

Student Success Centre | School of Graduate Studies

Services for International Students 2020–2021



Welcome to McMaster!

We're happy that you're a part of our community. We know that you may need to access support during your time at McMaster, and we're here to help you get connected. The Student Success Centre (studentsuccess.mcmaster.ca) offers a wide range of resources and online services, including virtual appointments, webinars, online events and more, for all students and recent alumni to thrive and succeed. If you're a graduate student, the School of Graduate Studies (gs.mcmaster.ca) is here to support your university journey. We encourage you to explore these resources so you can make the most of your time at McMaster.

We understand that these are uncertain times. However, we want to reassure you that we are here to support your academic, personal and professional success. We encourage you to find ways to connect with your peers, both inside and outside of the classroom, and safely explore the Hamilton community. Our city is known for its wonderful multiculturalism, arts and culture, diverse food scene and beautiful landscape. Take time to enjoy and discover.

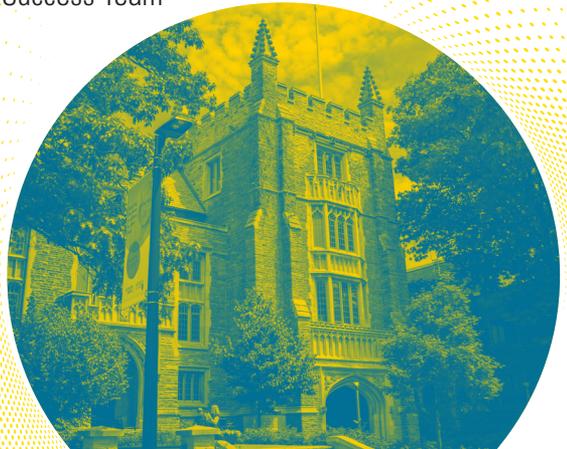
This booklet provides important information that international students should know. We have also identified key people to connect with when you need help. We all look forward to meeting you in person as soon as it is safe to do so, and we wish you much success in your new journey.

Sincerely,

Your friends at McMaster University

Contents

- 3 Meet your International Student Success Team
- 4 Academic Success
- 6 Careers and Employment
- 7 Health and Wellness
- 8 Money and Finances
- 9 Get Involved
- 10 Explore Hamilton
- 11 Transportation



Meet your International Student Success Team

Do you have questions about health insurance, medical coverage or finding a doctor? Do you want to meet other students, participate in social activities and get involved in your campus community? Connect with Ana.



Ana Pereira

Lead Coordinator for International Students (Specializing in Undergraduate Students)

✉ ferreiar@mcmaster.ca



Yufei Zheng

International Graduate Students Coordinator

✉ zheny37@mcmaster.ca

Are you interested in working on- or off-campus? Do you have questions about your study permit renewal, post-graduation work permit, temporary residence visas, permanent residency and other issues related to your status in Canada? Connect with Anthony.



Anthony Cheah

Immigration Consultant

✉ immigration@mcmaster.ca

If you have questions about your time at McMaster or are seeking one-on-one support, we can help. Common topics include adjusting to Canada, academic concerns, achieving your goals, getting involved, accessing campus supports and financial concerns. Connect with Andrea.



Andrea Gyamfi

Global and International Program Assistant

✉ gymafia@mcmaster.ca



Andrew Staples - On Leave

Student Success Coach



Lajipe Sanwoolu - On Leave

Immigration and Mobility Advisor

Academic Success

There are many services and resources available at McMaster to support your academic success. We know that, with the transition to online courses in the fall, you may be challenged in new ways and need extra guidance and help. Explore these services to find support that suits your needs.

Online Learning Support

We understand that adjusting to an online learning environment can be challenging. It's a process that requires patience and practice, but we can help. Our Online Learning Support page includes information, guidance, tips, tools and resources to support your academic performance online.

 studentsuccess.mcmaster.ca/academic-skills/online-learning

Academic Skills Development

At the Student Success Centre (SSC), we have services to help you build and improve your academic skills. Services include course-specific tutoring, one-on-one academic coaching and skills development.

 studentsuccess.mcmaster.ca/academic-skills

Writing Support

Are you interested in talking to someone about your writing? Are you hoping to improve your writing skills? The Writing Centre offers free one-on-one appointments for you to get support with essays, reports or to discuss your ideas.

 studentsuccess.mcmaster.ca/academic-skills/writing-support/

Academic Accommodation

McMaster provides academic accommodation assistance and related supports for students with disabilities through Student Accessibility Services (SAS). Accommodation examples include additional time for exams, help with taking notes at lectures and many others. If you think you require an accommodation, please book an appointment.

 sas.mcmaster.ca



Academic Advising (Undergraduate)

If you have questions about your program, are having difficulties in your courses, need help with course planning or would like to explore your program options, you can meet with your academic advisor (undergraduate students) or Faculty advisor (graduate students).

