## WELCOME TO UNIVERSITÉ LAVAL

Information session for international students

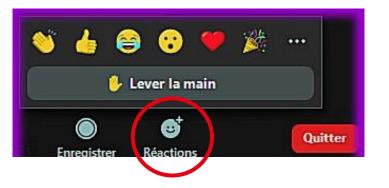
Presented by the Bureau de la vie étudiante







Please keep your microphone closed throughout the presentation.



Please raise your hand to ask your questions during the question period.



You can also ask your questions in the chat section.



## **Presentation outline**

- Transmitting legal documents
- International student status and right to work
- Your studies at Université Laval
- IT tools
- Identity cards and public transportation
- Insurance for health, hospitalization and family
- Welcome activities
- Student services



## TRANSMISSION OF LEGAL DOCUMENTS



### The Registrar's Office (Bureau du registraire)

Responsabilities :

- <u>Collecting legal documents</u> (CAQ and study permit).
- Keeping international student's files.
- Managing group **health and hospitalization insurance** with Desjardins.

**Declaration for distance studies outside Canada :** If you are studying entirely remotely outside Canada, you must inform the University. Information regarding the procedure to do so will be sent to you by email after your registration.



### Documents to be submitted

#### **REGULAR STUDENTS**

You have to submit your **study permit** and your **Certificat d'acceptation du Québec (CAQ** – Québec acceptance certificate) in <u>monPortail</u>, go to "Études" (Studies), and submit your study permit and CAQ under the "Admission"

#### **EXCHANGE STUDENTS**

Upon arrival, you must submit your legal documents or proof of entry into Canada using the <u>designated form</u>.

•A copy of your passport

•Depending on your case:

- A copy of your entry stamp indicating the arrival date
- A copy of your study permit
- A copy of you visitor record
- If you do not have any of the above 3 documents, you must provide a copy of your airline ticket indicating your arrival date, including the year.



# INTERNATIONAL STUDENT STATUS AND THE RIGHT TO WORK

#### International student status

As per canadian and quebecer laws, there are conditions to your stay. As an international student, you must :

- Make of your studies your main activity, remain enrolled and make reasonable progress at a reasonable pace towards completing your program. You must be registered full-time (minimum 12 credits) during your program's required semester. Validate your full-time enrolment status with your academic advisor.
- Hold at all-time a valid health insurance for yourself and the family members accompanying you.
- Adhere to the terms of your authorization to work



#### International student status

- Always hold valid immigration documents: If your studies continue beyond the expiration of your legal documents or if you change your level of study, you must start the renewal process of your immigration documents 3 to 6 months before your current documents expire.
- Every time you receive a new CAQ or a new study permit, you must submit it to the Registrar's Office.
- Keep scans or photocopies of all your immigration documents in a safe location and not carry the originals around with you.
- Inform Immigration, Refugees and Citizenship Canada about any change of educational institution.

For more information: <u>www.ulaval.ca/en/immigration</u>



#### Right to work

- Upon arrival, the right to work begins on the **first day of the semester**.
- Make sur your study permit entitles you to work in Canada
- If you comply all the conditions, you can get an on-campus job. You can also work off-campus for up to 20 hours a week and without restrictions during school holidays.
- If during a semester, following a withdrawal, you are no longer registered full time (less than 12 credits), you must cease work immediately.

#### WARNING:

To complete one or more mandatory intership(s) as part of our studies at Université Laval, you need to get a <u>co-op work permit</u>. It is free.



### Right to work

 The <u>Social Insurance Number (SIN)</u> obtained from Service Canada is required to work.

\*Warning : your SIN is confidential!!

