



Carleton
UNIVERSITY

Faculty of
**Graduate and
Postdoctoral Affairs**

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2017

INTERNATIONAL GRADUATE STUDENT HANDBOOK 2016-17



gradstudents.carleton.ca
carleton.ca/isso

REFERRAL GUIDE: GRADUATE STUDENT SERVICES

Awards & Financial Aid

OSAP inquiries should be directed to the Undergraduate Awards Office
awards@carleton.ca, 613-520-3600
gradstudents.carleton.ca/awards
leslie.main@carleton.ca
(External and Endowed Awards only)
613-520-2600, ext. 8349

Bookstore

carleton.ca/bookstore
carleton@bkstr.com
613-520-2600, ext. 3832

Business Office

(Student Accounts Receivable)
carleton.ca/fees
student_accounts@carleton.ca
613-520-3626

Campus Card Office

Produces/distributes Carleton student cards and U-Passes
carleton.ca/campuscard
campuscard@carleton.ca
613-520-3547

Career Services

For workshops, check myCareer in Carleton Central
carleton.ca/career
career@carleton.ca
613-520-6611

Centre for Aboriginal Culture and Education

carleton.ca/aboriginal
cace@carleton.ca
613-520-5622

Centre for Student Academic Support

Provides academic support for students, including study skill development and writing assistance
carleton.ca/csas
csas@carleton.ca
613-520-2600, ext. 1125

Colonel By Child Care Centre

colonelbychildcare.ca
cbccc@carleton.ca
613-520-2715

Computing and Communications Services

carleton.ca/ccs
ccs.service.desk@carleton.ca
613-520-2600, ext. 3700
carleton.ca/ccs/userguides

Co-operative Education

carleton.ca/co-op
co-opprogram@carleton.ca
613-520-4331

CUPE 4600

4600.cupe.ca
info@cupe4600.ca
613-520-2600, ext. 4600

Educational Development

Centre — TA Support
carleton.ca/tasupport
edc@carleton.ca
613-520-2600, ext. 4433

Equity Services and Carleton's Sexual Assault Support Services

carleton.ca/equity
equity@carleton.ca
613-520-5622

Faculty of Graduate and Postdoctoral Affairs

gradstudents.carleton.ca
graduate_studies@carleton.ca
613-520-2600, ext. 2525
TheGraduate@Carleton newsletter is available at:
gradstudents.carleton.ca/newsletter

Foot Patrol

cusaonline.ca/footpatrol
footpatrol@cusaonline.ca
613-520-4066

Graduate Students' Association

gsacarleton.ca
gsa@gsacarleton.ca
613-520-6616

Health & Counselling Services

carleton.ca/health
hcs@carleton.ca (for cancellations only)
613-520-6674

Housing and Residence Life Services

housing.carleton.ca
accommodations@carleton.ca
613-520-5609 (Residence Reception Desk)
613-520-5612 (Main Office)

Information Carleton

Including: Lost and Found, OC Transpo Information
carleton.ca/infocarleton
info@carleton.ca
613-520-7400

International Student Services Office

Also helps with transition and orientation and co-ordinates the University Health Insurance Plan
carleton.ca/isso
isso@carleton.ca
613-520-6600

MacOdrum Library

library.carleton.ca
613-520-2600, ext. 2735
(Research Help Desk)

Ombuds Services

carleton.ca/ombuds
ombuds@carleton.ca
613-520-6617

Paul Menton Centre for Students with Disabilities

carleton.ca/pmc
pmc@carleton.ca
TTY: 613-520-3937
613-520-6608

Recreation and Athletics

athletics.carleton.ca
goravens.ca
ravens@carleton.ca
613-520-4480

University Communications

newsroom.carleton.ca
tara.chaisson@carleton.ca
613-520-3660

University Safety

Also manages parking services, the Safewalk and Work Late programs and CUSERT (first aid team).
carleton.ca/safety
613-520-3612 (general line)
613-520-4444 (emergency line)



