless of the nature of your visit, our ISAs are always happy to see you and to provide guidance and support as needed. Please see the column to right to see who your main contact would be.

In addition to the International Student Experience staff, our Ambassadors and Engagement Peer Helpers will also be available to support you throughout your time here. They are upper year students who have experience navigating campus resources and provide tips and guidance to help make your first year successful.

Take advantage of free workshops on a variety of topics. These are free mini classes where you can get the skills needed to find a job and learn about specific topics and updates important for international students to know. Sample topics include: Health Insurance, Immigration Info, Tax, and International Student Career Resources. We also organize community building and social events to help you explore Canadian culture and meet other peers. Some activities organized in the past include Excursion to Niagara Falls, apple picking, maple syrup trip, winter activities such as skating, and snow tubing, and holiday dinner in December. (Note: Events may vary each semester)
START International,
Orientation for International Students

Register for START International! This is a free three-day orientation program from **Friday, August 21 to Friday, September 4, 2020**, specifically for new full-degree international undergraduate, graduate, exchange, and out-of-country Canadian students. Learn more about academic life at Guelph, the various resources that are available to you, and the many people who are here to help new students make a successful transition. This is an informative event that includes campus and city tours, sessions on what to expect in and out of the classroom, job seeking, healthcare information, ideas for financial management, opportunities to get involved, and what to expect during Orientation Week.

During this week, time will be scheduled for students to get their Social Insurance Number (SIN) on campus. Time is also allocated for volunteers to take you to the shopping mall, where you will be able to set up your cell phone and bank account and take care of other shopping needs.

In addition to START International, current U of G students can answer questions you may have about life on campus throughout the summer. Visit **STARTOnline.ca** to connect with them.

If you are arriving for the Winter semester, START International normally takes place the Sunday before the first day of classes. Check your U of G email address for date, time and additional information.

Registration for START International is open. You can find the registration online at gryphlife.uoguelph.ca/organization/ISC (see the forms section).
International Student Experience

You may feel overloaded with information during your first year, but here are some of the most important resources to consider. It will be your responsibility to stay up to date by:

- Reading and keeping a copy of the International Student Connections weekly newsletter, sent via email. This is where we will let you know about ongoing volunteer and job opportunities, events with campus partners, and announcements about study permits and visa regulation changes. Create a folder in your inbox and keep the newsletters to reference when you need them!
- Adding “International Student Connections” on gryphlife.uoguelph.ca.
- Adding upcoming events to your phone calendar.
- Following Student Experience on Facebook, Instagram, and Twitter (@UofGStudentExp).

Student Experience Organizations

Some of the Student Experience organizations on GryphLife include:

- Cultural Diversity Office
- Multi-Faith Resource Team
- LGBTQ2IA+ Student Advising

GRYPH TIP!

University life is quite different from high school, especially for international students. Being independent and proactive are essential to be successful in your university life. Of course, we are here to help you along the way.
Mentorship, Engagement and Transition Programs

As a new student, there are several programs to receive guidance and mentorship throughout your first semester and first year in Guelph.

Get paired with an upper year student or a faculty member to help with your academic, cultural, and social transition. Take part in one of these programs, or all of them – it’s up to you! Later, as an upper year student, you can get involved by volunteering in these programs:

- **International Student Connections**
- **The LINK Program**
- **Conversation Partner Program**
- **The Chroma Project**
- **START programs**

To join these programs and others visit International Student Experience on [gryphlife.uoguelph.ca](http://gryphlife.uoguelph.ca).

**GRYPH TIP!**

Explore [gryphlife.uoguelph.ca](http://gryphlife.uoguelph.ca).

There are over 300 organizations for you to join!
Meeting Other Students

One of the most memorable parts of university is the people you meet and the friendships you develop. However, we know it can be difficult to meet new people when you first arrive. Here are some tips on how to meet other students to develop lasting friendships:

• **Clubs and Campus Organizations**
  The University of Guelph has lots of clubs and organizations for diverse interests, from language and arts clubs to program related organizations! Visit [csaonline.ca/clubs](http://csaonline.ca/clubs) for a list of clubs and organizations.

• **Intramural Sports**
  The university organizes sports competitions called ‘intramurals’ which aim to create a comfortable and fun atmosphere for students of all backgrounds and skill levels to get involved. Students make up their own teams and sign up to play, and exchange/international students have often formed teams together. To find out how to join a team, ask your Residence Manager, drop by the Athletic Centre, or ask us for more information.

• **Orientation Week**
  Attend Orientation Week activities. During Orientation Week, or “O-Week”, there are hundreds of events run by various campus clubs, organizations and academic departments to help with your transition to university. Orientation week takes place in early September before classes start.

• **Faith Communities**
  The Multi-Faith Resource Team (MFRT) are representatives from diverse faith and spiritual communities who work together to celebrate diversity, promote understanding, encourage harmony and foster spiritual growth while helping students meet their religious needs. Contact the MFRT [faith@uoguelph.ca](mailto:faith@uoguelph.ca) or visit them at Raithby House on campus.
“The advice I would like to give is don’t be afraid to ask questions and go to office hours. The idea seems frightening, but it is worth it, professors are helpful and understanding.”

PAOLA ROMO, from Ecuador
Bachelor of Science: Food Science
Registration

Each semester, all undergraduate and exchange students must confirm their intent to register by paying the registration deposit, even if you have selected your courses ahead of time! If you miss the deadline you may be required to pay late fees and/or be removed from your courses.