- You can apply for your SIN by making an <u>appointment</u> to attend the <u>SIN</u> <u>Clinic</u> offered on campus during the back-to-school period (the weeks of August 28 and September 11).
- You can also apply for your SIN in person at Service Canada or online
- For more information about SIN: <u>https://www.ulaval.ca/en/international/immigration/working-in-</u> <u>canada/getting-a-social-insurance-number-sin</u>





For more information, on your right to work:

- Visit the website
  <u>Working during your</u>
  <u>studies</u>
- Take part in the conference: <u>Working</u> <u>with a study permit</u> <u>and access to the</u> <u>Quebec job market</u>



## YOUR STUDIES AT UNIVERSITÉ LAVAL

#### Your first registration



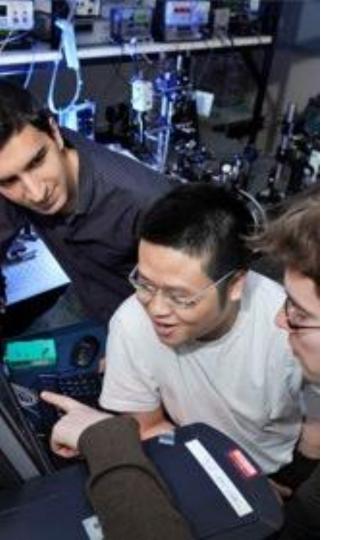
- By your program's administration office :
  - Exchange students
  - New students in certain program
- Self-registration on monPortail
- To validate your course choices, we strongly advise you to communicate with an academic advisor at your faculty. Université Laval works in hybrid mode (online and in person). E-mail communication is preferred.



- Academic year
  - 15 weeks per semester
  - 3 semester per year : fall, winter and summer
- Full-time enrollement
  - Registration to a minimum of 12 credits for the Fall and Winter semester
- Credits
  - A 3 credits class = 3 hours of online or face-to-face class and 6 hours personnal work per week
  - 12 credits = 36 total hours of work per week (at the undergradute level)
- Class outline (Plan de cours)
  - Objectives, evaluation methods, books to buy, etc.
  - Explained in details during the first class







- Quick semester pace
- Autonomous learning
- Accessibility of professors
- No exam retakes
- Buying new and used text books at the <u>Coop Zone store</u> and on the <u>Lexya website</u>





## Plagiarism and intellectual property

- ✓ Intellectual integrity is a fundamental value at Université Laval.
- Plagiarism can have serious consequences for your academic path (including exclusion from a program).
- ✓ Various training courses are available on <u>MonPortail</u> and the <u>Université Laval library website</u> to help you avoid plagiarism.
- ✓ The BVE also offers <u>a conference</u> on the subject.



#### Passing grades

	A+	Α	A-	B+	В	B-	C+	С	<b>C</b> -	D+	D
	4,33	4,00	3,67	3,33	3,00	2,67	2,33	2,00	1,67	1,33	1,00
Undergraduates or											
	Fail E=0								-		

B- = minimal average required for graduate level C = minimal average required for undergraduate level





- Semester : September 4th to December 15th (Classes start on September 5th)
- Week reserved to exams : December 18 to 22
- Reeding week : October 30 to November 3rd
- Holidays :
  - September 4 : Fête du travail (Labour day)
  - October 9: Action de grâces (Thanksgiving)
  - December 8: Fête de l'Université (University Day)
- Tuition payment:
  - Bill available at the end of September
  - Payment dealine : October 15th





#### Important dates

Schedule modification deadlines

- Change course selection : September 12
- Withdrawal with refund : September 19 at 11h59pm\*
- Withdrawal without refund : November 14 at 11h59 pm \*

\*Warning : When you withdraw from a course, with or without a refund, and your total number of credits falls below 12 for the semester, you lose your status as a full-time student. This can have a number of consequences, including the loss of your right to work and your eligibility for certain scholarships.

#### Language requirements

- **French language requirements**: Certain requirements may apply if French is not your mother tongue, or if you have studied in another language.
- English language requirements: Many programs require a certain level of English to graduate.

