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International Graduate Student Guide

Your guide to a successful transition

carleton.ca/fgpa
carleton.ca/isso



Carleton
UNIVERSITY

Canada's Capital University

Welcome to your new home



Message from the Dean

Welcome to Carleton University! Choosing Carleton for your graduate studies is one of the most important and rewarding decisions you can make. As a new international student you will be making a significant contribution to Carleton's research initiatives and will help to enrich the cultural and intellectual diversity of the university.

Moving to a new country and beginning a graduate program can be both a challenging and exciting experience. The Faculty of Graduate and Postdoctoral Affairs (FGPA), in collaboration with the International Student Services Office (ISSO), is pleased to offer services to help you and your family make the transition to your new home.

This guide for international graduate students provides you with an introduction to life at Carleton University. Please consider this guide a starting point for inquiry; I also encourage you to take advantage of our many student services and to visit the ISSO and FGPA offices should you have any further questions.

I am delighted that you have chosen to continue your studies at Carleton. I expect that the relationships you will build with professors and fellow students over the course of your program will last a lifetime.

On behalf of the Faculty of Graduate and Postdoctoral Affairs, I wish you the very best.

John Shepherd

Dean, Faculty of Graduate and Postdoctoral Affairs



Message from the Associate Vice-President (Students and Enrolment) and University Registrar

Welcome to Carleton University! You are about to embark on an exciting new adventure that will change your life. University study, a new country and creating a new community of friends provides an amazing opportunity for expanding horizons and personal experiences. I am committed to facilitating your transition to Carleton University and to ensuring your experience at Carleton is rewarding.

This time in your life can be incredibly exciting and can also be challenging. The International Student Services Office (ISSO) is here to support you through your experience at Carleton University and in Canada. We offer a welcoming and friendly environment to respond to your questions and needs. Our student support offices provide a complete range of services to help you during your time at Carleton.

Our international community at Carleton offers an environment to share and learn from each other. We welcome you to ask questions, to speak your mind and encourage you to offer input as well as to participate in many of the activities we offer. Your friends and family are welcome to join us by dropping by the ISSO office or participating in any of our events.

On behalf of the ISSO staff, as well as all Student Support Services, we wish you the very best.

Suzanne Blanchard

Associate Vice-President (Students and Enrolment) and University Registrar

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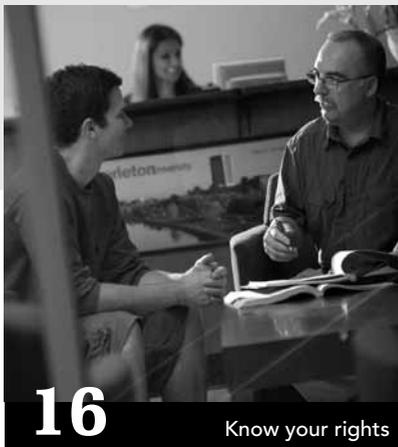
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Services available to you



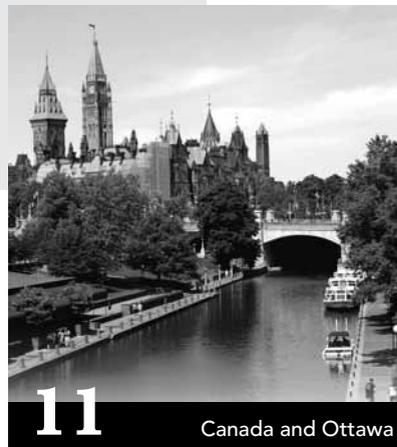
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Services for international graduate students

The **International Student Services Office** centralizes all services for registered international students and administers exchange programs for outgoing and incoming students.

The ISSO staff provide a friendly environment to respond to questions, host programs, and work as official representatives for visas, study and work permits advising and University Health Insurance Plan administration. Our aim is to create global engagement and international opportunities for the entire Carleton community. We liaise with students, faculty, staff, the Ottawa community, and international education organizations on behalf of Carleton international student initiatives.

Take advantage of the services at Carleton University that are specifically geared towards international and exchange students. These services are available to you throughout your time at Carleton University. Services include:

- Inter-cultural education programs;
- Exchange program administration;
- Administration of University Health Insurance Plan (UHIP);
- Canadian visa, study and work permit support;
- Orientation/pre-departure/re-entry programs;
- Individual advising;
- Confidential counselling; and
- Social events and activities in Ottawa and the surrounding area.

For more information on the events and programs offered through the ISSO visit: carleton.ca/isso.

The **Faculty of Graduate and Postdoctoral Affairs** manages the academic activities of all graduate students at Carleton. The FGPA defines and administers regulations for over 100 graduate programs at Carleton, but shares responsibility for graduate studies with graduate departments and schools. Our office provides advice and support to students pertaining to registration, awards, thesis preparation, admission, orientation, teaching and research assistantships, and more.

The FGPA collaborates with many campus service units under the Office of the Associate Vice-President (Students and Enrolment) such as the ISSO and the Career Development and Co-operative Education Office to deliver services for the benefit of Carleton's graduate students. Our aim is to ensure that the experience graduate students have at Carleton remains a positive one. carleton.ca/fgpa

Programming for international graduate students

Orientation

The international student experience at Carleton begins with orientation. The ISSO and FGPA provides a comprehensive orientation program to help all international students transition to life in Ottawa and at Carleton. Throughout orientation week students receive important resources to assist them as they begin their university career. Additionally, students have the opportunity to connect socially through programs like Experience Ottawa Day, an opportunity to get to know the City of Ottawa, and other orientation and welcome events.

E-newsletter

Throughout the year, the ISSO continues to support all international students. The ISSO communicates with the international student community through bi-weekly updates, which students receive in their Carleton University Connect email accounts. These updates provide students with the most up-to-date immigration and health insurance information (UHIP), while also providing details on upcoming events, programs, campus news and any other information of interest to the community.

HOT TIPS

Use all of the student support services available to you at Carleton University to help you achieve your academic and personal goals. carleton.ca/students

Activate your MyCarleton email account online at portal.carleton.ca. This is the best way to stay informed about on-campus opportunities, dates and deadlines, student services, events, and other important information.

Stay fit and have fun at Carleton's athletics facilities. carleton.ca/athletics

Health Insurance and Care

The University Health Insurance Plan, commonly known as UHIP, is a mandatory health insurance plan for all international students enrolled in a degree program at Carleton University, their dependents (if applicable), exchange students, and international special students as well as new permanent residents who are not yet covered by the Ontario Health Insurance Plan (OHIP).

UHIP is a basic, primary health care plan and it covers a number of services such as:

- 1 hospital services such as; emergency room services, non-emergency hospitalization etc.;
- 2 physician's services, for example, annual health examination, diagnosis & treatment of illness and injuries, care related to pregnancy etc.; and
- 3 miscellaneous services, for example, diagnostic and x-ray services, vaccinations, emergency ambulances, etc.

Students should visit the ISSO within the first few weeks of class to pick up their proof of coverage card. Should you need to go to the doctor or hospital you will need to provide them with proof of coverage.