WebAdvisor

Through a web-based program called WebAdvisor, students have access to services such as Course Registration, Class/Exam Schedules, Billing, Account Summary and Payments. You will also be able to view your Application Status and list of Required Documents. This is the fastest way to register for courses, seminars and labs. Detailed instructions on how to register and choose courses using WebAdvisor are provided on the following page: www.uoguelph.ca/registrar/undergraduate/registrationhandbook/webadvisor.

GRYPH TIP!

Check the Bulletin boards at the University Centre (UC). Browse the posters pasted at the UC to check out some upcoming events. Browse the University of Guelph Homepage to see the latest news on campus.
Choosing Courses

“Adding” refers to the process of registering for your courses. You may only add courses during the designated period (normally the first week of each semester). Consult your academic calendar for these dates.

Undergraduate students who are unable to select courses before the deadline have an opportunity to make their selection during the extended add period at the start of each semester, but some courses may be full.

“Dropping” refers to the process of ending/cancelling your registration in a course. You may drop a course until the last day of the semester, as determined by the schedule of dates listed at uoguelph.ca/registrar/calendars/undergraduate/current/c03/index.shtml This means, if you drop a course before the deadline, then the dropped course will not appear on your academic transcript.

Academic Calendar

The academic calendar helps students stay on track in their degree program. It includes registration dates, class start dates, add or drop dates, program policies, and more. Get familiar with this resource ahead of time to begin learning about your responsibilities as a university student.

For all international students, adding or dropping classes may affect your student status, ability to work, or finances, so make sure to speak to your International Student Advisor before you decide to make any changes.
Undergraduate Academic Information Centre (UAIC)

The Undergraduate Academic Information Centre (UAIC) provides academic information to undergraduate students. It functions as a first point of contact for information or referral for academic questions. UAIC student desk staff operate on an assessment and referral system, helping the student to identify the issue and then, as necessary, refer to the appropriate person to speak to (i.e. academic advisor), resource to access (i.e. Writing Services) and/or process to follow (i.e. a Course Waiver Request form). They do this in person as well as on the telephone (Ext. 56613), by email (uaic@uoguelph.ca) and through a live chat function on the UAIC website www.uoguelph.ca/uaic.

Undergraduate Program Counsellors

Program counsellors have expertise in degree program requirements and regulations. They can assist you with course selection, adding/dropping courses, balancing your course load, and more. Find out who your Program Counsellor is at uoguelph.ca/uaic/programcounsellors.

Faculty Advisors

Faculty Advisors offer academic advising to students; however, their focus is program specialization (e.g. Psychology or Biomedical Science). They help you figure out your major, minor, area of concentration, area of emphasis and how these fit within the degree program. They will be able to assist you with questions about career or graduate program opportunities. For the full list of faculty advisors, visit uoguelph.ca/uaic/facultyadvisors.
**Academic Support**

In addition to speaking to professors and teaching assistants (TAs) after class and during their office hours, you can also take advantage of the following services and resources:

- Supported Learning Groups (SLGs) are peer-led academic support groups for undergraduate students, offered by the Learning Commons at the Library. More information visit [https://www.lib.uoguelph.ca/writing-studying/studying-resources-workshops/slgs](https://www.lib.uoguelph.ca/writing-studying/studying-resources-workshops/slgs).
- “Tutoring at Guelph” is a database of paid student tutors. Visit [tutoring.uoguelph.ca](http://tutoring.uoguelph.ca) for more information.

**Religious Accommodation**

You may request an academic accommodation if there is a conflict between academic and religious obligation commitments. You have to submit your alternative request to your course instructors directly, or through your program counsellor within two weeks after the course outlines are distributed. The course instructors are responsible to arrange an alternative for you according to the nature of your request without putting you at an academic disadvantage. Visit the Academic Calendar for further information [uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-accomrelig.shtml](http://uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-accomrelig.shtml).

**Academic Integrity**

Academic Integrity means honesty and responsibility in your school work. The academic system in Canada and at the University of Guelph may be very different from what you are familiar with. It’s important to familiarize yourself with the academic expectations of your instructors. The Library offers support in many areas including, but not limited to: academic citations, writing services, academic presentations, workshops and academic integrity, and more. Make use of these services to ensure your success in your coursework and assignments. Visit [academicintegrity.uoguelph.ca](http://academicintegrity.uoguelph.ca) to understand how to avoid academic misconduct so that you feel more secure when completing your assignments.

**Group Work**

Throughout your degree, you will have to complete group projects. This means working with other students in both small and large groups. This is a great opportunity to; learn how to work in a group setting effectively, prepare for future work environments, and learn many valuable skills. It is okay if you are not confident with your English proficiency. Group work is an excellent platform for you to practice these skills and improve. Some challenges that you may anticipate include scheduling conflicts, communication styles and dominant personalities. If you’re experiencing challenges that you are unable to navigate on your own, speak with your TAs or professor.
Studying in Ontario
All full-degree international students are required to have a Study Permit to study in Canada.

APPLYING FOR A STUDY PERMIT (from country of residence)
You should apply as soon as you receive your letter of acceptance. The time needed to process an application to study in Canada may vary at different visa offices and may take several weeks.

Visit canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/offices/international-visa-offices.html for a list of embassies. US students may apply for a study permit at the US/Canada point of entry.