We recommend that you take <u>a placement test</u> to evaluate your level of English proficiency as soon as you begin your studies to avoid potential consequences such as :

• Delayed graduation

competences-langagieres

- Impact on the renewal of your legal status in Canada
- Compromised participation in an international exchange program

Contact your program director or your <u>progress report</u> to check the language requirements for your program of study! Language proficiency tests: https://www.flsh.ulaval.ca/ecole-langues/tests-



IT TOOLS

#### Useful IT glossary

- **IDUL : Identifiant unique Laval**, a unique identifier with a maximum of eight characters, it is generally composed of five letters followed by zero to three digits. It gives access to a number of IT services at Université Laval.
- PIN (or NIP in French): Personal identification number, it is used as a password in several Université Laval systems. For example, it is used to access monPortail.
- NI: Numéro d'identification, or student identification number in English, it is a nine-digit number indicated on your official documents. Your NI appears on your ULaval student card issued at the start of the semester.



#### Internet wireless network (Wi-Fi)

- All students registered at Université Laval are automatically subscribed to the wireless network **eduroam**.
- Access to the network will be available within **24 to 48 hours of registration.**
- The Wi-Fi\_UL network is available without a password. However, it is better to use **eduroam**.
- To access the internet wireless network at Université Laval :

Choose eduroam network
 Enter <u>IDUL@ulaval.ca</u>
 Enter your password (NIP)

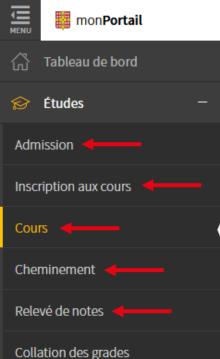


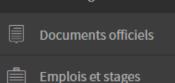
#### monPortail



- monportail.ulaval.ca
- Online studies platform providing **centralized access** to services and information related to your studies.
- This platform gives you access to :
  - registration to your courses
  - important messages related to your studies
  - communication and planning tools
  - websites of courses (course outline, books to buy, submission of works, results, etc.)
- Accessible with your **username (IDUL) and password (PIN)**

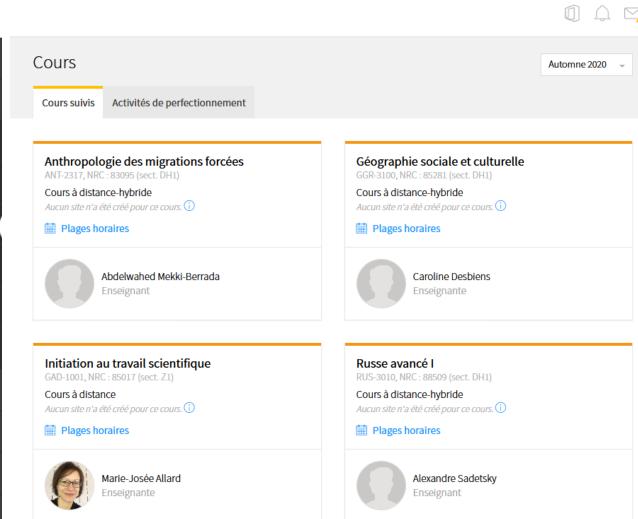






🖧 Services

8





Études

Inscription aux cours

Admission

Cours

Cheminement

Relevé de notes

S



#### Admission

#### Profil d'admission

- · Fournir vos renseignements personnels
- Déclarer vos études antérieures et actuelles

#### Modifier mon profil d'admission

Documents légaux Carte de résident permanent - recto et verso ()

Demandes d'admission

Créer une demande d'admission à une autre session

Collation des grades Documents officiels Emplois et stages Services

Factures et impôts

#### ULaval email and Capsule

- Email address @ulaval.ca : consult it regularly. The Student Life Office, the Registrar's Office, your program director, your teachers, etc., will contact you only at this address.
- **Capsule**'s functionalities : change of address, unofficial transcripts, etc.