To find out who your advisor is, go to your Faculty website.

 registrar.mcmaster.ca/resources/advising/

Enrolment in Classes

The Registrar's Office takes care of all your technical scheduling needs throughout your McMaster journey, making sure your class schedule is easy to create and conflict-free. There are two ways you can enroll in classes: MyTimetable or Mosaic. To learn more about the enrolment process, visit their website.

 registrar.mcmaster.ca/build-degree/mytimetable/

University Technology Services (UTS)

UTS is responsible for all your technology-related needs, including MacMail, MacID, MOSAIC, Avenue to Learn and more. For support with remote and online learning tools and technology, visit the Technology Resources for McMaster Students page.

 mcmaster.ca/uts/

 <https://cto.mcmaster.ca/technology-resources-for-mcmaster-students/>

Registrar's Office

The Registrar's Office is there from when you first learn about Mac, to when you cross the stage at convocation and (almost) everything in between. This is where you go to access your official academic student record, academic marks (transcript), your student ID, address scheduling and exam conflicts. Important information on scholarships and bursaries is also provided by the Registrar's Office.

 registrar.mcmaster.ca

Develop English Skills

McMaster Office for the Development of English Language Learners (MODEL) offers English-language training, workshops and support, developed by certified ESL and EAP experts.

 meld.humanities.mcmaster.ca/model/

Careers and Employment

The Student Success Centre can help you with your Canadian job search. We offer support in writing a resume, finding employment and volunteer opportunities, and career and further education counselling. If you are interested in working, the Student Success Centre offers a series of sessions, workshops and practical learning experiences specifically designed for international students. Visit OSCARplus to learn about and register for upcoming sessions.

- **Get Ready. Get Hired.** Discover the skills and experiences you bring to the Canadian workforce. Learn how to search for jobs, connect with employers, and develop strategies on how to get a job.
- **Get Ready. Get Experience.** Employers value work experience. Register to find out how to gain Canadian experience and learn about the Canadian workforce.

🌐 studentsuccess.mcmaster.ca

🌐 oscarplumcmaster.ca

For any related questions, email [📧 careers@mcmaster.ca](mailto:careers@mcmaster.ca)

McMaster Work Program

International students are provided opportunities to work on- or off-campus. The McMaster Work Program (also called “work/study”) gives students who demonstrate financial need an opportunity to work on-campus during the fall/winter terms and over the summer.

Level I, full-time international students may apply on Mosaic for the Summer Work Program. After completing Level I or higher of an undergraduate program of study, international students can apply for both the Fall/Winter Work Program and/or the Summer Work Program.

🌐 registrar.mcmaster.ca/financial-aid/work-program/



Attend a Virtual Job Fair

The Student Success Centre hosts three employment and volunteer fairs every year! Explore these events:

Community Engagement and Volunteer Fair (September)

Fall Career Fair (September)

Connect to Careers Job Fair (March)

For more information:

🌐 studentsuccess.mcmaster.ca/events/careers

Health and Wellness

The University Health Insurance Plan (UHIP) is for all international, exchange and visiting students and their dependents (spouse/common law and children) in Ontario. UHIP provides basic health coverage including in-patient and out-patient hospital services, physician services, laboratory and diagnostic testing, home care services and repatriation.

Supplementary coverage (such as vision, dental, prescriptions, etc.) is not part of UHIP, but students* have coverage through:

MSU Health and Dental Plan

(Undergraduate students, MELD students, and MBA students)

 msumcmaster.ca/services-directory/36-health-and-dental-insurance

GSA/CUPE Health and Dental Plan (Graduate students)

 gsamcmaster.org/health-dental

* Exchange and visiting students are not eligible for either the MSU or GSA health insurance plans.

Will you not be in Ontario for the Fall 2020 term? Make sure to request an exemption from the UHIP plan. An email will be sent at the beginning of September with more information and instructions



COVID-19 Updates

Visit McMaster's dedicated COVID-19 website for university updates and resources to protect your health and well-being.

 covid19.mcmaster.ca/



Money and Finances

Financial Aid and Awards

International students can apply for scholarships and bursaries.

A scholarship is a monetary award for academic and/or extracurricular work.

A bursary is a needs-based monetary award.