Note that UHIP does not cover dental costs or medication. Extended health coverage for drug, accident and dental is available through the Carleton University Students' Association (CUSA). Graduate students should contact CUSA for details on the accident, dental and drug plan or visit: cusaonline.com/health_plan.html.

Students who will be enrolling dependents (spouse and/or children) in UHIP should do so within 30 days of their arrival in Canada. If you enroll your family members more than 30 days after they arrive in Canada, you must pay a late application fee of \$500, plus premiums retroactive to their arrival date. In order to enroll dependents you must visit the ISSO in person.

For further information on rates, coverage and to obtain claim forms, visit: uhip.ca.

Health care on campus is available at Health and Counselling Services for current students. You can find out more, including how to book an appointment, at: carleton.ca/health. Health care for spouses and children is available at Health Services at the University of Ottawa. There are also a number of walk-in clinics, medical centres and hospitals around the city; however, students should be aware that they may have to pay additional fees at some of these off-campus clinics. For a list of recommended clinics, visit: carleton.ca/isso/uhip/where-can-i-use-uhip.

Safety and Security

Calling 911 from any phone will alert the police, ambulance and firefighters to an emergency. This number should be used for **life-threatening emergencies only**.

If you are on campus and have an emergency, dial:

- **520-4444** from a cell or free from any Bell Canada payphone, or
- **4444** when calling from an on-campus phone

In addition, students can use the **red telephones** located in building lobbies, corridors, computer labs, and parking garages or the **blue-light exterior emergency phones** located outside on the campus grounds, parking garages and the tunnel system to contact University Safety in an emergency.

Other important phone numbers include:

- Ottawa Police Services (non-life threatening emergencies) 613-230-6211
- Ottawa Police Services (theft, property damage, missing person or stolen vehicle and other non-emergencies) 613-236-1222 ext. 7300



Academic success

University life is an adjustment in itself, but the transition can be more difficult for an international student. The need to adjust to a new country, different academic rules, a different culture, language, and learning expectations can be an overwhelming experience.

At Carleton University, we want you to experience success. Our student support services provide programs and services to promote learning and development and enhance the student experience. Graduate students can take advantage of a number of services offered through the Faculty of Graduate and Postdoctoral Affairs and the Office of the Associate Vice-President (Students and Enrolment), including:

- Associate Dean, Student and Postdoctoral Affairs
carleton.ca/fgpa
- Career Development and Co-operative Education
carleton.ca/cdce
- Faculty of Graduate and Postdoctoral Affairs
carleton.ca/fgpa
- Health and Counselling Services
carleton.ca/health
- International Student Services Office
carleton.ca/isso
- Paul Menton Centre for Students with Disabilities
carleton.ca/pmc
- Student Academic Success Centre (including Learning Support Services and Writing Tutorial Services)
carleton.ca/sasc

Professors, instructors and teaching assistants

Classroom learning in Canada is very participative. Students are encouraged to put up their hands in class, ask questions, discuss issues, and even disagree with their instructors. Instructors have weekly office hours when they are available and you are encouraged to use this time to discuss course material, lectures, and assignments with them. Speaking to an instructor can be intimidating, especially if it concerns a mark. However, if you get to know your instructor, this task will become easier.

Teaching Assistants (TAs) are a part of Carleton's front line of teaching and perform a variety of tasks. TAs often act as mentors to Carleton's undergraduate student population and are key ambassadors of our graduate students. If you are a TA, there are a wide range of training and professional

development programs available at the Educational Development Centre (EDC) which will support you in carrying out your duties. Included in these programs is the **TA Mentorship Program** which is designed to help TAs with discipline-specific support in the teaching and learning they perform. The program employs experienced TAs as mentors to pass on their knowledge, skills and sense of professionalism to other TAs. Carleton highly values the impact that TAs can make in a student's academic life and we provide the tools to make that impact a positive one.

Academic integrity

Carleton University is a community of scholars dedicated to teaching, learning and research. Graduate students are viewed as junior colleagues and are expected to conduct their studies in a manner that promotes solid research and strong scholarship. Carleton follows a code of academic integrity that stresses principles of honesty, trust, respect, fairness and responsibility. The reputation of your discipline, your program, and the degree you achieve at Carleton is damaged when the rules of academic integrity are broken.

The quality and integrity of academic work at the graduate level is paramount in achieving student success and dishonesty in any scholarly activity will not be tolerated. The Faculty of Graduate and Postdoctoral Affairs views academic integrity as integral to student knowledge. You must familiarize yourself with the Carleton University Student Academic Integrity Policy posted at: carleton.ca/studentaffairs/academic-integrity. Ignorance of the rules will not be accepted as an appropriate excuse if the standards of academic integrity are broken.

Plagiarism

The Carleton University Student Academic Integrity Policy defines plagiarism as "presenting, whether intentional or not, the ideas, expression of ideas or work of others as one's own." As a university student in Canada, you are expected to use your own critical and analytical skills in developing academic arguments and writing ideas. When using someone's ideas, theories or work, you must ensure that you cite the author appropriately.

A fine line also exists between collaboration on assignments and plagiarism, so if you are in doubt, speak to your instructor. You can find out more about plagiarism by attending workshops offered by Learning Support Services or by seeking the help of a reference librarian.

Although students may not intend to plagiarize, such actions are treated very seriously. Academic integrity offence cases are heard by the Dean of the Faculty of Graduate and Postdoctoral Affairs. Penalty sanctions can range from failure in a course to program suspension or expulsion from the university.

Research ethics

Carleton endorses the ethical principles and requirements cited in the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans (TCPS). This policy has been adopted by all universities, colleges, hospitals and several federal government departments in Canada and represents the ethical standards of research in this country. All research conducted by Carleton faculty, staff or students must undergo an ethics review by the Carleton University Research Ethics Board (REB). The Carleton REB manages the ethics application review process, clearance and monitoring of all research projects and ensures that all research investigations involving human participants complies with the TCPS policy. If you have any questions about research ethics at Carleton, talk to your faculty supervisor and visit carleton.ca/curo/regulatory-compliances/ethics/