APPLYING FOR A STUDY PERMIT (within Canada)
Only some people can apply for a study permit from within Canada. If you are currently in Canada and wish to apply for a study permit, please refer to this link to see if any of the situations apply to you: canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/apply.html

If your study permit is still valid, you don’t need to change or apply for a new permit if you’re moving between school levels. This could be moving from high school to post-secondary, post-secondary to high school, etc. Make sure to change your DLI number within your Immigration account, which can be done online. However, if you wish to work while you are studying, then you would need to extend your study permit.

Contact Immigration, Refugees and Citizenship Canada for more information on applying for a study permit and visa. canada.ca/en/immigration-refugees-citizenship/services/study-canada.html.

U of G’s DLI Number is O19305391192. Please note: The first digit is the letter ‘O’ and not the number ‘zero’.
Temporary Resident Visa (TRV)

A study permit is not a Visa. Citizens of certain countries require a Temporary Resident Visa (TRV) to enter Canada. The visa is placed in your passport to show that you have met the requirements for admission to Canada as a temporary resident. If you have been issued a study permit and are from a visa-required country, you will need to apply for a new TRV when the current TRV expires for future re-entry to Canada.

You should inquire at the Visa Office in your home country to determine whether you need a TRV or check the Immigration, Refugees and Citizenship Canada website at cic.gc.ca/english/visit/visas.asp. For students with families, you should ensure that your family members have the appropriate visas to enter and reside in Canada as well by inquiring at the Visa Office in your home country.

ELECTRONIC TRAVEL AUTHORIZATION (ETA)

Visa-exempt foreign nationals who fly to or transit through Canada are expected to have an Electronic Travel Authorization (eTA). Exceptions include U.S. citizens and travelers with a valid Canadian visa. Visit canad.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html for more information.

Canadian Port of Entry

It is important that you show the Immigration Officer the following documents to complete the process at the Canadian Port of Entry:

- Your Passport
- Letter of Introduction or an email (from the High Commission, Embassy or Consulate) confirming approval of a study permit, or if you already have it – your study permit.
- Original letter of Admission from the University of Guelph
- A list of any items that you may be sending separately

These documents and any cash or traveler’s cheques that you may have, should be kept in your carry-on luggage or on your person.
Booking a Flight

Both the Toronto (YYZ) and Hamilton (YHM) airports are approximately one hour away from Guelph, but most international flights land at Pearson International Airport in Toronto. If you are starting in the fall and plan to live off campus, we recommend arriving by mid-August, so that you have time to find housing and get settled before classes begin. Off-campus students starting in the winter semester should try to arrive by mid-December and those starting in the summer semester should ideally arrive by Mid-April.

If you are booking a flight to return home for vacation during winter school break, do not set the date until you know your final exam schedule.

Spouses and Children of International Students

If you are bringing family members to live with you in Canada while you study, make sure they have the correct immigration documentation.

Your spouse and children must apply for the Temporary Resident Visa to join you in Canada. Minor children who are accompanying you may study in Canada without a study permit at the pre-school, primary, and secondary levels. Your spouse may be eligible to apply for an open work permit (SOWP) and can be employed both on and off campus. Immigration procedures change regularly. For the most up-to-date information, contact Immigration, Refugees and Citizenship Canada at +1 888-242-2100 or visit canada.ca/en/services/immigration-citizenship.html.
Visiting the United States Visa

Citizens of most countries require a visa to enter the United States. If you intend to travel to the US, it is recommended that you apply for this visa in your home country/country of residence. If you want to apply from Canada, you must be enrolled in school for at least six months and prove that you will be returning to school after your visit. You can prove this with a confirmation of enrolment letter from the University.

Ways of Getting to U of G

1) Through a partnership with Red Car Service, you can use a promo code to receive a sale price. Promo code can be found at: uoguelph.ca/studentexperience/intlstudent/new-students.

2) You can get to Guelph using public transit. It is advisable to plan your trip in advance and get all necessary maps and directions before you arrive. Below are instructions for getting to the university using various means of public and private transportation. Please note that accessibility, frequency and schedules will vary depending on the time of day. uoguelph.ca/studentexperience/START.

GRYPH TIP!

Academic expectations. It is your responsibility to fully understand the course outline and complete the coursework before the deadlines. Stay organized and avoid procrastination. Do not complete your assignments last minute. If you are not sure what to do, join one of our programs at uoguelph.ca/studentexperience/START.
“My advice is to give the transition process the time it needs. The International Student Advisor and the International Student Experience team are amazing resources. Explore the city as well, it will make you fall in love with the natural beauty of Guelph. The squirrels and students both scamper around the campus in a weird but perfect harmony during the fall.”

MOHAMMAD RAYED ISLAM, from Bangladesh
Mechanical Engineering
Guelph Transit

The Guelph Transit buses operate throughout the week and weekends. The routes and times vary. To determine the best routes and departure times, visit the website guelph.ca/living/getting-around/bus/.

YOUR BUS PASS

All students pay a set fee for unlimited use of the Guelph Transit buses as part of your student fees. Your student identification card is used as your bus pass — tap your card and you can ride anywhere in Guelph.

Driving in Canada

There are different rules and requirements for driving or renting a car in Ontario depending on whether you are a visitor or a new resident. More information regarding these regulations and car rentals can be found on our website, through the following link: ontario.ca/page/drivers-licence.

Without a valid student bus pass (e.g. For families of international students), exact change of $3.00 is required. Fare cards are sold at guelph.ca/living/getting-around/bus.

