

# WELCOME TO UNIVERSITÉ LAVAL

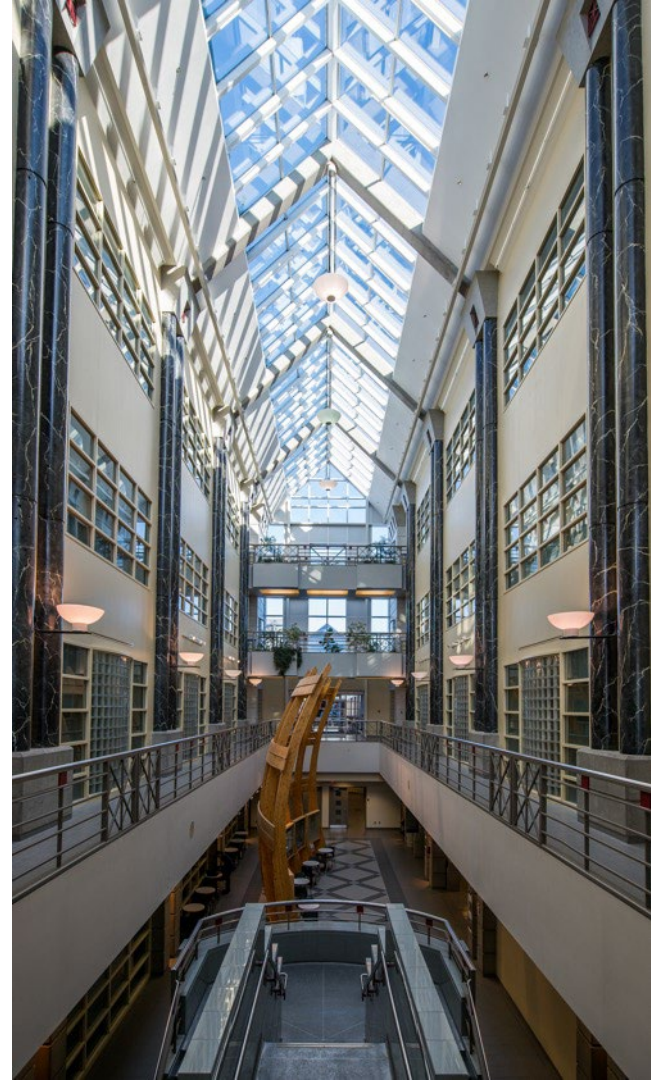
Information session for  
international students

Presented by Bureau de la vie étudiante



# Presentation outline

- IT tools
- Submission of legal documents
- Identity card and public transportation
- Your studies at Université Laval
- International student status and the right to work
- Health and hospitalization insurance
- The essentials
- Welcome activities
- Services offered to the student community





# Who to refer to?

Bureau du registraire



UNIVERSITÉ  
**LAVAL**

- Submission of legal documents
- Tuition fees
- Health and hospitalization insurance
- Obtaining official documents

<https://www.reg.ulaval.ca/nous-joindre>

**Faculty:** faculty's academic advisor  
(program director)

- Registration and course selection
- Program progression
- Analysis of academic records
- Proof of school attendance  
(exchange students)

<https://www.ulaval.ca/etudiants-actuels/etudes/gestion-des-etudes-en-facultes>

# Who to refer to?

Bureau de la  
vie étudiante



UNIVERSITÉ  
LAVAL

- Immigration advisors:  
<https://www.bve.ulaval.ca/en/international-students/individual-assistance/>
- ULaval Immigration Web site:  
[www.ulaval.ca/immigration](http://www.ulaval.ca/immigration)
- Presentations about immigration, administrative steps, life in Quebec and your studies:  
<https://www.bve.ulaval.ca/en/international-students/conferences/>
- Sports, social and cultural activities on and off campus: [www.bve.ulaval.ca/servicesaccueil](http://www.bve.ulaval.ca/servicesaccueil)
- BVE Web site - Living in Quebec:  
[www.bve.ulaval.ca/quebeccity](http://www.bve.ulaval.ca/quebeccity)



IT TOOLS

# Identification glossary

- **IDUL: Identifiant Unique ULaval**, it consists of a maximum of 8 characters and is generally made up of 5 letters followed by 0 to 3 digits. It is used to access many of Université Laval's IT services.
- **Password (NIP)**: it is used as a password in several Université Laval systems. In particular, it is used to access monPortail.
- **NI: Numéro d'identification**, it consists of 9 digits and is indicated on your official documents. The NI appears on the Université Laval identity card issued at the beginning of the session.