Intellectual property

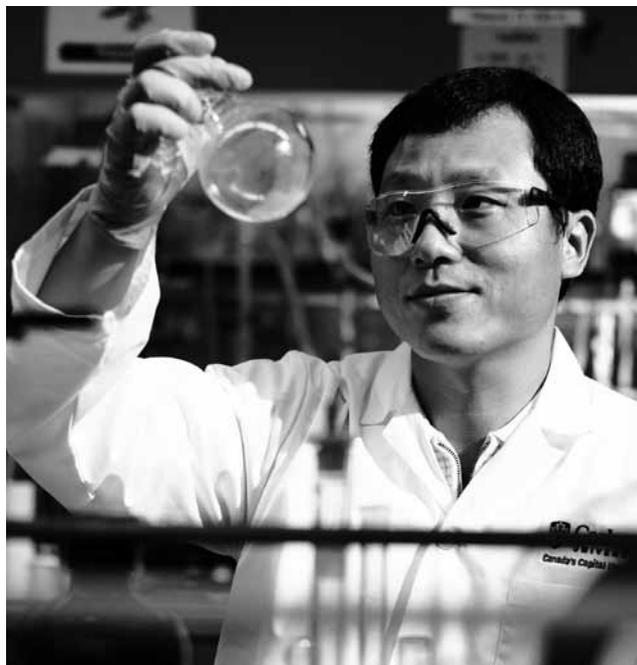
Commonly referred to as "IP", intellectual property is considered to be the novel and unique product of an act of creation by one's intellect. IP includes material that would be copyrighted property, such as literary or artistic works, as well as conceptual property, such as patents and industrial design. At Carleton, IP is owned by the individual(s) who contributed to the creation of the idea. Protection of IP encourages true innovation and entrepreneurship. In the course of their research activities, graduate students often make discoveries which are covered by IP. You should carefully review all guidelines and practices pertaining to IP found at carleton.ca/curo/how-to-research-guide. You should discuss your rights and responsibilities regarding IP with your research supervisor before beginning any research project and, if relevant, obtain a signed, written agreement outlining your mutual rights and responsibilities.

English as a Second Language Instruction

The School of Linguistics and Applied Language Studies (SLALS) offers the Foundation Program (credit ESL courses) for students who were admitted with an ESL requirement. The program allows students to start their studies at Carleton and develop academic language and study skills at the same time.

For more information contact:

School of Linguistics and Applied Language Studies (SLALS)
215 Paterson Hall
Tel: 613-520-6612
Website: carleton.ca/slals



HOT TIPS

For information on university regulations, the academic calendar, programs and courses, see the **Graduate Calendar** at: carleton.ca/calendars/grad/current/.

Address academic problems early in order to be able to find solutions. Keep track of your education by seeing your graduate program supervisor on a regular basis to ensure you are fulfilling the requirements of your program.

Visit the **Carleton University Library**. The librarians have expertise in data management, research literacy, proper referencing and thesis support services. For a quick view of library resources check the web site at: carleton.ca/library.

The **Writing Tutorial Service (WTS)** is a free service designed to help you learn how to improve upon your academic writing. A tutor will help you to examine and improve your overall writing process, as well as introduce you to helpful tools and strategies for academic writing at different stages of the process, such as the initial thinking and organizing or the final revising and copy-editing. carleton.ca/wts

The **Education Development Centre** offers a range of training and professional development options for new and experienced TAs to support them in carrying out their duties. For additional information, visit: carleton.ca/edc.

Visas and working

If you are currently studying in Canada, or are preparing to come to Canada, you will need to obtain information on study permits, temporary resident visas and work permits. Information on the application process is available at the ISSO as well as by visiting: carleton.ca/isso/immigration-support. Application forms are available from Citizenship and Immigration Canada (CIC) at: cic.gc.ca.

Study permits

If you are coming to Canada as an international student you should already have a study permit by the time you arrive. If you are already in Canada and you don't have your study permit, you are still required to apply from outside of Canada. Students in Ottawa generally send their applications to a Canadian Consulate in the United States. If this is the case, check with the ISSO on procedures for applying.

Extending your study permit

Many students will be required to extend their study permit during the course of their studies. This is done in Canada by mailing your application and documents to the Case Processing Centre, in Canada, and cannot be done outside of the country. You should allow four to six weeks for your study permit to be processed. If you let your study permit expire, there will be a fine to reinstate it and you could lose your status in Canada. Students in this situation have 90 days to restore their status after expiry.

Temporary Resident Visas (TRV)

Depending on your citizenship, you may require a Temporary Resident Visa (TRV) in addition to a study permit. TRVs are visas for entering Canada, so you may also need one if you want to re-enter Canada after a visit home.

Single entry visas are valid only for your initial entry into Canada. Any return trips made after initial entry require a new entry visa.

Multiple-entry visas are generally valid for the duration of your study permit. When you are in Canada, TRVs must be obtained through the Canadian Consulate in the United States.

You do not require a Temporary Resident Visa to re-enter Canada if you have been in the United States only, but you must have a valid study permit.

It is strongly recommended that students who need to renew their TRV and are considering travelling outside of Canada during peak times, such as in December or at the end of the academic year, apply at least two months in advance.

Working on and off campus

International students may work off campus upon meeting the eligibility criteria. You must have been studying for at least six months in a full-time degree program and be in good academic standing. Find out more by visiting the ISSO or the CIC website at: cic.gc.ca/english/information/applications/work-students.asp.

You do not need a work permit to work on campus, but you must be registered as a full-time student and have a valid study permit.

HOT TIPS

In Canada, the job search process may be different than what you are used to. You must learn how to crack the so-called "hidden" job market. Sometimes finding a job can be as easy as getting to know the professors in your discipline—they are often looking for research assistants or know people who are. All international students interested in working off campus must contact the ISSO to ensure they obtain the proper documentation.

All master's and PhD students are welcome at Carleton's career centre. Free services include cover letter and resume reviews, as well as a career counsellor dedicated to graduate-level students for one-on-one career counselling. For more information about the services offered, visit: carleton.ca/career or drop by 401 Tory Building.

Co-op programs

For some academic programs, co-op work or internship experience is part of the curriculum. International co-op/academic internship students must apply for a work permit (no fee) and a Social Insurance Number.

Post Graduate Work Experience Program (PGWEP)

As an international student, you are eligible to work in Canada for up to three years after you have completed your degree. There are certain conditions that apply. Check with the ISSO to learn more about this opportunity.

Social Insurance Number

You must apply for Social Insurance Number (SIN) if you want work on or off campus. For more information call 1-800-206-7218 or visit the ISSO.

Income tax

You must complete an income tax return form by April 30 of each year if any of the following conditions apply:

- you have earned income in Canada in the previous tax year;
- you received a scholarship or grant in the previous tax year; or
- you want to claim a refund; you want to apply for the GST rebate (and other tax credits).

The ISSO offers workshops in February and March about the income tax process. Contact the Canada Revenue Agency, International Tax Service Office (cra-arc.gc.ca/tx/nnrstdnts/menu-eng.html), or toll-free 1-800-267-5177 if you have questions about filing your tax return.

Travel to the United States

Most international students require a visa to enter the United States. To find out if you require a visa, visit the U.S. Embassy website at: canada.usembassy.gov. To apply for this visa, you must provide proof of your status as a student in Canada (Certificate of Enrolment and Transcript) and your valid study permit along with a valid passport. You will be required to pay a processing fee for your visa. It is increasingly more difficult to get a U.S. Visitor Visa and you are strongly encouraged to apply for it in your country. Be sure to allow a minimum of 30 days if you are required to attend an interview.

Spouses and children

Whether it be a study permit, work permit or temporary resident status, the spouses and children of international students must have some type of immigration status in order to remain in Canada.

Spouses who wish to study or work while in Canada can apply for their first study or work permit through the Case Processing Centre in Canada.