Owning and maintaining a vehicle in Ontario is quite expensive. There are also hazards of driving in the winter if you are not familiar with driving in such weather. Use public transportation unless you absolutely need a vehicle.
Travelling Outside of Guelph

Heading out of town? Buses and trains are the most common ways of getting around Ontario, other provinces in Canada, and the United States. If you have your International Student Identity Card (ISIC), you may be eligible for a discount on these services. ISIC cards can be obtained free of charge from the CSA office, 2nd floor of the UC.

- **Via Rail** is the main passenger train service for getting around Canada and makes connections to Amtrak, the United States rail service.

- **Greyhound Canada** offers cross-Canada and United States bus service.

- **GO Transit**, a bus service out of the City of Toronto, runs from the University of Guelph bus loop to the Greater Toronto Area (GTA) daily. There is also a GO Train service between Guelph and Toronto on weekdays.

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**Via Rail**

Their toll-free hotline is 1-888-842-7245 and website is [viarail.ca](http://viarail.ca).

**Greyhound**

During business hours (7:00 am to 7:30 pm) call Greyhound at 519-836-7931. After hours, you can call 1-877-463-6446. The Greyhound website is [greyhound.ca](http://greyhound.ca).

**GO Transit**

Visit [gotransit.com](http://gotransit.com) for a list of GO Bus schedules. Purchase tickets at the kiosk by the GO Bus station outside of the University Centre.
“Being away from home was difficult but the resources at the university helped me a lot. Make use of the resources and opportunities on/off campus and start early.”

CHEAU YUAN FOO, from Malaysia
Bachelor of Arts: Psychology minor Biology
On-Campus

For students and their families, Student Health Services on campus acts as your “family physician” with comprehensive healthcare services including family physicians, nurses, a psychiatrist, a dietician, and a health educator on staff. If you visit a physician during regular office hours Monday to Friday (either with an appointment or in the walk-in clinic) then the cost of the visit to your health plan is considerably less than seeking care in an after hours walk-in clinic or in the Emergency department of a hospital. Family physicians also provide referrals for diagnostic services (laboratory work or x-rays) and to appropriate specialists when needed. Student Health Services is located in the J.T. Powell Building (168 Reynolds Walk).

Off-Campus

When the on-campus Health Services office is closed, you can go to a after hours clinic. A list of after-hours resources is available on the Student Health Services website. wellness.uoguelph.ca/services/health-services/services/after-hours-resources.

Emergencies

If there is an injury or illness that requires immediate medical attention, then you should go to the Emergency Department at the nearest hospital. You can get there on your own by searching for the nearest hospital with emergency department or call an ambulance by dialing 911.
University Health Insurance Plan (UHIP)

University Health Insurance Plan (UHIP) is one of two health insurances that are available for international students at the university. Next section will cover the Student Benefits Plan, a supplementary health and dental insurance.

UHIP covers the cost of the hospital and medical services that international students may need during their stay in Canada while registered at the University. This includes doctor’s visits, diagnostics and lab services such as blood test and X-rays, some surgeries, and more. Visit the UHIP website detailed explanation of your coverage: uhip.ca/Enrollment/PlanDetails.

Always carry a physical or electronic copy of your UHIP Card on your person. Student Health Services on campus will accept your UHIP Card and will not charge you additional fees for services part of your coverage. They bill UHIP directly for services covered on the plan so you avoid any surprise fees. If you go to an after-hours walk-in clinic, you may have to pay for the visit initially, and then make a claim to UHIP to get reimbursed. There are also some fees that cannot be reimbursed if you go to a provider that is outside of the UHIP Preferred Provider network.

Always get health and medical attention in a timely manner but give thought to where you obtain care and use healthcare services as required by the nature of the problem. Emergencies should go to the Emergency Department at the nearest hospital. For other healthcare issues, use your family physician when possible.

The UHIP fee is compulsory, and is part of your tuition and fees which can be viewed on WebAdvisor. All international students (paying international fees) will automatically be enrolled in UHIP (single coverage). See the most current rates on the Student Financial Services website: uoguelph.ca/registrar/studentfinance/fees/uhip.

Your UHIP card will be sent to your U of G email by SunLife, the UHIP insurance company, during the first week of class. You will not be able to use medical services, even emergency services, without your UHIP card. Make sure to save your UHIP card and carry a copy with you.

GRYPH TIP!
Communicate with professors and staff using your Gryph Mail account ONLY. Be professional and clear in writing your emails. Instead of emailing to get a quick answer, try to search for the answers first. A lot of questions can be answered if you google it.
UHIP for Family Members

You must enroll your dependents (spouse and children) with UHIP within 30 days of their arrival in Canada. It is the student’s responsibility to complete the UHIP application uhip.ca/Enrollment/Coverage and submit it to Student Financial Services (3rd floor of the UC). An additional premium is charged. Contact the UHIP Administrator in Student Financial Services accquest@uoguelph.ca for more information or to enroll your dependents.

Student Health Plan

In addition to UHIP, you have the Student Health and Dental Plan, paid for in your student fees. The Student Health Plan covers some medical costs that are not covered by UHIP, such as prescription drugs, physiotherapy, and vision care. The Dental Plan provides some coverage for routine dental care such as examination, consultation and cleanings. For up-to-date information on the coverage, visit the University of Guelph Student Health Plan page: mystudentplan.ca/uofguelph/en/mybenefits.