Carleton
UNIVERSITY

Canada's Capital University

SERVICES AND PROGRAMS

INTERNATIONAL STUDENT SERVICES OFFICE (ISSO)

The ISSO centralizes all services for registered international students and administers exchange programs for incoming and outgoing students. ISSO staff members provide a friendly environment to respond to questions and are dedicated to helping all international and exchange students adjust to life in Canada and get the most out of their student experience. The ISSO offers a number of support services which help contribute to a positive international experience. Services include:

- Inter-cultural education programs;
- Exchange program administration;
- Administration of the University Health Insurance Plan (UHIP);
- 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

FACULTY OF GRADUATE AND POSTDOCTORAL AFFAIRS (FGPA)

The FGPA defines and administers regulations for all graduate programs at Carleton, but shares responsibility for graduate studies with graduate departments, schools and other student support services. The FGPA also provides advice and support to students pertaining to registration, awards, thesis preparation, admission, orientation, teaching and research assistantships and more. The office oversees a number of services and professional development programming for graduate students. gradstudents.carleton.ca

PROGRAMMING FOR INTERNATIONAL GRADUATE STUDENTS

ORIENTATION

The graduate student experience at Carleton begins with orientation. Carleton 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. Sessions provided include: Living

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MUST KNOW

Make sure you activate your Carleton email account through the MyCarleton Portal Login: gradstudents.carleton.ca. This is the best way to stay informed about on-campus opportunities, dates and deadlines, student services, events and other important information.

in Canada, Immigration Compliance, Carleton's Academic Culture, the Canadian Healthcare System, Campus tours, and much more. gradstudents.carleton.ca/orientation

E-NEWSLETTERS

Throughout the year, Carleton continues to support all international students. The ISSO communicates with the international student community through bi-weekly updates, which they receive in their Carleton email accounts. These updates provide students with information about news, upcoming events, programs, and any other information of interest to the community.

The FGPA communicates with all students through an important twice-a-month newsletter where they receive information on upcoming important dates and deadlines as well as interesting research stories from their graduate colleagues across campus. gradstudents.carleton.ca/newsletter



ACADEMIC SUCCESS

University life is an adjustment for any student, but the transition may be more challenging for an international student. The need to adjust to a new country, different academic rules, a different culture, language and learning expectations can be, at times, an overwhelming experience. At Carleton we want you to experience success. Our graduate student services provide programming and services to promote learning and professional development to enhance the student experience.

gradstudents.carleton.ca/professionaldevelopment

PROFESSORS, INSTRUCTORS AND TEACHING ASSISTANTS

Classroom learning in North America is very participative. Students are encouraged to 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 student community. 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

MUST KNOW

Read and understand the Carleton University Student Academic Integrity Policy posted at carleton.ca/studentaffairs/academic-integrity.

If you have any questions, contact your faculty supervisor or the FGPA.

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. carleton.ca/tasupport

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 these 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 original 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 and proper citation by seeking the help of a reference librarian in the MacOdrum Library. 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, 2nd Edition (TCPS2). 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 appropriate mandated ethics board; CUREB A or CUREB B. Information and forms about all matters concerning research



ethics, including the mandates for CUREB A and CUREB B, can be found at: carleton.ca/curo/researchers/regulatory-compliances/ethics

Applications must be submitted to the Carleton Ethics Board prior to the commencement of the research or study. Research involving biohazards materials or animals must also receive ethics approval prior to the start of the research. The Carleton REBs manage the ethics application review process, clearance and monitoring of all research projects and ensure that all research investigations involving human participants comply with the TCPS2 policy. You can address your questions to your faculty supervisor or send an email to: ethics@carleton.ca

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. The 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 and discuss your rights and responsibilities regarding IP with your research supervisor before beginning any research project. If relevant, you should obtain a signed, written agreement outlining your mutual rights and responsibilities. carleton.ca/curo