As long as you hold a valid study permit your spouse may work on or off campus, but he/she will need a valid work permit. A job validation is not required, meaning your spouse can look for a job rather than needing proof of a job offer. The period of the work permit will not extend beyond your study permit.

Children attending kindergarten to Grade 12 are advised to hold a study permit before coming to Canada. There is a study permit exemption for children who are already in Canada. This means if you are in Canada when your child's study permit expires you can renew their immigration status as a temporary resident, which is less expensive than a study permit. If you have children, you can find out more about schooling in Ottawa by visiting: ocdsb.edu.on.ca.

Housing opportunities

Moving to another country can be an exciting, yet challenging, experience. It is not just a case of finding a place and moving in. There are many things to consider.

Living on campus

Living on campus offers a convenient lifestyle allowing students to live steps away from where their classrooms are located. Most of the rooms in residence are reserved for first-year undergraduate students, however a limited amount of accommodation is available to graduate students.

All graduate student rooms are single occupancy and are furnished with double beds. The single bedrooms are clustered in single-gender groups of two or four around a common suite area with shared bathroom facilities and a shared meal preparation/dining area. Each suite has a stovetop cooking element and refrigerator, and you're welcome to bring additional small appliances, including a microwave.

Make sure to read the Residence Contract at: carleton.ca/housing/current-residents/contract/.

For more information about on campus living visit: carleton.ca/housing or e-mail accommodations@carleton.ca.

Living off campus

The majority of students attending Carleton reside off campus. Living off campus offers students the ability to decide the location and the type of residence they want to live in. Some students prefer small apartments that are shared with just one roommate, while others opt for renting big houses that can accommodate a larger number of people. Many students also feel more comfortable renting a room from a family. There are many options, but ultimately, students living off campus must take into consideration the following when deciding where to live:

- Is the location walking distance from the university or is public transit needed?
- If public transit is needed, how far is the bus stop and how often do the buses pass? Will you need to take more than one bus to get to the university?
- What amenities such as supermarket, pharmacy and banks are close by?
- Is the area and the street safe? Visit the area at night and check if it is well lit.

The cost of rent will vary with the type of accommodation you choose. Make sure it is clear and in writing what your monthly

payment will include (cable, internet, all utilities, etc). It will be also important for you to find out how you will be expected to pay your rent each month (post-dated cheques tends to be a popular choice).

When looking at a place, check various things inside to ensure that everything is in good shape and working well:

- check the doors and make sure that they lock;
- open and close windows; and
- turn the appliances on, turn the lights on, etc.

It will be also important for you to ask if you can cancel the lease or sublease should you decide to move before the end of your lease. The norm is to sign a lease for at least one year, but you can negotiate this with your landlord. Remember that any agreements you make with your landlord must be in writing and you should always have a copy of your lease.

You should also find out:

- If utilities are not included in the rent, what utilities you will have to pay.
- If the heat runs with electricity, or gas. Heating a home with electricity tends to be more expensive and therefore ask what the previous tenants were paying (electricity is called hydro).
- If you have access to a thermostat to regulate the temperature in your space.
- If parking is available.
- If you have access to laundry facilities.
- Who is responsible for outdoor maintenance like snow removal and cutting the grass.
- The garbage pickup schedule.
- If the landlord has any rules you must follow regarding decorating/painting, loud music, visitors, pets, etc.

There are a number of places that list places available for rent, but remember that it is ultimately your responsibility to determine its suitability. The Department of Housing offers many resources to support students in their search for off-campus housing. carleton.ca/housing/off-campus-housing

Other places that offer listings include the classified section in the local newspapers (Ottawa Citizen, The Ottawa Sun), or websites like: kijiji.ca.

Some important terms include:

Landlord: the person who owns a property that is rented to someone else and is responsible for maintaining the property.

Tenant: the person who rents the property and is responsible for day-to-day maintenance.

Lease agreement: a document that is signed by both the landlord and the tenant giving the tenant possession of the property for the specified amount of time. A lease should include the cost of rent, what is included in the cost, and any other details that both the landlord and tenant agree to.

Landlord and Tenant Act: provides official rules and regulations that govern landlord and tenant relationships. Visit www.ltb.gov.on.ca or pick up a copy at Ombuds Services, 511 University Centre, or call 613-520-6617.

Ombuds Services: An independent service on campus that investigates an individual's grievances or complaints (on and off campus), reports findings and helps achieve equitable settlements.

HOT TIPS

Any agreements you make with your landlord must be in writing.

Areas close to campus include the Glebe and Ottawa South.

Other students are a great resource. Ask others (Canadian and international) about good neighborhoods and shared accommodation. Ask someone who is more experienced in renting apartments to come with you to help you ask the right questions and make the right decisions.

Phone calls are easy ways to keep in touch with family and friends back home. Calling home directly from a cell phone or landline is expensive. A phone card is a cheaper alternative. Phone cards are easy to use and are sold in various locations on and off campus, including the convenience store in the University Centre, first level.

Canada and Ottawa

Canada is a beautiful country that welcomes international students and their families. Canada is made of mountainous regions, flat plains, large bodies of water and arctic tundra. Canada is the second-largest country in the world, covering six time zones, yet it has a population of 33 million, a relatively small number compared to many other countries. Canada has 10 provinces, British Columbia, Alberta, Saskatchewan, Manitoba, Quebec, Ontario, New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador, in addition to three territories, Yukon, Northwest Territories, and Nunavut.

The City of Ottawa and the National Capital Region (NCR)

Ottawa is Canada's capital and is the home of the federal government and many embassies and high commissions from around the world. The Senate, the House of Commons, and the Library of Parliament are housed in the Parliament Buildings, located downtown on Parliament Hill. The NCR consists of a large area at the junction of the Ottawa, Rideau, and Gatineau rivers, along the Ontario and Quebec provincial border. The population of the region is about one million.

Ottawa has many sites to celebrate heritage, culture and art, making it a popular tourist destination. Visiting these sites can be both an educational and an aesthetic experience. You can find out more about Ottawa tourism at: ottawatourism.ca.

Ottawa is just a five-hour drive east of Toronto and a two-hour drive west of Montreal, two of Canada's largest cities.

Student and family life

Ottawa has a lot to offer to international students and their families. Upon arriving to Ottawa, students will have a number of immediate things to address including making living arrangements, work or education for the student and their spouse if applicable, and possibly schooling for children, etc. In Ottawa and at Carleton students will find resources to help them address these concerns.

Some useful resources include:

- The Department of Housing at Carleton offers a tool for students to find off-campus accommodation. carleton.ca/housing/off-campus-housing
- The International Student Services Office, in addition to providing orientation, organizes programs throughout the year for international students and their families. These programs will include social activities and day trips for students to get to experience Ottawa and Canada. carleton.ca/isso

- The Ottawa area has two public school boards - the Ottawa-Carleton Public School Board, and the Ottawa-Carleton Catholic School Board. Parents must contact the school board of their choice and make arrangements to enroll their child or children in school. www.ocdsb.edu.on.ca/cc_moving_to_ottawa.asp or www.ottawacatholicschools.ca/content.php?doc=5906

If you have a spouse who is accompanying you, they may wish to access job search assistance, French and English language classes, and much more at one of Ottawa's public libraries. For more information visit: bibliottawalibrary.ca.