Please Note: If you arrive in May, your enrolment and coverage may vary. mystudentplan.ca/uofguelph/en/am-i-covered.

Health & Dental Insurance for Family Members

Students with families can also add their dependents to their Student Health and Dental Plans for a fee. Contact the Student Benefits Plan Office in the University Centre Room 108A for more information and deadlines.

If you have any questions about your UHIP plan or what to do in terms of medical help, please contact the International Student Advisor, Matthew Keefe at mkeefe@uoguelph.ca.

Students can pick up their myBenefit card from the Students Benefits Plan Office in the University Centre Room 108A or print a copy at mystudentplan.ca/uofguelph/en/card-generator.

Before you leave your home country, research medications that you take regularly to find out what their equivalent or English name is in Canada. Find out if they are covered by your Student Health Plan using the Prescription Search Tool on mystudentplan.ca/uofguelph/en/prescription-search.
“My favourite memory is my first days during the START International orientation. It was exciting participating in activities and meeting people. I was amazed by how diverse the student body was.”

KESHINI DIGAMBER, from Guyana
Bachelor of Arts: Economics
On-Campus Housing

Student Housing Services consists of various service areas designed to provide support for students during their time living on-campus. Students will receive an online application link and information along with their offer of admission from the university. Visit the Student Housing Services website to explore residence options, learn more about the application process, fees, room assignments, life in residence, and much more: housing.uoguelph.ca/future-residents/how-apply.

Each of the residences are unique. You can choose to apply to live in a residence that best suits your way of living and needs.

Refer to the Viewbook and also take 360 Residence Tours to learn about what each residence community has to offer.

You will be notified of your acceptance into residence and room assignment closer to the beginning of the semester. Make sure to keep checking your U of G email to stay up-to-date with all of the communication from Student Housing Services.

Contact housing@uoguelph.ca for more information.

Meal Plans

On-Campus Meal Plans are mandatory for students living in a traditional residence, and optional for students living in East Residence, West Residence and the East Village Townhouses. For more information on meal plan options visit hospitality.uoguelph.ca/student-plans/campus-meal-plans.

<table>
<thead>
<tr>
<th>Plan Size</th>
<th>Cost (CAD)</th>
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<tr>
<td>Minimum</td>
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<tr>
<td>Full</td>
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<tr>
<td>Plus</td>
<td>$2,935.00</td>
</tr>
<tr>
<td>Varsity</td>
<td>$3,090.00</td>
</tr>
</tbody>
</table>

*Per Semester
Moving In

For students arriving for Fall semester, Move-In Day takes place on the Friday and Saturday before the Labour Day holiday. All new students will move in on the same day unless special arrangements have been made. You will receive information about your move-in date and documents required for check-in from Student Housing Services.

Exact move-in day for Winter and Summer arrival will be emailed to students directly.

Life in Residence

The staff in residence includes both Residence Managers (RMs) and Residence Assistants (RAs). You will become most familiar with your RAs, who are responsible for helping residents establish and maintain community standards with social and educational programming and personal and academic support.

Personal Supplies

Your residence room will include single beds (mattress size Standard Twin 75” x 36”), desks, bookshelves, desk chairs, desk lamps, room lamps, closets, wardrobe space/drawers, mirrors, towel bars, corkboards, waste containers, and curtains. Bed linen is not automatically provided in residence. However, for a small fee ($20-$25), international students can be provided with linen packs which can be signed out for the whole semester. Contact residence desk staff for more information. Another option would be buying linen packages through Residence Linens, which includes a comforter, a throw, duvet covers, sheet sets, pillows, towels, a laundry hamper, etc. delivered to your residence room. The price ranges from $300-$430. More information can be found at residencelinens.com.

There are many stores in Guelph where you can purchase personal items when you arrive, but if you will be arriving late at night you should plan ahead to ensure you have the basic supplies you will need for your first night.

Students who are not attending START International can request to move in early. Permission will be granted on a case by case basis. If the request is approved, then students will be billed for every night from the night of their arrival until their assigned Move-In day.

Email: resdesk@uoguelph.ca

For a comprehensive list of what is and is not provided in residence visit housing.uoguelph.ca/services/what-provided.
Off-Campus Housing

There are different kinds of off-campus housing available, ranging from a single room with cooking facilities to shared houses and apartments.

- Rooms in houses where the kitchen and bathrooms may be shared with other tenants: $500–$650 per month
- One-bedroom apartments with private kitchen and bathroom (studio, basement and upper apartments): $900–$1200 per month
- Two-bedroom apartments: $1000–$1400 per month
- Three-bedroom apartments: $1500–$2000 per month

**Prices will vary based on whether utilities are included in the rental amount or not.**

If you have chosen to live off campus, you should begin searching for housing well in advance of arriving in Canada. Arrive at least two weeks before the beginning of classes to view housing in person and secure a place to live before classes start.