MUST KNOW

Our student services under Grad Navigate offer a number of programs to help graduate students in their academic success. For more information visit gradstudents.carleton.ca/professionaldevelopment



HEALTH AND SAFETY

UNIVERSITY HEALTH INSURANCE PLAN (UHIP)

UHIP is a mandatory health insurance plan for all international students who are enrolled in a degree program, visiting researchers, exchange students and international special students, their dependents (if applicable), and 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 including:

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

All new and returning international degree students, exchange students and international special students should have the UHIP fee automatically added to their student account at the time of course registration. If the fee does not appear, please contact the ISSO as soon as possible. If you have dependents, you must enrol them in the UHIP plan (at the ISSO) within 30 days of their arrival in Canada. carleton.ca/isso/uhip

UHIP does not cover dental costs or medication. For information about extended health coverage, contact the Graduate Students' Association (GSA). gsacarleton.ca

If you have an ongoing health condition, please bring a letter (translated into English) from your medical doctor, psychologist or psychiatrist in your home country 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. Students with disabilities will want to register with the Paul Menton Centre (PMC).

DEPENDANTS

Students who will be enrolling dependents (spouse and/or children) in UHIP will need to do so **within 30 days of their arrival in Canada**. If you enrol 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 enrol dependents, you must visit the ISSO in person. For further information on rates, coverage and to obtain claim forms, visit: uhip.ca

HEALTH AND COUNSELLING SERVICES

Health care on campus is available at Health and Counselling Services for current students, but not available for dependents. You can find out more, including how to book an appointment, at: carleton.ca/health. Health care for spouses and children is available at 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 more information and for a list of preferred providers, stop by the ISSO or visit:

internationalhealthcarenetwork.com



SAFETY AND SECURITY

Carleton provides a safe and secure campus for all students. However, there may be times when you need to contact emergency services.

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

- 613-520-4444 from a cell or for free from any Bell Canada payphone, or
- 4444 when calling from an on-campus phone to contact University Safety

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.

Calling 911 from any phone in Canada will alert the police, ambulance and fire-fighters to an emergency. This number should only be used for life-threatening emergencies that take place off-campus.

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

MUST KNOW

You must visit the ISSO (128 University Centre) **within 30 days of arriving in Canada** to enrol any dependants in the University Health Insurance Plan (UHIP).

HOUSING OPPORTUNITIES

Finding housing when coming to a new 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. Rooms in Leeds House are set aside for graduate students and senior undergraduate 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 are welcome to bring additional small appliances, including a microwave. Regretfully, we are unable to accommodate coed suites or families on campus.

If you are living in Residence, make sure to read the Residence Contract at: housing.carleton.ca/applying/contract

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

LIVING OFF CAMPUS

The majority of students attending Carleton reside off campus. The more popular areas are the Glebe and Ottawa South. 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. The cost of renting will vary with the type of accommodation you choose.

Ultimately, students living off campus must take into consideration a variety of factors when deciding where to live. Make sure you review our website on advice and cautions before signing a lease. housing.carleton.ca/off-campus/advice-and-cautions

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

IMPORTANT TERMS:

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 lrb.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.

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

Other students are a great resource and you can ask others about good neighbourhoods and shared accommodation.

You may want to 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.



MUST KNOW

Review our website of advice and cautions before seeking out off-campus housing. Any agreements you make with your landlord must be in writing and you should always have a copy of your lease.

housing.carleton.ca/off-campus/advice-and-cautions

CANADA AND OTTAWA

Canada is a beautiful country that welcomes international students and their families. With a diverse terrain, 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 only 36 million, a relatively small number compared to many other countries. You can find out more about Canada at: canada.gc.ca

THE CITY OF OTTAWA AND THE NATIONAL CAPITAL REGION (NCR)

Ottawa is Canada's capital and is the home of the federal government as well as 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. Trains and buses go to and from these major cities daily.



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.