Ottawa has many museums, and attractions. Make sure to visit the National Art Gallery, Canadian War Museum, the Museum of Civilization, the Museum of Nature, the Parliament of Canada, the Royal Canadian Mint, Gatineau Park, the Ottawa By Ward Market, and much more. The ISSO will organize trips to many of these attractions. Be sure to register in advance. For those with families, note that spouses and children are welcome.

Every season brings wonderful festivals and activities to the City of Ottawa. Even in the coldest winter days, there are activities that students and their families are able to enjoy.

Fall (September-November)

Fall, or autumn, marks changes in the weather and in the scenery. The temperature drops, and as the leaves on the trees complete their cycle, they turn beautiful red and yellow colours.

A popular activity is hiking in Gatineau Park where you will be able to appreciate the changing scenery. In October, Canadians celebrate Thanksgiving, which is a special holiday that is celebrated by Canadian families gathering to share a traditional meal. Students will be able to sign up for the Thanksgiving program organized by the ISSO. For this and other national holidays, the university is closed and classes are suspended. A complete list of holidays when the university is closed can be found in the Graduate Calendar: carleton.ca/calendars/grad/current.



Camping in nearby Gatineau Park



Skating on the canal during Winterlude is a popular winter activity

Winter (November-March)

The winter begins in late November and lasts until the end of March. Temperatures in the winter usually range between -15°C and -5°C , but in January and February temperatures below -30°C can be common. Snow falls starting in November and can stay on the ground until late March. During the winter it is important to regularly check the weather forecast, and make note of the wind chill factor (wind chill lowers the temperature further, making the weather feel colder). The Canadian winter can be shocking at first for those who have never experienced winter, but winter can be fun and it brings various activities to the city that students and those with families will be able to enjoy. Things to look forward to include Winterlude (Ottawa's winter festival), ice skating on Ottawa's Rideau Canal, skiing, snowshoeing, and much more!

Spring (April-May)

Spring starts in April with moderate temperatures and heavy rainfall, making it necessary to carry an umbrella and a light jacket. Spring is generally a very short season as the temperature becomes warm very quickly and flowers and leaves bloom. Ottawa is decorated every spring with colourful tulips, making it a beautiful place to be during the spring. The Ottawa Tulip Festival is a great event for students and for those with families.

Summer (May-September)

The summer starts in May and it is a stark contrast to the Ottawa winter; summer temperatures range from 16°C to 38°C . In the summer it will be important to regularly check the weather forecast, and to watch for the humidity index as this will make the temperature feel warmer. Throughout the summer it will be important to use sunscreen and to stay hydrated. Ottawa has many festivals and activities for everyone during the summer months, these include Bluesfest which brings great musicians to the city, the Sound & Light Show at Parliament Hill, the Lumiere Festival and much more. Ottawa offers plenty of outdoor activities like canoeing and bicycling, students and families can visit the numerous beaches in the city, and the many parks and trails.

HOT TIPS

Students should either bring with them, or be prepared to buy, warm clothing for the winter months. This includes warm winter boots, a winter jacket, hat, scarf, gloves and sweaters. You should budget at least \$200-\$300 to purchase winter clothing. The ISSO is happy to provide advice on where to shop, including discount and used clothing stores.

Learn the importance of layering clothing. During the winter months it will be cold outside, but inside it will be warm, and it is therefore important to be able to take heavier clothing pieces off.

Getting around in Ottawa

The Universal Transit Pass (U-Pass) and public transportation

The U-Pass is a transit pass offered through Carleton University at a discounted rate. The pass is valid from September through April and is a mandatory cost for all full-time international and domestic students. The cost will be added to student fee assessments. The pass is valid on all OC Transpo vehicles providing regular, express, rural express or Para Transpo services. Only Para Transpo service to rural zones requires a supplemental fare. For more information on the U-Pass visit: carleton.ca/upass.

OC Transpo (bus and train) is Ottawa's public transit service. You can call 613-560-1000 and enter the bus stop number to find out when the next bus is due to arrive or plan your trip online. Regular passes for spouses and children can be purchased at any OC Transpo location: octranspo.com.



OC Transpo, buses and the O-train, serve the Carleton campus.

In addition to public transportation there are many ways that you can get around in the City of Ottawa, including:

- **Walking:** Many people walk to their destination in Ottawa, especially students who live close to campus. Ottawa is a safe city, however it is important to be safe and avoid walking alone at night (consider using Carleton's Foot Patrol) and walking in well-lit and high-traffic areas.
- **Cycling:** Ottawa offers many bicycle trails and paths. Don't forget to wear a bike helmet, use a bell, and obey cycling rules.
- **Ice skating:** In the winter, you can skate on the Rideau Canal. It is a fun way to get downtown!
- **Taxi:** In Canada, taxi drivers are required to use their meters at all times. A typical fare to downtown Ottawa from Carleton University is \$15-\$20 and a typical fare to the Ottawa airport from Carleton University is \$20-\$25.

Getting around outside of Ottawa

There are many ways for you to travel outside of Ottawa in order to visit other cities:

- **Rental cars:** There are several places where you can rent a car – look under “Automobile Rentals” at: yellowpages.ca. Make sure you ask about rental fees (extra costs for extra kilometers, insurance, and taxes). To rent a car you must possess a valid driver's licence. If you have been living in Ontario for less than three months, you may be able to use your licence from your home country. If you plan on driving in Canada, you should get an Ontario driver's licence. Visit: www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml.
- **Bus:** Greyhound Bus Lines (greyhound.ca) offers transportation within Ontario and across Canada. Ask about their student discount.
- **Train:** Via Rail (viarail.ca) offers transportation within Ontario and across Canada. Tickets during holiday periods often sell out early. Ask about their student discount.
- **Air:** When considering air travel, contact a local travel agent, such as Travel Cuts located in Carleton's University Centre.

HOT TIPS

You can get a taste of Canadian political life by sitting in on a Parliamentary Question Period or by taking a tour of Parliament. Find out more at parl.gc.ca, or join us on one of the tours organized by the ISSO.

Get to know Ottawa and other students by participating in the many events and excursions organized by the ISSO.

The Carleton University campus is fully connected with an underground tunnel system.

Get an International Student Identity Card (ISIC) from the CUSA office in 401 University Centre or Travel Cuts in 302 University Centre and save money when you book flight, train, and bus tickets.

Crossing cultural bridges

Your first weeks at Carleton will be ones of adjustment and you may experience culture shock. As an international student, this can be even more profound as there are many other issues that arise when you enter a new culture, environment and learning system in addition to the “regular” issues that all new students encounter. Experiencing subtle or obvious differences in values and communication can be stressful. The people you pass may smile, say, “Hello, how are you?” and keep walking past you. Public transportation is different from back home and people might not know where your country is located.