[🌐 registrar.mcmaster.ca/financial-aid](https://registrar.mcmaster.ca/financial-aid)

Student Accounts

Questions about your Mosaic student financial account can be answered through this office. For information about charges on your student account, amounts owing and making payments, contact this office.

[🌐 financial-affairs.mcmaster.ca/services/student-accounts](https://financial-affairs.mcmaster.ca/services/student-accounts)

Mac's Money Centre

A money management resource for students to learn about the Canadian banking system, money saving ideas, taxes and financial wellness.

[🌐 money.mcmaster.ca](https://money.mcmaster.ca)

For any related questions, email [📧 money@mcmaster.ca](mailto:money@mcmaster.ca)



Get Involved

Getting involved is a great way to make friends and learn more about Canadian culture.

The Student Success Centre offers programs and events throughout the academic year that will help you meet other students and support your personal growth during your time at McMaster. Due to COVID-19, programs and events will be offered online. Please visit OSCARplus regularly to stay up-to-date on programs and events.

 oscarplumcmaster.ca

The McMaster Students Union (undergraduate) and the Graduate Students Association (graduate) offer many clubs, events and services to help you feel connected and supported. From academic to cultural to religious/spiritual, recreation and social issues clubs, there are so many ways to find your community.

Undergraduate  msumcmaster.ca/clubs-directory

Graduate  gsa.mcmaster.ca/get-involved/clubs

International Graduate Student Association:  facebook.com/groups/MAC.IGSA/

Find Your Path with Archway

We want to make sure every first-year student feels connected and supported, no matter what the academic year looks like. The Archway team is here for you.

 archway.mcmaster.ca/

International Student Buddy Program

Whether this is your first time in Canada or you completed high school in Canada as an international student, the Buddy Program is a great opportunity to meet your fellow first-year international students. To help you get settled and overcome any barriers in your first-year transition, you'll be paired with an upper-year buddy who can give you advice and welcome you to McMaster.

 studentsuccess.mcmaster.ca/international-students/peer-support/

McMaster Multifaith

Spiritual or faith-based guidance, support and resources are available at McMaster or close to campus.

 mcmastermultifaithresources.wordpress.com/

International Grad Navigator

Nervous about starting school in an unfamiliar place? Make a familiar connection and get support from a current international graduate student to help you adjust to your new life in Canada.

 gs.mcmaster.ca/current-students/resources/international-grad-navigator/

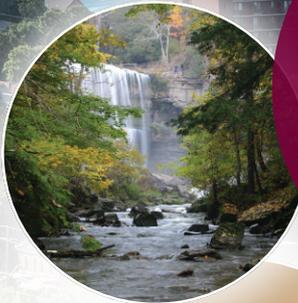
Explore Hamilton

Hamilton is a wonderful city to explore. There is so much more to the city than McMaster. When you come to Hamilton, take the time to discover all the city has to offer.

Get to Know #HamOnt

Find out what's happening in Hamilton. Check out the following websites:

Global Hamilton Connect
Urbanicity
Tourism Hamilton



Transportation

Hamilton Street Railway (HSR)

The bus system in Hamilton is the HSR. Taking the bus is a great way to get where you need to go and explore the city.

Visit the MSU for the HSR bus pass information:

 msumcmaster.ca/info/hamilton-street-railway-hsr-bus-pass

Visit the City of Hamilton for more information on HSR bus schedules:

 hamilton.ca/hsr-bus-schedules-fares

GO Transit

If you are interested in leaving Hamilton to explore other locations, such as Toronto or Niagara Falls, there is a GO Transit station on-campus. You can use your PRESTO card on GO Transit, but you will need to pay. The cost of using a GO bus or train is not included in your tuition.

Visit the GO Transit website for more information and for all of the GO Transit locations:

 gotransit.com/en/



 **COMPASS**
Information Centre

Questions about transportation from McMaster and other local attractions can be answered by Compass.

Visit the Compass website:

 msumcmaster.ca/services-directory/4-compass-information-centre

Student Success Centre | School of Graduate Studies

Undergraduate Students:

Student Success Centre

Gilmour Hall, Room 110
905.525.9140 ext. 24254

 iss@mcmaster.ca

 studentsuccess.mcmaster.ca

   @MacSSC

PhD and Masters Students:

School of Graduate Studies

905.525.9140 ext. 23682

 gs.mcmaster.ca

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 @McMasterSGS

 mcmastergradstudies

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Safety App.**

It is free and available
for iOS and
Android platforms.



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at McMaster.

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