The Ottawa area has two English-language public school boards: the Ottawa-Carleton Public School Board (ocdsb.ca), and the Ottawa-Carleton Catholic School Board (ocsb.ca). It also has two French-language public school boards: Conseil des écoles publiques de l'Est de l'Ontario (cepeo.on.ca) and Conseil des écoles catholiques du Centre-Est (ecolecatholique.ca). Parents should contact the school board of their choice and make arrangements to enrol their child or children in school.

If you have a spouse who is accompanying you, he/she 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: bibliooottawalibrary.ca

Ottawa has many museums, and attractions such as the National Art Gallery, Canadian War Museum, the Canadian Museum of History, the Museum of Nature, the Parliament of Canada, the Royal Canadian Mint, Gatineau Park, the Ottawa ByWard Market, and much more. The ISSO will organize trips to many of these attractions and more throughout the year and spouses and children are welcome. Be sure to register in advance. carleton.ca/isso



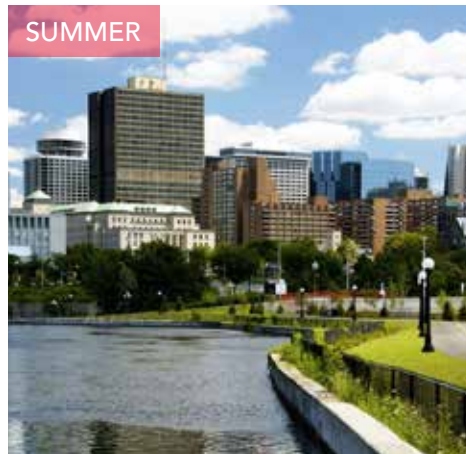
FALL



WINTER



SPRING



SUMMER

CANADIAN SEASONS

One of the interesting and unique aspects of living in Canada is the diversity of its seasons. Every season brings many festivals and activities to the City of Ottawa. Even on the coldest winter days, there are activities that students and their families are able to enjoy. Canada enjoys four seasons throughout the year.

FALL (SEPTEMBER-NOVEMBER)

Fall, also known as 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, Quebec, 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 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: calendar.carleton.ca/grad

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 can begin to fall 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 which lowers the temperature further, making the weather feel colder. The Canadian winter can be shocking at first for those who have never experienced it, but it can also be fun. Winter 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, especially 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 Ottawa Bluesfest which brings many great musicians to the city, the Sound & Light Show on Parliament Hill, the Lumière 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.

MUST KNOW

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. Warm clothing 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.

TRANSPORTATION AND TRAVEL

WITHIN OTTAWA

OC Transpo (bus and train) is Ottawa's public transit service. You can plan your trip online and use one of the many tools available to find out when the next bus is due to arrive at your stop. A reloadable PRESTO card and bus tickets for spouses and children can be purchased at any OC Transpo location: octranspo.com

The U-Pass is a transit pass offered through Carleton University at a discounted rate and is valid on all OC Transpo vehicles providing regular, express, rural express or Para Transpo service. Para Transpo service to rural zones will require a supplemental fare. The U-Pass is valid from September through August and is a mandatory cost for all full-time students. The cost is included in your tuition fees. carleton.ca/upass

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, obey traffic signals 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 from Carleton to downtown!
- **TAXI:** In Canada, taxi drivers are required to use their meters at all times. A typical fare to downtown Ottawa from Carleton is \$15-\$20 and a typical fare to the Ottawa airport from Carleton is approximately \$20-\$25.

MUST KNOW

An International Student Identity Card (ISIC) can save you money when you book flight, train and bus tickets. You can pick up an ISIC from the GSA office in 600 University Centre.