The experience of culture shock is often divided into the four phases. However, it is important to note that the experience is not the same for everyone. Some students may experience profound disappointment in the early stages of living in their new environment only to discover that they love it here in Canada. Others may love it immediately only to discover later that the experience is not all that they thought it would be. Given this, be in tune with how you are feeling as some of what you experience may be typical of cultural adjustment. Sometimes though, cultural adjustments may require confidential, supportive and professional counselling. Recognize the difference and seek assistance when necessary.

The four phases of culture shock

1. **Honeymoon:** Everything is great, nothing is wrong, and you are having a wonderful time.
2. **Shock/anxiety:** There are so many differences in this country that you don't know how to deal with them. You didn't think things would be like this. This can either cause you to withdraw from the experience, which can lead to serious adjustment issues, or to find a way to balance or negotiate the new differences.
3. **Negotiation:** You learn to deal with the problems and differences that are surfacing and try to integrate them with your own beliefs.
4. **Acceptance:** You are able to live well in the environment with the differences you are experiencing.

Symptoms of culture shock

As you adjust to life in Canada, you may experience changes that you will want to talk to someone about. Having culture shock does not necessarily mean that you have every symptom on the list below, but you may have a few at different times of the year. If you feel that any of these conditions are interfering with your ability to function, you are strongly encouraged to seek help. An international student counsellor is available to assist you in working through personal and emotional issues

and concerns. Some symptoms typical of culture shock are:

- Depression
- Feeling anxious and worried
- Anger and irritability
- Withdrawal from people who are different from you
- Extreme homesickness
- Overeating or loss of appetite
- Sleeping difficulties
- Inability to work or study effectively

If you have an ongoing health condition, please bring a letter (translated into English) from your medical doctor, psychologist or psychiatrist stating the diagnosis, a summary of the treatment you require, and your current medications. If you are taking psychiatric prescription medication, remember to bring enough for the academic year.

HOT TIPS

Experiencing culture shock is common and there are ways to manage it until you get used to being away from your country and culture and adjusted to life in Canada.

- **Experience life in Canada.** Visit public places, such as shopping malls, museums, or sporting events. You will be able to watch and learn more about Canadian society and customs. Ottawa boasts many fun festivals and opportunities to explore the city.
- **Get involved in campus life!** There are many clubs and societies on campus that bring students of diverse backgrounds together with common interests. This is a great way to build your friendship network. You can also get involved in the various activities offered by the ISSO to meet other international students who most likely share the same culture as you. Sharing experiences can help you adjust to the environment and get acquainted with what is happening on campus.
- **Be active.** Take advantage of recreation and athletics facilities on campus to reduce stress. carleton.ca/athletics
- **Volunteer!** It is a great way to find out more about Canada and meet new people. Feel free to volunteer with the ISSO as a starting point.
- **Be patient.** Give yourself time to adjust to your new environment. Remind yourself this is not permanent. If you continue to experience culture shock, book an appointment with the International Student Counsellor.

Health and Counselling Services

2600 Carleton Technology and Training Centre

Tel: 613-520-6674

Email: hcs@carleton.ca

Website: carleton.ca/health



Life in Canada: Cultural differences

As an international student you will interact with Canadians in many capacities; observation will be an asset when identifying Canadian social norms. Pay attention to the way people interact with one another, to identify what the expectation or the social norms are. For example, as a student you will need to establish a working relationship with professors, observe the way other students address instructors to learn the level of formality involved in the interaction. Some general social norms include:

Greetings: In Canada it is customary to shake people's right hand when introduced, instead of kissing or hugging. When greeting, people may hug or kiss if they are friends, but that is usually not the norm.

Time: Canadians are very punctual. When asked to be somewhere at a specific time, people tend to be a couple of minutes early. Discuss with your instructor in case of an extraordinary circumstance. If you or your spouse intends to work while in Canada, remember that it will be important to arrive at an interview five to ten minutes before the interview start time.

Personal space: An individual's personal space is an extension of that individual's body, and when interacting with others, in order to keep that space open, people tend to stand approximately an arm's length away from the person with whom they are having a conversation.

Dating: Dating is developing a romantic relationship with someone. Dating is common among students; however, no one can force you to date or go out with him/her against your will. Going on a date does not mean consenting to have sex. It just means that you are interested in spending time with the person. Dating between consensual adults of the same sex is also a right that is respected and protected. Friendships between people of the opposite-sex are common and spending time together does not mean they are dating. Rather than assume that you are in a relationship or that one has consented to an act, always ask questions for clarifications. Be aware that no means no. If someone is not interested in having a sexual relationship with you, pursuing it could have serious legal consequences such as sexual harassment or assault charges.

Managing your finances

Budgeting, or breaking down your expenses and allocated funds, is a good way to determine how much money you have to work with. Visit the Awards and Financial Aid Office website for budget tips at: carleton.ca/awards. Start-up expenses when you first arrive are likely to be the highest; plan accordingly. You can also check currency exchange online at: oanda.com.

One of the first things you will need to do when you arrive is open a bank account. ScotiaBank has a branch on-campus in Paterson Hall and bank machines on campus. Other banks include the Bank of Montreal, CIBC, National Bank of Canada, and the Royal Bank. There are many different types of accounts, so make sure you ask what type of account is best suited for you.

A debit card or “bank card” is essential. Many people do all of their banking through bank machines and many stores have Interac machines for automatic transactions between your bank account and the store. Online banking is another popular way to do your banking as it allows you to do much of your day-to-day banking anywhere there is a computer with internet access. This includes paying bills as well as money transfers.



Read all of the documentation the bank gives you very carefully. If you need extra time, ask if you can return the next day so that you have time to know what you are agreeing to.

Smart shopping

There are many ways to check and reduce your expenses. Here are some hints and tips:

- Grocery stores are the best for shopping in bulk (or large quantities).
- Convenience stores and corner stores generally have higher prices for specific items because people will pay more if they are in a hurry.
- Plan ahead to ensure that you do not spend more on items that you do not need.
- Bargaining is not common but you can still find coupons and sales on items that usually have fixed prices by watching advertisements and flyers. Flyers can be found online on many store’s websites or, if you live off campus, they may be delivered to your door.
- Compare prices.
- Shop at stores that offer used clothing, furniture and textbooks. These types of stores are called thrift or second-hand stores.

HOT TIPS

Bank charges can really add up so make sure you know what your bank fees will be and what they include.

Many businesses and retailers offer student discounts upon presentation of your Carleton University campus card. Always check for signs or ask about student deals.

Tipping is paying an extra 10-15 per cent to the person who delivers a service to you, such as a taxi driver or a server in a restaurant. The tip you give goes directly to them and is in addition to their wages. The tip shows that you appreciate their services. There is a general understanding that they must provide you with excellent and friendly service. Withholding a tip indicates that you were not happy with their service. When there is a service charge on your bill, you do not need to add a tip.

