

# Understanding the International Student Experience

## Tips Sheet

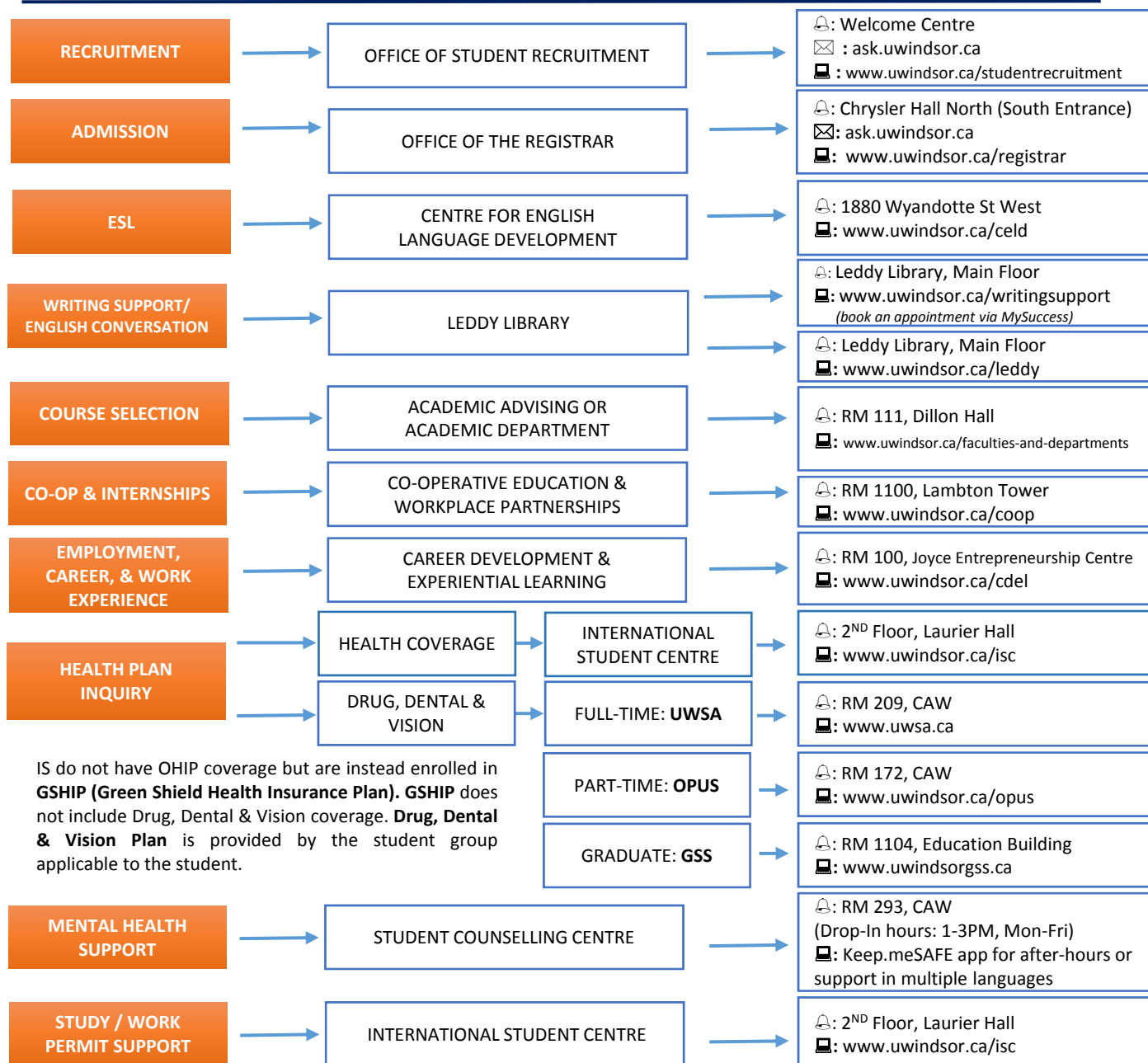
### Identifying International Students (IS)

An international student is a temporary resident who is legally authorized to study in Canada on a temporary basis. With a few exceptions, foreign students must get a study permit if they are taking a course of study that will last for more than six months (*Immigration, Refugees and Citizenship Canada*). This includes regular international students, convention refugees and refugee claimants. However, permanent residents in Canada are not considered as international students.

### Referring International Students (IS)

In order to refer the students to the proper department for assistance, it is important to ask the following questions:

- Are you a permanent resident or citizen of Canada?
- Are you a full-time, part-time, or graduate student? (Important inform for Health Plan related inquiries)
- Have you declared a major? If yes, what is it? (Important information for Academic Advising)



# Understanding the International Student Experience

## Tips Sheet

### International Student Centre (ISC) Services and Programs

#### Health, Safety & Well-being

- **Health Insurance (Green Shield):** This service is the equivalent to the basic Ontario Health Insurance Plan (OHIP). International students are enrolled automatically. For a list of FAQs, visit the ISC website.
- **ISC Nurses:** The ISC hosts nursing students every semester. Their mandate is to increase awareness of health-related matters among the international student population.

#### Housing, Transportation, & Communication

- **Soft Landing and New Arrivals:** ISC offers the Soft Landing Program to help incoming international students prepare for their move to Canada, get settled in Windsor, and begin their new life at the University of Windsor. One of the services provided is “first night free accommodation” at a designated hotel if a student arrives outside of office hours.
- **Housing & Telephone Information:** Learn about finding on/off-campus housing and getting a cell phone plan.

#### Immigration, Visa, & Legal

- **Immigration Info Sessions and Workshops:** ISC holds regular information sessions and workshops to assist IS with study permit extension, TRV application, post-graduation work permit application, United States visitor visa, etc.
- **SIN Clinics:** ISC invites Service Canada staff to come to the ISC and issue SINs to eligible students.
- **Community Legal Aid:** Community Legal Aid (CLA) offers legal services at their Satellite Office in the ISC. CLA legal services include summary legal advice, full legal representation, and community legal education.

#### Social Support, Integration & Culture

- **International Student Orientation (ISO):** The International Student Orientation (ISO) is a chance for new international students to meet others from multicultural backgrounds while learning more about the University and Canadian culture.
- **Intercultural Training:** Workshops are offered to students, faculty, and staff.
- **Host for the Holidays:** The Host for the Holidays program is a fun and unique opportunity for international students to enjoy a traditional holiday celebration with members of the university and the local community.
- **Christmas Party:** Students can participate in the ISC celebration to learn more about Canadian Christmas traditions.
- **Conversation Groups:** The ISC hosts language conversation groups in a variety of languages.

*For more details about these services, please visit the ISC website.*

#### INTERNATIONAL STUDENT CENTRE CONTACT INFORMATION

**Location:** 2<sup>nd</sup> FL, Laurier Hall, 401 Sunset Ave, Windsor, ON N9B 3P4

**Telephone:** 519-253-3000 ext. 3938

**Website:** [www.uwindsor.ca/isc](http://www.uwindsor.ca/isc)

**Email:** [isc@uwindsor.ca](mailto:isc@uwindsor.ca)

**Social Media:** Find us on Facebook, Twitter and Instagram at *UWindsorISC*