# HEALTH INSURANCE

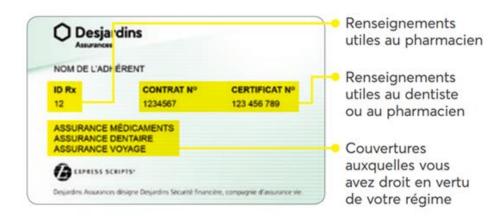
#### Desjardins insurance

- MANDATORY and automatic enrolment. Possible exemptions (ex: RAMQ).
- Effective upon arrival, on August **15th** at the earlies for fall semester.
- Invoicing : appears on your invoice upon registration.
- Cost: \$972 for one year / exchange student: \$324 by semester
- **Insurance card** : Contract and certificate numbers will be provided by the Registrar's Office by email.
- Visit **Desjardins secure website** for detailed information on insurance coverage and on the <u>Immigration university's website</u>



#### Desjardins insurance

- Insurance card: You must <u>download</u> it with the information provided by the Registrar's Office
- Online Desjardins services
- Mobile app (Google Play/App store) : <u>Omni</u>





### Desjardins insurance

We advise you to read carefully what is included in the Desjardins Insurance policy to ensure that all your needs are covered.

It is possible to purchase <u>additional insurance</u> if you have other specific needs (e.g. pre-existing health conditions).

- Your mandatory group insurance plan (PDF)
- Online services for members (PDF)
- How to submit a claim (PDF)
- Group insurance plan Frequently asked questions (PDF)

The Desjardins Insurance policy also includes a telemedicine services: <u>Virtual</u> <u>healthcare: Anytime, anywhere - DFS - Desjardins Life Insurance</u>

It is possible to purchase <u>additional insurance</u> if you have other special needs (e.g. pre-existing health conditions).



## Régie de l'assurance maladie du Québec (RAMQ)

**Reciprocity agreement** between the Government of Québec and the following countries :

- ✓ Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania and Sweden.
- **Consult the** <u>Steps to take section</u> provided by the Registrar's Office and follow the instructions
- DO NOT go in person to the RAMQ offices, registration is <u>online</u>
- Proof of eligibility must be sent by email to the Registrar's office at <u>assurances@reg.ulaval.ca</u>



## Alliance pour la santé étudiante au Québec (ASÉQ)

- Not available to exchange students.
- DENTAL CARE portion automatic but not mandatory, withdrawals can be done upon request. This insurance includes the **Programme mieux-être**
- Withdrawal: You can apply for withdrawal from **September 15th through October 16th.**
- **HEALTH portion:** only available to students covered by RAMQ, registration is not automatic.
- Fill out the <u>registration form</u> on the ASEQ website.

For further information: <u>ASEQ student association health insurance</u>

See the **"Coverage at a glance**" section on the <u>page dedicated to insurance</u> for international students.



### Health insurance for family members

You MUST <u>insure any family members</u> accompanying you to Quebec

#### • CHILDREN 17 and under:

Minors are eligible for health and drug insurance (RAMQ, free public plan) provided they are present in Quebec for more than 6 months of the year. Registration is done online as soon as they arrive: <u>https://www.ramq.gouv.qc.ca/en/citizens/health-</u> <u>insurance/register</u> An application form must be completed for each child.

#### • SPOUSES and CHILDREN over 17:

They must purchase adequate private insurance coverage for the duration of their stay in Canada. Consult the companies available here:

https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/privatehealthcare/.

You can consult the cost of care <u>here</u> to choose the right insurance for your situation.

#### Health insurance

#### SPOUSES and CHILDREN over 17 eligible for RAMQ

Your other family members may also be eligible for RAMQ if they have authorization to stay in Canada (work permit, study permit or visitor record) and are listed on your reciprocal agreement form (with the exception of spouses of students from Greece).

Dependent children between the ages of 18 and 25 may also be eligible if conditions are met.

Family members can register online at <a href="https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/register">https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/register</a>

An application form must be completed for each family member.



## ULAVAL ID CARD AND PUBLIC TRANSIT



#### Université Laval ID Card



- After your registration, an important message will be sent in **monPortail** inviting you to **submit your picture** for the production of the Université Laval ID card.
- Contact the Registrar's Office if you need help taking the picture.
- To collect your ID :
  - ✓ All cards will be virtual
  - Once the picture is approved, you can access it on monPortail and present it on an electronic device.