Knowing your rights and responsibilities

Living in Canada means knowing, understanding and respecting Canadian laws. Laws vary from country to country and much of what happens in Canada might be very different from your home country. Canada is a liberal-democratic society and the values of individualism and freedom of expression underlie our laws and social and cultural values.

Human Rights

Equality and fundamental freedoms are very important principles for Canadians, and individual rights are protected under the Canadian Charter of Rights and Freedoms. This Charter, which is a part of the Canadian Constitution, guarantees Canadians many fundamental rights and freedoms. Freedom of expression is considered to be very important in our democratic society. Do not be surprised to see organized rallies and protests, citizen activism or freedom of the press. In addition to the federal laws that protect your rights, Carleton University has Human Rights Policies and Procedures, which are extended to all members of the Carleton community. Religious accommodation, a discrimination-free learning environment, and other fundamental rights are protected in this policy. It is important for you to know as a student what your rights are and, as well, your obligations.

The following information may be helpful when navigating Canadian laws and human rights.

- **The Canadian Multiculturalism Act** preserves and promotes different cultures in Canadian society.
- **The Official Languages Act** established English and French as the two official languages in Canada meaning that Canadians have access to Parliament in both languages and receive federal government services in both languages.
- Canadians feel strongly about the individual's right to practice his/her **religion**, and this means that you are free to practice according to your beliefs. The term "religious" may also have a different connotation than what you are used to. Many people who consider themselves "religious" are not necessarily members of any religious organization but may view religion as more of an inner, spiritual experience.
- Everyone is equal in Canadian society and protected by the same laws. **Sexism, racism** and **homophobia** are terms that describe discrimination based on gender, race, ethnicity or sexual orientation (gay, lesbian, bisexual or transgender). If at any time during your stay in Canada or at Carleton you experience discrimination, there are many resources available to you on campus.

- For more information on Human Rights, to initiate a request or complaint through the **Human Rights Conflict Resolution Complain Procedure** and for accommodation advice related to religion, disability, family status and pregnancy visit Equity Service. carleton.ca/equity.

Alcohol and other drugs

There are laws that govern the purchase and consumption of alcohol in Canada. In Ontario, you must be 19-years-old to be able to purchase alcohol (in Quebec you must be 18). You cannot drink in public places such as parks, malls, or in a car. Drinking and driving in Canada is illegal and has severe consequences. Responsible consumption and adherence to Canada's laws are expected across campus.

The legal age to smoke in Ontario is 19. Ottawa is a "smoke-free" city, meaning it is illegal to smoke in all public areas like shopping malls, office buildings, restaurants, and university buildings. You can be fined if you smoke in these places. At Carleton, smoking is prohibited, except in designated outdoor locations.

The production, purchase and use of banned substances is illegal in Canada. This includes marijuana (pot or weed), magic mushrooms, ecstasy (E), LSD, cocaine, crystal meth, and heroin. These drugs are illegal and possession of them can carry penalties that may include jail time and render you inadmissible to Canada. You have the right to refuse any drugs if they are offered to you.

Student Rights and Responsibilities

As a student at Carleton University you have certain rights and responsibilities. In addition to the Academic Integrity Policy which governs the academic behavior of students (see page 6) the Student Rights and Responsibilities Policy governs the non-academic behavior of students. This policy is an important tool for all members of the Carleton University community as it outlines a framework to ensure a safe, respectful and diverse campus environment.

The following list includes, but is not limited to, examples of minor and major violations under the Student Rights and Responsibilities Policy:

- disruptive conduct;
- harassment;
- verbal or physical abuse;
- destruction of property;
- misuse of university equipment or supplies; and
- misconduct relating to alcohol or drugs.



Additional resources

Graduate Students' Association (GSA)

The GSA is an elected student body representing the interests of more than 3,000 graduate students at Carleton University. Its main objective is to promote communication between graduate students and the university administration, as well as the various departments.

The GSA facilitates social, intellectual, and political contact among graduate students by organizing a variety of social and academic events throughout the year, thereby creating a sense of community amongst all graduate students. The GSA is also proud to host the largest set of orientation events for graduate students across the country known as Welcome Weeks. It's a fun way to find out more about your student union, meet new friends and participate in a set of fun and informative events.

You are also eligible to apply for grants and awards through the GSA office. Be sure to pay a visit to the GSA-operated Mike's Place (second floor) and the Grad Lounge (sixth floor) in the University Centre. Don't forget to sign up for the e-bulletin, *The Grad Bulletin*, that brings you news about funding opportunities, conference dates, social activities and general GSA news by emailing occ@gsacarleton.ca with 'subscribe' in the subject line.

Faculty of Graduate and Postdoctoral Affairs

Associate Dean, Student and Postdoctoral Affairs

The Associate Dean, Student and Postdoctoral Affairs, is concerned with ensuring the success of all graduate students at Carleton especially international students. The Associate Dean's responsibilities include arranging grade reviews, considering student program appeals, and assisting in the development of academic program policy recommendations. Two major tasks performed by the Associate Dean are the investigation and evaluation of academic integrity offences and intellectual property matters. If you find that your Graduate Program Supervisor is unable to answer your questions, please contact the Associate Dean for additional support at 613-520-2525.

International Graduate Student Recruitment Officer

The International Graduate Student Recruitment Officer is not only responsible for informing prospective students about why Carleton University is a good choice for them to pursue their graduate studies, but is also a resource for international graduate students when they arrive on campus. The International Graduate Student Recruitment Officer works closely with the ISSO to help develop and implement services that meet the unique needs of international graduate students. Should you have any questions or concerns relating to graduate student services or have questions about adjusting to your life in Canada, please contact the International Graduate Student Recruitment Officer at 613-520-2600 ext. 1177 or international_gradstudies@carleton.ca.

The Student Rights and Responsibilities policy aims to address violations of misconduct with sanctions that are corrective, not punitive. The following list includes, but is not limited to, examples of sanctions that may be used independently or in combination, depending on the details of the violation:

- community service;
- educational sanctions (workshops, essays, completion of an education program/service, etc.);
- exclusion from university facilities;
- restitution for damages; and
- verbal or written apologies.

For more information and to read the full policy visit: carleton.ca/studentaffairs/student-rights-and-responsibilities/.

On-campus services

Equity Services: carleton.ca/equity

Ombuds Services: carleton.ca/ombuds

Student Affairs: carleton.ca/studentaffairs

Carleton Legal Clinic: 613-520-8205

After you arrive

Remember that there are many services on campus to facilitate your transition to university and to Canada. Visit the ISSO if you have any questions or concerns.