Most off-campus housing is rented on 12-month lease contracts that start either May 1st or September 1st. A lease is an agreement between the tenant and landlord outlining rights and responsibilities of each party for the term of the lease. The Ontario government has a standard lease that should be the only document you sign. [ontario.ca/page/guide-ontarios-standard-lease-newcomers](http://ontario.ca/page/guide-ontarios-standard-lease-newcomers)

You can view rental listings in Guelph at [places4students.com](http://places4students.com)

For more resources and questions concerning living off-campus and landlord-tenant issues visit [uoguelph.ca/studentexperience/information/rental-living](http://uoguelph.ca/studentexperience/information/rental-living).
Off-Campus Living (OCL)

Off-Campus Living (OCL) provides information about your rights and obligations as a tenant. If you need help finding off-campus housing, they may be able to assist you. However, it is your responsibility to find and secure a place to live. **OCL is open Monday to Friday from 8:30 am until 4:30 pm on the 3rd Floor (South) of the University Centre.** To contact them call 519-824-4120 Ext. 53357 or email ocl@uoguelph.ca.

Off-Campus Early Arrival

If you are living off campus during the school year, you can arrange for temporary accommodation before finding a place for the year. Accommodation is available at Bed and Breakfasts and at hotels near the University. To learn more about temporary accommodations near the university please email ocl@uoguelph.ca.

GRYPH TIP!

**Academic environment.** Critical thinking is important in the North American academic environment. You are encouraged to ask questions in classes or during office hours. Attend the office hours hosted by your professors and TAs. They are here to help you. Furthermore, the classroom environment is quite informal. In some cases, you are required to participate in the class to get marks. It is okay if you are shy at first and/or not fluent in English. It gets better if you practice.

thecannon.ca is a popular place for students to find off-campus housing as well as textbooks. The Cannon is not monitored by the University, so be mindful of potential scams.

In Guelph, everyone has the right to quiet enjoyment of their home and yard, and safety of their home and neighbourhood. The City of Guelph has bylaws that are community standards for living, which include regulations on noise, vehicle parking, property maintenance and garbage disposal.

For more information, visit guelph.ca/city-hall/by-laws-and-policies-2.
“My favourite memory was the pep-rally with my new friends during Orientation Week, I felt so gryphon at that moment.”

JIE FANG, from China
Bachelor of Commerce
Owning A Cell Phone In Canada

Owning a cell phone can be expensive in Canada and it is challenging to find a plan that costs less than $35 per month. Cost will depend on the types of options that are included such as: messaging (most have unlimited in-Canada text), calling minutes (unlimited, or a certain number of minutes per month), voice mail, international texting, and internet data. You may be charged for making a call, getting a call and sending a text depending on the call type and where you send it to. When you are budgeting, remember to include tax into the price (an additional 13% of the listed cost in Ontario). Additional fees may be applicable, and you should ask the sales person if information is not clear before signing a contract or making a purchase.

Cellphone companies offer many different packages and plans for students. Most companies offer pay-as-you-go or contract services. Some cellphone companies may not allow you to use an unlocked phone and you may have to buy a cellphone directly from the service provider. Some providers will give you a free phone with a contract but be careful because most of these contracts are a minimum of two years. If you don’t get a free phone with a contract, the cost of the phone is usually added for a higher monthly bill. If you do not want a cellphone contract, you can buy a cellphone upfront and use the pay-as-you-go or prepaid option. It’s really a personal choice depending on the features you want, your budget, and how much you’ll be using it when you make your decision.

When you are researching phone plans, keep in mind that free Wi-Fi is available on campus and in residence, and in many public spaces across the city, like libraries, coffee shops, and stores. You may not need a plan with a lot of data if you are on campus the majority of the time.

The major mobile network operators available in Guelph include:

- Rogers
- Telus
- Bell
- Fido (Rogers’ subsidiary)
- Koodo (Telus’s subsidiary)
- Virgin Mobile (Bell’s subsidiary)
- Freedom Mobile (previously known as WIND Mobile)

When choosing your phone plan consider:

1. data usage needs
2. phone coverage,
3. international calling rate (if calling home is your primary communication)

Ask about student promotions and sales when you are in the store.
What do I need to sign up for cell phone service?

This may vary between mobile operators, but most students need:

1. two pieces of ID (you can bring a government-issued photo ID like your passport, and your student ID card)

2. bank account information

3. proof of Canadian address

Be prepared to encounter some challenges in arranging mobile plans due to lack of credit history in Canada. Some mobile operators require a credit check assessment. If you are not able to enrol in a mobile plan right away, it is okay. Most places have Wi-Fi available so you can still stay connected.

Purchasing calling cards or phone cards will make phoning long distance much cheaper. You can purchase phone cards at any grocery or corner stores.

During the first day of Fall semester START International, volunteers will take you to the closest mall, where you will be able to set up a cellphone and bank account.
“My advice is to try living a new lifestyle, try cooking different dishes. Also, save your money because it is very easy to excessively spend your money. Focus on your mental, physical, and social health. Take a breather and allow yourself to rest when you need to, but don’t allow it to become a habit.”

BHUVESH SINGH KOOLAPUT, from Mauritius
Bachelor of Engineering: Mechanical Engineering
Banking in Canada

SETTING UP A BANK ACCOUNT

You will need to take the following documents with you in order to open a bank account:

1. Your passport or Birth Certificate
2. A second piece of identification
3. Some money to deposit
4. University of Guelph Student ID

The staff at the bank will direct you in applying for an account. Please ask them questions if there are details that you do not understand. We recommend making an appointment.

Currency in Canada

The official currency in Canada is the Canadian dollar. There are different denominations from the coins (5, 10, 25 cents; $1 and $2) to the bills ($5, $10, $20, $50, $100). Coins have different names for each denomination:

- A 5 cent coin is called a nickel.
- A 10 cent coin is called a dime.
- A 25 cent coin is called a quarter.
- A one-dollar coin is called a loonie.
- A two-dollar coin is called a toonie.