For more information: <https://www.ulaval.ca/technologies-de-linformation/identifiants-et-mot-de-passe>

# Wireless Internet (Wi-Fi)



- All students registered at Université Laval are automatically subscribed to the **eduroam** or **eduroam2** wireless network.
- Access is available **24 to 48 hours after registration**.
- The UL\_Visiteur\_Guest and UL\_Visiteurs\_Guest2 networks are available to everyone without a password, but the eduroam and eduroam2 wireless networks are preferable as they provide greater security.
- To **access** the wireless Internet network at Université Laval:
  1. Select **eduroam** or **eduroam2** network
  2. Enter your **IDUL@ulaval.ca**
  3. Enter your **password** (PIN)
  4. If your phone requires network authentication, click on “Trust”.

# monPortail



- **Digital learning environment** providing centralized access to a range of learning-related services and information.
- In particular, this platform **provides access to:**
  - **course registration**
  - **important** study-related **messages**
  - **communication and planning tools**
  - **course sites** (course outlines, course materials, evaluation results, assignment submission, etc.)
- Accessible with **your IDUL and PIN**



## Bienvenue sur **monPortail**

L'environnement numérique d'études de  
l'Université Laval

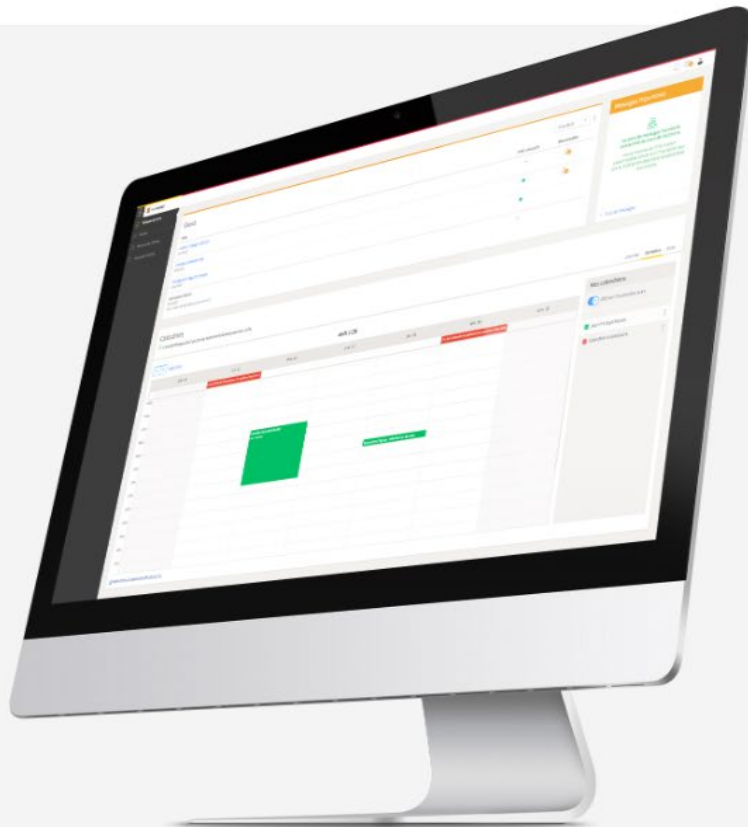
monPortail offre un accès centralisé à différents services de l'Université tels que la demande d'admission, l'inscription aux cours, les sites de cours et la commande de documents officiels.

[Accéder à monPortail](#)

Vous n'avez pas de compte et vous voulez déposer  
une demande d'admission?

[Créer un compte](#)

[Aide pour la connexion](#)



Faculty's IT service center: <https://www.ulaval.ca/technologies-de-linformation/centres-de-services-en-ti>

# ULaval email address and Capsule

- Email address **@ulaval.ca**: to be consulted regularly! The Bureau de la vie étudiante, the Registrar's Office, your program director, professors, etc., will only communicate with you at this address.
- The features of **Capsule**: this is where you'll find your transcripts and unofficial progress report. This is also where you can change your address.

# SUBMISSION OF LEGAL DOCUMENTS

# Which documents to submit?

**REGULAR STUDY PROGRAM:** you must submit your study permit and CAQ in the “Admission” “Legal documents” section of the “Studies” menu in [monPortail](#).

**EXCHANGE PROGRAM:** upon arrival, you must submit your legal documents or proof of entry into Canada using the [designated form](#).