OUTSIDE OF OTTAWA

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

- **AIR:** When considering air travel, you can use an airline website or consider contacting a local travel agent.
- **TRAIN:** Via Rail offers transportation within Ontario and across Canada. Tickets during holiday periods often sell out early. Ask about their student discount. viarail.ca
- **BUS:** Greyhound Bus Lines offers transportation within Ontario and across Canada. Ask about their student discount. greyhound.ca
- **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 kilometres, 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. mto.gov.on.ca/english/driver



MANAGING 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 so plan accordingly. You can also check up-to-date currency exchange rates 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 operates bank machines across campus. Other banks in Canada include the Bank of Montreal, CIBC, National Bank of Canada, TD Canada Trust and RBC Royal Bank. There are many different types of accounts, so make sure you ask what type of account is best suited for you. Bank charges can really add up so make sure you know what your bank fees will be and what they include.

If you are receiving a teaching or research assistantship, you will need to open a Canadian bank account in order to be paid.

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.

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.

MUST KNOW

Many businesses and retailers offer student discounts upon presentation of your Carleton University campus card or International Student Identity Card (ISIC). Always check for signs or ask about student deals.



SOCIAL INSURANCE NUMBER

You must apply for a Social Insurance Number (SIN) if you want work on or off campus. You must also apply for a SIN if you are a teaching or research assistant who is being paid through payroll at Carleton. 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).

If you have questions about filing your tax return, contact the Canada Revenue Agency, International Tax Service Office (cra-arc.gc.ca, or toll-free at 1-800-267-5177).

SALES TAXES

In Canada, products have a tax which is charged by the provincial and federal governments. In Ontario, the tax is combined into a Harmonized Sales Tax (HST). The HST is usually not included in the “sticker price” of the product but will be added to the bill when you pay for the product. When you see the advertised price of a product, you should anticipate a tax to be added on that price. As of 2016, the HST is 13% in the Province of Ontario.

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.
- 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.
- Shop at stores that offer used clothing, furniture and textbooks. These types of stores are called thrift or second-hand stores.

TIPPING

Tipping is a common practice in Canada and is generally expected. Tipping involves paying an extra 10-15 (and sometimes 20) per cent of your bill 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. There is a general understanding that they must provide you with excellent and friendly service and withholding a tip indicates that you were not happy with their service. When there is a service charge indicated on your bill, you do not need to add a tip.

BRIDGING CULTURAL TRANSITIONS

Your first weeks at Carleton will be ones of adjustment and you may experience what is known as culture shock. There are many other issues that arise when you enter a new culture, environment and learning system, in addition to issues that all new students encounter.

The process of adjusting and understanding a new culture and finding a comfortable way to live in a new environment can, and will, seem frustrating at times. Canadian society is very multicultural and inclusive and therefore you will experience a wide variety of customs, beliefs and values. They all differ across Canada's provinces and the constant change that prevails in all societies makes it very difficult to provide a specific guide to "life in Canada".

SO HOW DO YOU ADJUST?

Begin with your own self-awareness and the values of your own culture to guide you through the similarities and differences you will encounter within this new community. As you adjust and perhaps have questions, concerns or need to clarify experiences, please do not hesitate to ask us.

carleton.ca/isso

Consider taking opportunities to experience all aspects of the academic and social life here, such as attending various cultural, sporting or arts events either at Carleton or in Ottawa and visiting nearby sites of interest. The ISSO organizes a variety of events throughout the year, providing you an opportunity to meet other students from across campus while exploring the city of Ottawa.

After the initial excitement of adapting and learning about your new surroundings and culture, you may experience 'culture shock'. The experience of culture shock is often divided into 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.

MUST KNOW

Carleton's Health and Counselling Services has an International Student Counsellor. If you experience culture shock or would just like to talk to someone, you can book a confidential appointment by calling 613-520-6674.

SYMPTOMS OF CULTURE SHOCK

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. The 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

WHERE CAN YOU FIND HELP?