US money is the only foreign currency that is accepted in some Canadian stores, but this is not common and you will not receive the best exchange rate.

If you intend on traveling with Canadian dollars, you can change your money in your home country or at the airport. If you bring your foreign currency to Guelph, you can change it at the Global Currency Services located at 1027 Gordon Street, Unit 8 (519-763-7330). Global Currency Services will change most currencies including coins, where some banks may not accept all currencies for exchange.

Banks Close to the University

Many of these banks have other branches in Guelph. You can check their website to find one that is closest to you.

Bank of Montreal  
Stone Road Mall  
519-836-7400

Scotiabank  
Stone Road Mall  
519-823-2744

RBC  
987 Gordon St.  
519-821-5610

TD  
496 Edinburgh Rd. S  
519-821-2200

CIBC*  
374 Stone Rd. W  
519-824-6520  
*This bank has an Automated Teller Machine (ATM) on campus.
Transferring Funds to Canada

Money can be wired from your home to your Canadian bank account at any time. The time it takes for a transfer of funds can vary from a few days to weeks. You should plan accordingly for your finances — do not wait until you run out of money to have money wired to you.

Students requiring a statement of their account showing a payment has been received, or that have inquiries regarding international payments should contact accquest@uoguelph.ca. Students should submit their email requests from the University of Guelph email accounts that are set up for them and outline exactly what they require in the email.

How to Pay Tuition

Student Financial Services accepts several different types of payment options for your deposit and tuition, including internet or telephone banking (both of which require a Canadian bank account), GlobalPay for Students, or in-person debit card payments (also requires a Canadian bank account). The preferred method of payment for international students to pay their student fees from outside of Canada is through Western Unions’ GlobalPay for Students. This option allows you to pay your student fees in the currency of your choice. Note: This is not a payment through Western Union Agent locations (except in the case of some payments from India). You will simply be paying a Western Union Bank account, and then Western Union transfers the funds to University of Guelph in Canadian dollars. To learn more about GlobalPay for students, please visit uoguelph.ca/registrar/studentfinance/fees/payment_international.

If you choose to pay in-person at Student Financial Services, you must use a Canadian debit card. Cash and credit cards are not accepted. Debit payments must be made at Student Financial Services, located on the 3rd floor (North) of the University Centre Monday to Friday 8:30am-4:30pm. A receipt will be provided, and the payment will show on WebAdvisor ‘Account View’ immediately. Please note: certain banks may have a $500.00 payment limit per day (check with your bank).
Estimated Costs in Canada

Here is a general guide of how much you can expect to spend during your first semester. The following estimates are based on the Fall 2020 tuition fee amount.

<table>
<thead>
<tr>
<th>Expenses per semester*</th>
<th>Estimated Minimum</th>
<th>Estimated Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room and Board</td>
<td>$3,650</td>
<td>$5,000</td>
</tr>
</tbody>
</table>

Minimum:
shared accommodation
off-campus starting at
$650/month plus
$250/month in food

Maximum:
single accommodation
at $1100/month plus
$500/month in food

<table>
<thead>
<tr>
<th>Textbooks and Supplies</th>
<th>$700</th>
<th>$850</th>
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</thead>
<tbody>
<tr>
<td>Clothing</td>
<td>$350</td>
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<tr>
<td>Transportation**</td>
<td>$200</td>
<td>$500</td>
</tr>
<tr>
<td>Lifestyle and Personal Costs</td>
<td>$300</td>
<td>$400</td>
</tr>
</tbody>
</table>

ENTERTAINMENT, EYE GLASSES,
MINOR REPAIRS, CELL PHONE ETC.

SUBTOTAL (cost of living)     | $5,200            | $7,350            |

Tuition and fees: Undergraduate
1 semester (average)          | $14,462           | $14,500           |

International Undergraduate Student Total | $19,662 | $21,850 |

* Per-semester estimation based on 2019/2020 single, regular full-time international undergraduate (non-professional) students. Fees listed are listed per semester. Most undergraduate students attend Guelph for 2 (Fall & Winter) semesters per year. Estimate includes compulsory fees such as University Health Insurance Plan but excludes meal plans, residence and parking.

** All full-time students get a bus pass for travel within Guelph. Fees for the bus pass are included in your tuition and incidental fees. This estimate is based on student’s travelling by other means outside of the city.

*** For students bringing family members, the costs for room and board, clothing, transportation and personal costs must be increased accordingly.

These costs are estimates and should be used only as a guideline. The costs incurred by a student may vary depending on many factors including, but not limited to, your lifestyle, whether you are supporting family members, and the program to which you are admitted. All costs are estimated in Canadian dollars. To budget for future years, anticipate a cost increase of 10% each year.

Visit Student Financial Services at uoguelph.ca/registrar/studentfinance for details on your fees.
“During my 5 years, I participated in many programs. It gave me great outside of the classroom learning and helped me acquire transferable skills.”

JENNIFER LEW, from Malaysia
BSc. Microbiology Co-Op
Social Insurance Number (SIN)

A SIN allows an employer to process payroll while informing the Canadian Revenue Agency of the amount of money a person earns. You apply for a SIN in person at Service Canada. To get a SIN, you will need a valid study permit that includes statements such as, “may accept employment”, and your passport. At the beginning of each semester, Service Canada officials will be available at the U of G main campus in Guelph to issue SIN on-campus. Check GryphLife or check in with the international student advisor for more information.