- copy of passport
- if applicable:
  - copy of entry stamp indicating arrival date
  - copy of study permit
  - copy of visitor record
  - if you don't have any of the above 3 documents, you must provide a copy of your airline ticket showing your arrival date, including the year.

## Documents légaux



En déposant des documents, je déclare que lesdits documents sont exacts et conformes aux originaux, le tout suivant la [déclaration](#) que j'ai lue et acceptée lors du dépôt de ma demande d'admission.

### Déclaration d'études hors Canada, si requis

*Dès que possible*

[Modalités de transmission](#) ⓘ

### Certificat d'acceptation du Québec (CAQ) ou l'équivalent ⓘ

Traité  
[CAQ.pdf](#)



### Formulaire d'information sur l'assurance maladie et hospitalisation des étudiants de l'international

*Dès que possible*

[Modalités de transmission](#) ⓘ

### Passeport ⓘ

Traité  
[copie passeport.pdf](#)



### Permis d'études ⓘ

Traité  
[PERMIS.pdf](#)



IDENTITY CARD AND  
PUBLIC  
TRANSPORTATION



# Université Laval's identity card



- Following your registration, an important message will be sent to **monPortail** inviting you to **submit a photo** for the production of your ULaval identity card.
- If you have problems with the photo you have submitted, please go to the Registrar's Office (Jean-Charles-Bonenfant Pavilion, Library, 2nd floor, room 2440).
- **To pick up your ID card:**
  - **The card will be virtual**
  - Once the photo has been approved (a few days), you will be able to access it via monPortail and present it on an electronic device.

# Laissez-passer universitaire (LPU) (Public transit pass)



- The LPU is your public transit card, giving you unlimited access to buses in Quebec City and Lévis, as well as to the ferry between the two cities.
- Mandatory and automatically billed to all **full-time students** (12 credits) enrolled in a **regular program**.
- Cost: \$153.56 per session
- Valid from **September 1 to April 30**
- Summer session: use the LPU to purchase a reduced-rate pass.
- Exchange students can apply using the attestation received by e-mail.

# How to get LPU?

## Regular study program

- On **monPortail**:
  - Following approval of your photo for the ULaval ID card, go to the Services section of monPortail and follow the steps.
- To pick up the LPU: **by mail** 7-10 business days.
- To find out the consequences of a change to part-time study on the LPU, consult the [dedicated page](#) on the ULaval Website.

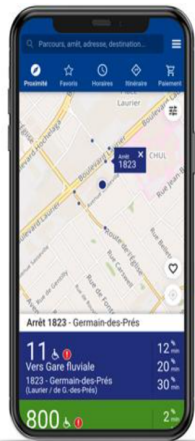
# How to get LPU?

## Exchange program

- **Optional**
- You will automatically receive an e-mail from the Registrar's Office **confirming your registration.**
- To obtain your LPU, present yourself with the attestation at the following location:
  - RTC Service Centre: 820 avenue Ernest-Gagnon, Quebec City.
  - \$153.56 fees are due on site.
- For more information, [visit the Website](#)

# Nomade and Paiement RTC App

## Application mobile



### Caractéristiques

- Géolocalisez-vous et obtenez les arrêts/parcours à proximité.
- Consultez l'horaire en temps réel de tous les parcours.
- Localisez la position des bus et suivez leur progression en temps réel.
- Créez des itinéraires via Google Maps.
- Créez des alarmes pour être avisé du passage de votre bus.
- Soyez informé des perturbations sur le réseau en temps réel.
- Identifiez vos parcours/arrêts favoris pour personnaliser votre application.
- Recherchez les points de vente à proximité d'un lieu.
- Recherchez les stations à Vélo
- Consultez le temps réel et le temps planifié de STLévis
- Réservez un véhicule Communauto.
- Accéder rapidement à l'application RTC Nomade paiement.
- Application accessible sur Android 8.0 et + et iOS 13 et +.

If you are waiting for your LPU card or its validity date (September 1), you can purchase tickets via the RTC Paiement application or at an [RTC point of service](#).