Checklist

To do	Details	Location and Website	☒
Attend International Graduate Student Orientation	The ISSO provides a comprehensive orientation program to help international students transition to life as Carleton students. Orientation will equip students with resources pertaining to their academics, immigration and health insurance (UHIP).	International Student Services Office 128 University Centre 613-520-6600 carleton.ca/isso	<input type="checkbox"/>
Participate in other Graduate Orientation Programs	Not to be missed! Social and academic events will help get you off to a great start at Carleton. If you are a new TA, remember to attend the mandatory New TA Orientation.	carleton.ca/fgpa/orientation	<input type="checkbox"/>
Review the Academic Integrity Policy	Familiarize yourself with your rights and responsibilities as a student at Carleton. Ignorance of the rules will not be accepted as an appropriate excuse if the standards of academic integrity are broken.	Associate Dean, Student and Postdoctoral Affairs 512 Tory Building 613-520-2525 carleton.ca/studentaffairs/academic-integrity	<input type="checkbox"/>
Pick up your proof of UHIP (University Health Insurance Plan) coverage card.	Students who have dependents accompanying them must complete their enrolment in person at the ISSO.	International Student Services Office 128 University Centre 613-520-6600 carleton.ca/isso	<input type="checkbox"/>
Pick up your Campus Card.	As a Carleton student, you are required to get a Campus Card. Use it to check out library books, buy food and books, and do much more on campus.	Campus Card Office 407 University Centre 613-520-3547 carleton.ca/campuscard	<input type="checkbox"/>
Pick up your U-Pass.	The U-Pass is now a mandatory program for all full-time students with a small number of exceptions. At Carleton, a graduate student's eligibility is defined by their full-time status in a program.	Info Carleton 407 University Centre 613-520-3547 carleton.ca/upass octranspo.com	<input type="checkbox"/>
Set up a Canadian bank account.	There are various banking institutions in the city, pick one that is convenient for you to visit. Set up a student ScotiaBank account if you want to avoid service charges. There is a branch conveniently located on campus, and all ATM machines on campus are ScotiaBank.	Bank of Nova Scotia First floor, Paterson Hall 613-564-5363	<input type="checkbox"/>
Get a MyCarleton account.	All Carleton students will need a MyCarleton email address. Professors and administrators use this system to announce important information throughout the year. Make sure to check your Carleton connect email account regularly and read all emails sent from the ISSO.	portal.carleton.ca	<input type="checkbox"/>
Purchase any required textbooks.	New and used books are available in the Carleton University Bookstore located on campus as well as Haven Books.	Carleton University Bookstore First floor University Centre Haven Books 43 Seneca Street (at Sunnyside Avenue)	<input type="checkbox"/>
Update your Ottawa address and telephone number in Carleton Central.		central.carleton.ca	<input type="checkbox"/>

Use this chart as a referral guide to the many student services on campus. Common questions and categories are to the left and right that point to the relevant service in the centre.

<ul style="list-style-type: none"> ■ program specifics ■ prerequisites and preclusions ■ ESL requirements ■ course selection ■ access to courses that are full 	<p>Your Academic Department carleton.ca</p>	<ul style="list-style-type: none"> ■ course substitutions and equivalencies ■ thesis, research essay, research project, or course only stream ■ internships and placements ■ TA assignments
<ul style="list-style-type: none"> ■ tuition status 	<p>Business Office carleton.ca/tuition</p>	<ul style="list-style-type: none"> ■ fee payment
<ul style="list-style-type: none"> ■ crisis support ■ Working After Hours program ■ Personal Alarm Pendant program 	<p>University Safety carleton.ca/safety</p>	<ul style="list-style-type: none"> ■ emergency situations (call 4444) ■ Safe Walk program ■ Foot Patrol (CUSA)
<ul style="list-style-type: none"> ■ career advice ■ career exploration ■ job search skills 	<p>Career Development & Co-operative Education carleton.ca/cdce</p>	<ul style="list-style-type: none"> ■ co-op opportunities ■ career preparation ■ part-time work opportunities
<ul style="list-style-type: none"> ■ equity request 	<p>Equity Services carleton.ca/equity</p>	<ul style="list-style-type: none"> ■ sexual assault coordinator
<ul style="list-style-type: none"> ■ postdoctoral fellows ■ admission process ■ teaching assistants ■ internal/external awards ■ petitions and appeals (Associate Dean, Student and Postdoctoral Affairs) 	<p>Faculty of Graduate and Postdoctoral Affairs carleton.ca/fgpa</p>	<ul style="list-style-type: none"> ■ registration support ■ impact of dropping or adding courses ■ degree audit ■ academic performance ■ thesis guidelines ■ graduation requirements
<ul style="list-style-type: none"> ■ academic advising ■ prerequisites and preclusions ■ thesis, research essay, research project, or course only stream 	<p>Your Graduate Program Supervisor / Associate Chair (Graduate Program)</p>	<ul style="list-style-type: none"> ■ learning expectations ■ course questions ■ course load ■ impact of dropping or adding courses
<ul style="list-style-type: none"> ■ stress coping ■ psychological issues ■ resource centre 	<p>Health & Counselling Services carleton.ca/health</p>	<ul style="list-style-type: none"> ■ medical issues ■ relationship problems ■ crisis support
<ul style="list-style-type: none"> ■ support for residence students ■ residence counsellor 	<p>Housing & Conference Services/ Residence Life carleton.ca/housing</p>	<ul style="list-style-type: none"> ■ off campus housing support ■ off campus accommodation listings
<ul style="list-style-type: none"> ■ cultural transition ■ adaptation and interaction ■ intercultural education programs 	<p>International Student Services Office carleton.ca/isso</p>	<ul style="list-style-type: none"> ■ international student advising (immigration) ■ exchanges ■ UHIP
<ul style="list-style-type: none"> ■ Learning Commons ■ Writing Tutorial Service ■ Learning Support Services 	<p>MacOdrum Library carleton.ca/library</p>	<ul style="list-style-type: none"> ■ research support ■ graduate student study room ■ study skills
<ul style="list-style-type: none"> ■ physical disabilities ■ learning disabilities 	<p>Paul Menton Centre for Students with Disabilities carleton.ca/pmc</p>	<ul style="list-style-type: none"> ■ advising on supporting documentation ■ accommodations for students with disabilities
<ul style="list-style-type: none"> ■ alcohol awareness ■ academic integrity appeals 	<p>Student Affairs carleton.ca/studentaffairs</p>	<ul style="list-style-type: none"> ■ Student Rights and Responsibilities Policy ■ crisis support

☺ Willkommen Vítajte Dobrodošli Bine ați venit! Sveiki Atv
Karibu Benvenuti! Ilo la ደብዳቤ Καλώς ήλθατε Vítejte
g Dobrodošli خوش آمدید Välkommen Isten hozta! 歡迎
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LNFUS স্বাগতম Merħba Bienvenue Dobro došli Chào Mừng
veiks خوش آمدید Woézor Tere tulemast Velkom Hoşgel
добро пожаловать! Witamy په خیر راغلی Simad'd'a स्वागत Akw

Faculty of Graduate and Postdoctoral Affairs

512 Tory Building
Tel: 613-520-2525
Fax: 613-520-4049
Email: international_gradstudies@carleton.ca
carleton.ca/fgpa

International Student Services Office

128 University Centre
Tel: 613-520-6600
Fax: 613-520-3419
Email: isso@carleton.ca
carleton.ca/isso



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UNIVERSITY

Canada's Capital University