Do not reveal your SIN. Your SIN can be used to steal your identity. Learn to protect your SIN at priv.gc.ca/en/privacy-topics/sins-and-drivers-licences/social-insurance-numbers/protecting-your-social-insurance-number/

How to Find a Job

Job hunting takes effort, especially for international students. Employers may be hesitant to hire international students, so it is your responsibility to start the process early and market yourself. Take advantage of the resources available at the Experiential Learning Hub (North of Rozanski Hall), home of Career Advising. You can also go to the EL Hub to get your resume and cover letter critiqued and seek help from a Career Advisor. You can also sign up for a mock job interview with a peer helper at the EL Hub by logging into Experience Guelph.

The nearest Service Canada location from campus is at:
1 Stone Rd W.
Guelph, ON N1G 4Y2

GRYPH TIP!

It is important for you to get involved in activities on and off campus to build and improve your skills and experiences. Network and build positive relationships with your professors, upper year students, and industry professionals.
On-Campus Work

ELIGIBILITY

Full time international students on a valid study permit are able to work on-campus throughout the year in various academic and administrative departments.

FINDING ON-CAMPUS WORK

There are various employment opportunities advertised on Experience Guelph. You may find on campus job opportunities with the Work Study Program, Hospitality Services, Physical Resources, Teaching Assistant (if you are an upper year student) and more. To see the current on-campus employment database, visit this link: experienceguelph.ca/home.html. Other job searching platforms include the organization websites, Indeed, Workopolis, and more.

WORK STUDY

The Work Study Program provides undergraduate and graduate students with demonstrated financial need the opportunity to meet their educational costs while developing transferable employability skills through part-time paid work experiences on campus.

To be eligible, you must:

• have completed your first year of studies;
• be approved to participate through the submission of a Financial Needs Assessment Form;
• maintain a minimum semester credit weight of 1.50 (undergraduate students) or full-time status (graduate students)

Once you meet the eligibility criteria, you can apply for jobs through uoguelph.ca/registrar/studentfinance/ws/student. Jobs are posted year-round, with the highest number available in August/September for the Fall. Jobs range from 5-15 hours per week and typically offer a flexible work schedule. Students are not permitted to hold more than one Work Study position at a time. Full details and forms can be found at uoguelph.ca/registrar/studentfinance/ws/student.

For more information on working on-campus as a student or as a graduate, please contact the International Student Advisor or visit the Immigration, Refugees and Citizenship Canada website https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html.

You do not need a social insurance number (SIN) to apply for Work Study jobs; however, you will need a valid SIN once you have gained employment. See Page 43 for more information on how to apply for a SIN.
Off-Campus Work

ELIGIBILITY

International students with a valid study permit can work off campus for up to 20 hours per week during a regular academic term, and full time during regularly scheduled breaks. **You must continue to meet the conditions of your study permit in order to remain eligible for off-campus work.** Please pay attention to the working boundaries stated on your study permit and adhere to them. Visit the Immigration, Refugees and Citizenship Canada website for more specific information about working off campus, [www.cic.gc.ca](http://www.cic.gc.ca) or visit with the International Student Advisor.

Co-op Work

ADMISSION

Students who did not gain admission to co-op directly from high school have another opportunity to apply to co-op through University of Guelph’s in-course admission process. This admission will be based on academic achievement, space in the program and agreeing to the schedule of studies outlined in the Undergraduate Calendar.

Application deadlines are the last class day in the Fall and Winter semester, depending on the program. For more information about our in-course admission process, visit the **International Student Advisor** or visit: recruitguelph.ca/cecs/co-op-students/co-op-admission.

CO-OP WORK PERMIT

International students who are eligible to continue in co-op following their first year of studies must apply for and secure a co-op work permit prior to being given access to the job search system. You will receive a verification letter to include in your co-op work permit application. **Working conditions listed on your study permit do not apply to co-op work terms.** Students must secure a co-op work permit. For more information visit the **International Student Advisor** or [canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html](http://canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html).

While working in Canada, you will have tax deducted from your earnings. In March, you can file your income tax with the Federal government, and you may receive some of this deducted tax back. The International Student Experience office holds tax sessions every March, and if you are on the international student email list, you will be notified. **For more information on income tax for international students,** visit [canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/international-students-studying-canada.html](http://canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/international-students-studying-canada.html).
Post Graduation Work Permit (PGWP)

After graduation, international students may work for a period of up to three years in Canada under the Post-Graduation Work Permit Program (PGWP) of Immigration, Refugees and Citizenship Canada. International students can receive an open work permit (no restrictions on type of employment and no job offer requirement). For information, visit: canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/after-graduation/about.html.

Scheduled and Unscheduled Academic Breaks and Part-Time Student Status

In order to maintain PGWP eligibility international students are not authorized to take unscheduled breaks. This means not taking additional semesters off outside of what the University deems your break (Summer, reading week, Christmas break).

It is not advised as an international student to drop to part-time status at any time unless you are registered into your last semester. There are some exceptions but before taking a semester off or dropping down to part-time status please consult with your International Student Advisor.

For questions surrounding your PGWP please feel free to speak with your International Student Advisor.

GRYPH TIP!

Check your emails regularly, including communications within your department and program. They are not spam or junk mail. They provide information and opportunities to help you build a meaningful university experience.