## Laissez-passer universitaire (LPU) (public transit pass)



- Mandatory and billed automatically for full-time students (12 credits) enrolled in a degree granting program.
- Cost : 150,56 \$ per semester.
- Illimited access to the regular services of Québec City and Lévis, including the ferry
- Valid from September 1st to April 30th
- Summer semester : use your LPU to purchase reduced price monthly pass
- Available to exchange students



#### How to get the LPU Full-time students (regular)

- On monPortail
  - After approval of your Ulaval ID picture, go to the Services section of monPortail and follow the steps.
- Your LPU will be delivered via postal services in 7 open days
- To know the possible consequences of a change in status on you LPU, <u>consult the dedicated page on our website</u>.



## How to get the LPU

#### Exchange students

- Optionnal
- You will receive by email from the Registrar's Office a registration certificate
- To get your LPU, go to the following location with this certificate :
  - RTC Center: 820 avenue Ernest-Gagnon / 884 rue Saint-Joachim, Québec
  - 150,56 \$ payable on spot
- For more information, consult the university website : <u>www.ulaval.ca\lpu</u>



## Nomad Application and Nomad Payment

#### Application mobile



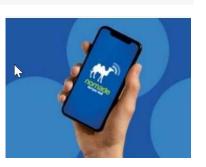
#### Caractéristiques

- Géolocalisez-vous et obtenez les arrêts/parcours à proximité.
- Consultez l'horaire en temps réel de tous les parcours.
- Localisez la position des bus et suivez leur progression en temps réel.
- Créez des itinéraires via Google Maps.
- Créez des alarmes pour être avisé du passage de votre bus.
- Soyez informé des perturbations sur le réseau en temps réel.
- Identifiez vos parcours/arrêts favoris pour personnaliser votre application.
- Recherchez les points de vente à proximité d'un lieu.
- Recherchez les stations àVélo
- Consultez le temps réel et le temps planifié de STLévis
- Réservez un véhicule Communauto.
- Accéder rapidement à l'application RTC Nomade paiement.
- Application accessible sur Android 8.0 et + et iOS 13 et +.

While waiting for your LPU card or its validity date (September 1<sup>er</sup>), you can purchase tickets via the RTC Paiement application or at an RTC point of service.

RTC Nomade

#### RTC Paiment



 Public transit section: <u>https://www.bve.ulaval.ca/en/internat</u> <u>ional-students/living-in-quebec-</u> <u>city/getting-around/</u>





## OPENING A BANK ACCOUNT



#### Opening your bank account

#### Banking institutions

See the "Bank account" and "Main Financial institutions" sections of our website to find the banking package that's right for you.

https://www.bve.ulaval.ca/en/inter national-students/living-in-quebeccity/managing-your-money/



Opening a campus account

The <u>Desjardins cooperative</u> is present on the Université Laval campus.

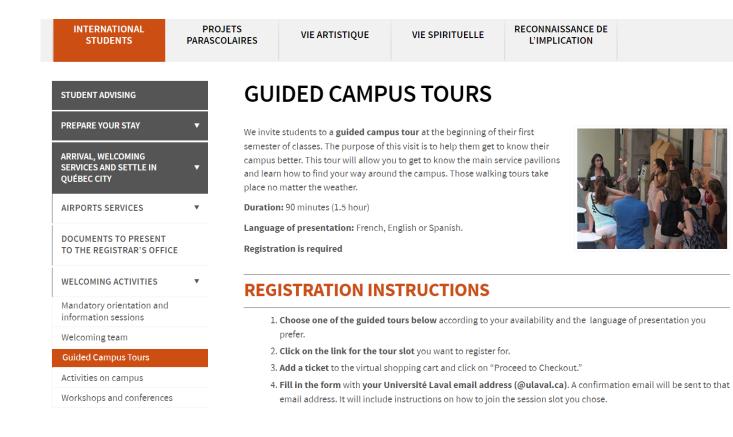
- ✓ It offers you the possibility of <u>opening an account at</u> <u>distance.</u>
- ✓ To speed up the process of <u>handing over your card</u> <u>debit on arrival.</u>