If feelings of culture shock, depression and/or anxiety don't improve and interfere with your studies and personal life, here are some suggestions and services you can use/access as you are transitioning and adjusting to the new situation:

- Talk to Carleton's International Student Counsellor in Health and Counselling Services. You can book a confidential appointment by calling 613-520-6674.
- Become an active member of the University community by volunteering at the ISSO or joining one of the many student clubs and societies. cusaonline.ca/clubs
- Health & Wellness — manage your stress by staying healthy, eating well and getting enough sleep and exercise. athletics.carleton.ca
- Contact Learning Support Services for assistance with your courses or talk with your Graduate Administrator. carleton.ca/lss

KNOWING YOUR RIGHTS AND RESPONSIBILITIES

In preparation for your time at Carleton, it is very important that as a new student you are aware of your rights and responsibilities. Here are some important departments and policies you should review prior to beginning your studies.

STUDENT RIGHTS AND RESPONSIBILITIES

As a student at Carleton, you have certain rights and responsibilities. In addition to the Academic Integrity Policy which governs the academic behavior of students (see page 4), 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 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.

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

EQUITY SERVICES

Carleton is committed to diversity as a source of human excellence, cultural enrichment and social strength. The university is a community of faculty, staff, students and associated professionals who are engaged in and/or support teaching, learning and research within an environment of education, work and living. The university's members, as part of the community at large, are governed by **Canadian law** common to all persons.

Membership in the university community entails certain rights and responsibilities, including an obligation to deal ethically and fairly with other members and not to discriminate or harass. The university requires civil conduct and respect for the rights of others. It endeavours to provide a safe environment, conducive to personal and intellectual growth, which is not only free of discrimination, injustice and violence but is also characterized by understanding, respect, peace, trust, openness and fairness.

Carleton University's Human Rights Policies and Procedure can be found at: carleton.ca/equity/human-rights/policy

ALCOHOL & 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 alcohol in public places such as parks, malls or in a car. Drinking and driving in Canada is illegal and has severe consequences.

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



SMOKING

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, public parks, beaches, etc. You can be fined if you smoke in these places.

ON-CAMPUS SERVICES

- **Student Affairs**
carleton.ca/studentaffairs
- **Faculty of Graduate and Postdoctoral Affairs**
gradstudents.carleton.ca
- **International Student Services Office**
carleton.ca/isso
- **Equity Services**
carleton.ca/equity
- **Ombuds Services**
carleton.ca/ombuds
- **Carleton Legal Clinic**
613-520-8205

ADDITIONAL RESOURCES

GRADUATE STUDENTS' ASSOCIATION (GSA)

The GSA is an elected student body representing the interests of more than 3,600 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. gsacarleton.ca

CAREER SERVICES

Carleton's Career Services can help you navigate the job search process in Canada. Free services include cover letter and resumé reviews, one-on-one career counselling and specific workshops for grad students. For more information about the services offered, visit: carleton.ca/career or drop by 401 Tory Building.



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.

COORDINATOR OF GRADUATE PROFESSIONAL DEVELOPMENT

The Coordinator of Graduate Professional Development's role is to enhance the graduate student experience at Carleton. Grad Navigate, which was launched in September 2013, is a hub of graduate-specific workshops and services that assists graduate students in navigating different aspects of the grad school experience and developing professional skills. Grad Navigate workshops are offered by departments across campus to provide graduate students with a wide variety of training topics and are open to all graduate students. Grad Research Link is a database of grad student research, connecting Carleton graduate students to research opportunities and to other researchers. Should you have a question about a workshop or a suggestion about a future professional development opportunity, please contact the Coordinator of Graduate Professional Development at 613-520-2600 ext. 3229.

MUST KNOW

If you have any questions or concerns during your studies at Carleton, please stop by the FGPA office (512 Tory Building). We are happy to help you.

