

## **Arrival and Orientation Services for International Students**

We are committed to ensuring that your transition to studying with us is as seamless and welcoming as possible. Our arrival and orientation services are designed to provide you with all the resources and support needed to feel at home right away.

### **1. Arrival Services**

#### **A. Pre-Arrival Support**

To help you prepare for your journey, we provide:

- **Detailed Information Package**
  - Guidance on immigration requirements, including study permits and visas.
  - Information on local transportation options and accommodations.
  - Weather tips and clothing recommendations for Alberta's climate.
  - Emergency contact numbers for the institution.
- **Transportation Assistance**
  - Comprehensive guidance on airport arrivals and local transportation, including public transit maps and shuttle service details.
  - **Airport Pick-Up Service:** We offer a convenient pick-up service from the airport to ensure a warm welcome and stress-free arrival.

#### **B. Welcome Services on Arrival**

- **On-Site Assistance**
  - A friendly representative will greet you upon arrival at the campus to provide immediate support.
- **Temporary Accommodation Support**
  - Assistance in arranging short-term accommodations while you settle into your permanent residence.
- **Welcome Package**
  - Includes campus maps, public transit information, an emergency contact list, and essential supplies such as SIM card options for easy communication.

### **2. Orientation Services**

#### **A. Timing and Duration**

- Orientation is held within the first week of the academic term to ensure you start on the right foot.

#### **B. Orientation Content**

1. **Campus Tours**
  - A guided tour showcasing key facilities, including classrooms, lunch areas, and the International Student Office.
2. **Academic Overview**
  - A comprehensive introduction to program expectations, academic policies, and the support resources available to you.
3. **Health and Safety Information**
  - Critical information on emergency procedures, health care coverage (AHCIP), and accessing local health services.
4. **Cultural Adjustment Sessions**
  - Helpful tips for adapting to life in Alberta, understanding local cultural norms, and embracing diversity within the community.

#### **C. Introduction to Support Services**

- Meet key support personnel and learn about the services available to help you thrive academically and personally.

### **3. Post-Orientation Follow-Up**

- **Regular Check-Ins**
  - Scheduled sessions with student advisors to address any questions, challenges, or support needs as you settle into your new environment.
- **Mentorship Programs**
  - Pairing with senior students who will guide and support you through your first months on campus.

### **4. Accessibility and Customization**

We understand that every student's needs are unique.

- **Online Orientation Options**
  - For students arriving late or unable to attend in person, we offer online orientation sessions that provide the same essential information and support.

We look forward to welcoming you and ensuring your experience is positive, enriching, and tailored to your needs. For any questions or additional support, please contact our International Student Office.