# WELCOMING ACTIVITIES



#### **Guided Campus Tours**





#### Social and sports activities on campus

#### Soccer Volleyball Ultimate Frisbee

Québec cinema nigth Pizza lunch and board games Happy hour at the Pub universitaire Collective cooking Camping campus

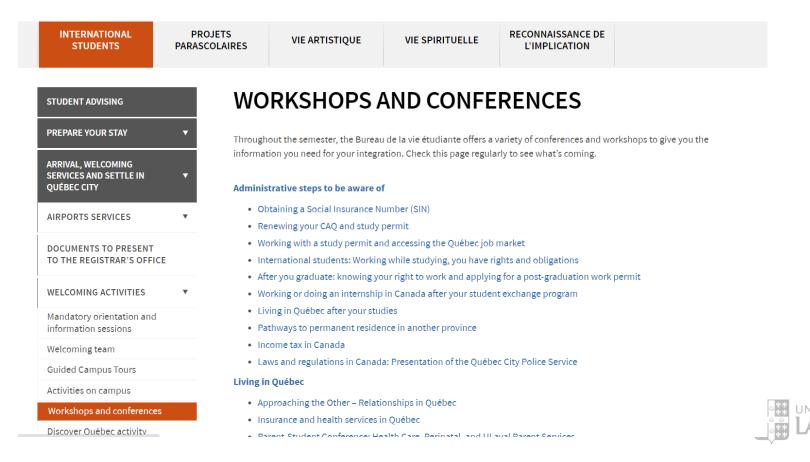




Free géoapplication that offers you a map of the Université Laval campus and will help you to move around more efficiently



#### Workshops and conferences



#### Discover Québec activity program

INTERNATIONAL STUDENTS	PROJETS PARASCOLAIRES	VIE ARTISTIQUE	VIE SPIRITUELLE	RECONNAISSANCE DE L'IMPLICATION		
STUDENT ADVISING	DIS	COVER QUI	ÉBEC ACTIV	ITY PROGR	AM	
PREPARE YOUR STAY		Bureau de la vie étudiante hosts a variety of activities to introduce international students to Québec and Québec culture and help them settle in.				
ARRIVAL, WELCOMING SERVICES AND SETTLE IN		There is a registration fee for these off-campus activities, which include return transportation departing from Université Laval. Participants should see the liability waiver for these activities. In the event of bad weather, certain activities may be postponed or cancelled. A notice to this effect will be posted on this Internet page and emailed to those on the Décou-Québec mailing list.				
QUÉBEC CITY AIRPORTS SERVICES						
DOCUMENTS TO PRESENT TO THE REGISTRAR'S OFF	JUL	SCHEDULE 2022-2023				
	FALL				•	
Mandatory orientation and information sessions		RTANT NOTICE				
Welcoming team	coming team Unless otherwise specified by Bureau de la vie étudiante, these activities are not considered university					
Guided Campus Tours		not covered by Université Laval's insurance. All participants are responsible for ensuring that they have adequate insurance coverage.				
Activities on campus						
Workshops and conference	es For mor	For more information on Université Laval student insurance, see the Laval website at www.sf.ulaval.ca/assurances.				
Discover Québec activity program						



#### Student Buddy Program





#### HAVING A BUDDY

#### YOU CAN APPLY TO HAVE A BUDDY IF:

- You are starting studies at Université Laval, even remotely
- You would like your arrival, settling in, and integration into your new living and study environment to be as easy and pleasant as possible
- You have questions about how things work in Québec
- You would like to have an Université Laval student contact who is familiar with campus and Québec City life