AFTER YOU ARRIVE

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

TO DO	DETAILS	LOCATION AND WEBSITE
Attend New Graduate Student Orientation & New International Graduate Student Orientation	<p>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 New TA and International TA Orientation sessions.</p> <p>The ISSO will also offer a separate orientation specifically for International Students. carleton.ca/isso/new-students/orientation-2/#graduateorientation</p>	<p>Faculty of Graduate and Postdoctoral Affairs 512 Tory Building 613-520-2525 gradstudents.carleton.ca/orientation</p>
Participate in other Graduate Orientation Programs	Your academic department, school or institute, or program may be offering a specific orientation program for you.	New Grad Student Orientation gradstudents.carleton.ca/orientation
Submit payroll information	If you are a research assistant and/or teaching assistant, you must be registered for courses and complete and submit the following to Human Resources before September 13 th to meet the end of September payroll deadline.	Human Resources 507 Robertson Hall 613-520-3634 carleton.ca/hr
Enrol in UHIP (University Health Insurance Plan)	Students who have dependents accompanying them must complete their enrolment in person at the ISSO. You must visit the ISSO within 30 days of arriving in Canada.	International Student Services Office 128 University Centre 613-520-6600 carleton.ca/isso
Activate your Carleton email account	<p>All Carleton students will need a Carleton email address. Professors and administrators use this system to announce important information throughout the year.</p> <p>Make sure to check your Carleton email account regularly and read all emails sent from the ISSO and the FGPA.</p>	MyCarleton Portal Login gradstudents.carleton.ca
Update your Ottawa address and telephone number in Carleton Central	Log in to Carleton Central to confirm your personal information. It is your responsibility to ensure that your personal information is up-to-date so that university administrators and faculty can contact you.	Carleton Central central.carleton.ca
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
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
Pick up your U-Pass	The U-Pass is 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
Set up a Canadian bank account	<p>There are various banking institutions in the city. Pick one that is convenient for you to visit.</p> <p>At Carleton, there is a ScotiaBank branch conveniently located on campus, and all ATM machines are ScotiaBank.</p>	Bank of Nova Scotia First floor, Paterson Hall 613-564-5363
Purchase any required textbooks	New and used books are available in the Carleton University Bookstore.	Carleton University Bookstore First floor, University Centre

CONTACT INFORMATION

Faculty of Graduate and Postdoctoral Affairs

512 Tory Building

Tel: 613-520-2525

graduate_studies@carleton.ca

gradstudents.carleton.ca

[@CUGradStudies](https://twitter.com/CUGradStudies)

[youtube.com/GradsAtCarleton](https://www.youtube.com/GradsAtCarleton)

International Student Services Office

128 University Centre

Tel: 613-520-6600

isso@carleton.ca

carleton.ca/isso

[@CarletonISSO](https://twitter.com/CarletonISSO)



Canada's Capital University



- AH Alumni Hall
- AA Architecture Building
- AC Athletics
- AP Azrieli Pavilion
- AT Azrieli Theatre
- IH Carleton Ice House
- TT Carleton Technology & Training Centre (CTTC)
- CB Canal Building
- CC Colonel By Child Care Centre
- DT Dunton Tower
- FH Fieldhouse
- FR Frontenac House
- GH Glengarry House
- GR Grenville House
- GY Gymnasium

- HP Herberg Laboratories
- HC Human Computer Interaction Building (HCI)
- LH Lanark House
- LE Leeds House
- LX Lennox and Addington House
- LS Life Sciences Research Building
- LA Loeb Building
- ME Mackenzie Building
- ML MacOdrum Library
- MB Maintenance Building
- MC Minto Centre for Advanced Studies in Engineering (CASE)
- NW National Wildlife Research Centre
- NB Nesbitt Biology Building
- PA Paterson Hall

- PH Prescott House
- RB River Building
- RH Renfrew House
- CO Residence Commons
- RO Robertson Hall
- RU Russell House
- SP St. Patrick's Building
- SR Social Sciences Research Building
- SA Southam Hall
- SC Steacie Building
- SD Stormont Dundas House
- TC Tennis Centre
- TB Tory Building
- UC University Centre
- VS Visualization and Simulation Building (VSIM)