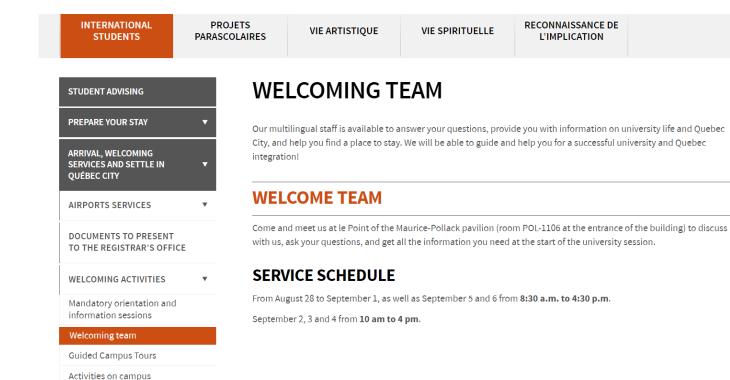
The registrations for the Winter semester are now closed.

Registration forms will be available as from July 17th for the fall semester.

Thank you for your interest in the Student Buddy Program!

Information programmedejumelage@bve.ulaval.ca université LAVAL

## Welcoming Team

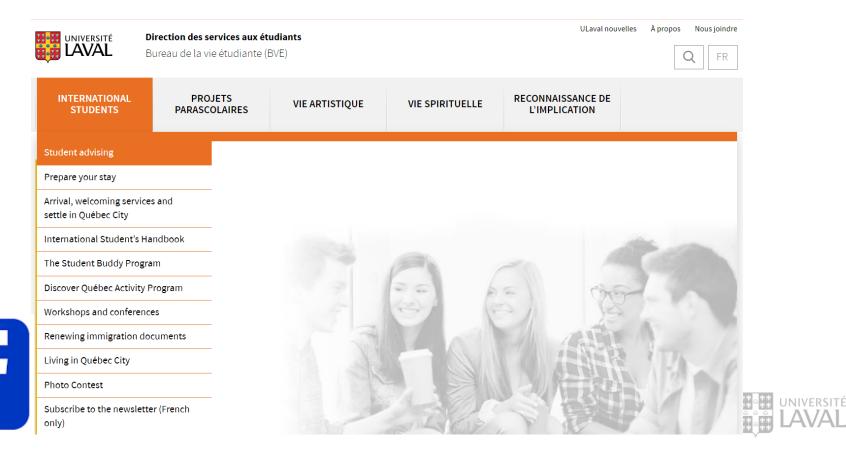




# STUDENT SERVICES



#### Student Life Office



## Other services on campus

- <u>Le Point Kiosk (Entrance of the Alphonse-Desjardins building)</u>
- <u>Centre d'aide aux étudiants</u> (CAE) Student help center
- <u>Service du développement professionnel</u> (SDP) Professionnal insertion services
- <u>Bureau des bourses et de l'aide financière</u> (BBAF) Financial aid office
- <u>Pavillon de l'Éducation physique et des sports</u> (PEPS) Sports complex
- <u>Bureau du droit d'auteur</u> Copyright office
- <u>ULaval library</u>:
  - Research assistance
  - Support for french redaction
  - Support for software use



## Health Ressources

- Emergency : <u>911</u>
- Emergency on campus : 555 (or red phones)
- Info-Santé/Info-Social : 811
- <u>Ulaval Medical clinic</u>
- Off-campus clinics and hospitals
- PEPS Sports and health specialists

#### For a complete list of health resources:

https://www.bve.ulaval.ca/en/international-students/living-in-quebeccity/health-care/





# Student associations on campus

There are various associations:

- International community
- Spiritual and religious associations
- Departmental associations
- Associations by study cycle
- Extracurricular associations

https://www.bve.ulaval.ca/projetsextracurricular/associationsstudents/



### Some community resources



Consult the various organizations that can help you:

- ➤ Learning french or english
- ➤ Participate in socio-cultural activities
- Visite notre site web: guebecentete.com/fr/etudier-a-guebec > Helping spouses and partners of students to find a job
  - ➢ Psychosocial support
  - > Obtaining emergency assistance
  - ≻Getting help from the healthcare system



Moving to Quebec City

# Thank you

Bureau de la vie étudiante

<u>https://www.bve.ulaval.ca/en/</u> https://www.facebook.com/EtudiantsInternationalULaval