See the Public transit section of this Web page: <https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/getting-around/>

[RTC Nomade](#)

[RTC Paiement](#)

[LPU](#)



YOUR STUDIES AT  
UNIVERSITÉ LAVAL



# Your first registration



- Through your **faculty's academic advisor**
  - For exchange students
  - For new students in certain study programs
- Or **by yourself** in monPortail
- To confirm your choices, we advise you to contact your [faculty's academic advisor](#). Université Laval works in hybrid mode (online and in person). **E-mail communication is preferred.**

# Teaching methods at Université Laval



In-class (P)



Online (D)



Hybrid (H)



Comodal (C)

## COURS

Cours suivis

Activités de perfectionnement

### Fondements sociopolitiques du service social

SVS-1000, NRC : 83934 (sect. Z1)

Cours à distance

Aucun site n'a été créé pour ce cours. ⓘ

Dates limites d'abandon 📅

📅 Plages horaires



François Déry  
Enseignant

### Histoire et modèles d'organisation

SVS-1002, NRC : 83645 (sect. A)

Cours en classe

Aucun site n'a été créé pour ce cours. ⓘ

Dates limites d'abandon 📅

📅 Plages horaires



André Fortin  
Enseignant

### Identité professionnelle et déontologie

SVS-1008, NRC : 83936 (sect. Z1)

Cours à distance

Aucun site n'a été créé pour ce cours. ⓘ

Dates limites d'abandon 📅

📅 Plages horaires



Normand Brodeur  
Enseignant

### Politiques et programmes sociaux

SVS-1001, NRC : 83641 (sect. A)

Cours en classe

Aucun site n'a été créé pour ce cours. ⓘ

Dates limites d'abandon 📅

📅 Plages horaires



Guy Bernard  
Enseignant

### Situations d'intervention

SVS-1003, NRC : 83571 (sect. A)

Cours en classe

Aucun site n'a été créé pour ce cours. ⓘ

Dates limites d'abandon 📅

📅 Plages horaires



Stéphanie Arsenault  
Enseignante



Michel Desrosiers  
Enseignant

# Your studies

- **Semester**
  - 15 weeks
  - 3 sessions per year: fall, winter and summer
- **Full-time studies**
  - Minimum 12-credit enrolment for fall and winter sessions
  - 2nd research cycle and 3rd cycle: check with your academic advisor that your research credits give you full-time status.
- **Credit**
  - A 3-credit course = 3 hours of face-to-face or distance learning classes and 6 hours of personal work per week
  - 12 credits = 36 hours of work per week (1st cycle)
- **Course outline**
  - Objectives, evaluation methods, materials to be purchased, etc.
  - Detailed explanations during the first class





## Your studies

- Fast-paced session from the first week of class
- **No retake exams**
- Autonomy in learning
- Be proactive!
- Contact with teaching staff



## Pedagogical material

- Purchase of books and lecture notes at the [Librairie Coop Zone](#)
- New or used equipment, and book resale on [LEXYA](#)
- Student Facebook page (used books)
- ULaval library (book borrowing)





# Plagiarism and intellectual property

Intellectual integrity is a fundamental value at Université Laval.

- Plagiarism can have serious consequences for your academic career (including exclusion from a program).
- Various training courses are available on [MonPortail](#) and the [Université Laval library Website](#) to avoid plagiarism.
- The BVE also offers you [a presentation](#) on this subject.

# Cumulative average

The grade point average is calculated on a total of 4.33, which is equivalent to A+. To avoid exclusion from the program, you must maintain an average over 12 credits (one session) of more than:

- 1<sup>st</sup> cycle: 2.0/4.33 (C)
- 2<sup>nd</sup> cycle: 2.67/4.33 (B-)
- 3<sup>rd</sup> cycle: based on doctoral exam

**\* Please note:** your program may have higher or more diversified pass requirements. These can be found on MonPortail, or in your progress report. Your academic advisor can also provide you with further information.

# Important dates



- **Semester:** January 13 to April 25
  - Course starts: January 13
- **Exam week:** April 28 to May 4
- **Reading week:** March 3 to 7
- **Vacations:**
  - Pâques: April 18 to 21
- **Payment of tuition fees:**
  - Invoice available towards the end of January
  - **Payment deadline:** February 15



[University calendar  
2024-2025](#)

# Important dates



## Course selection modification

- **End of course modification period:** January 21
- **Withdrawal with refund:** January 27 11.59 pm\*
- **Withdrawal without refund:** March 24 11:59 pm\*

**\*Please note:** When you withdraw from a course, whether with or without a refund, and your total number of credits falls below 12 for the semester, you lose full-time student status. This can have a number of consequences, including the loss of your right to work and your eligibility for certain scholarships.

<https://www.ulaval.ca/en/international/immigration/respecting-the-conditions-of-your-stay>

# Language requirements

- **French language requirement:** Certain requirements may apply if French is not your mother tongue or if you have studied in another language.
- **English language requirement:** Some programs require a certain level of English.

We recommend that you take [an English or French language test](#) at the Language School **at the start of your studies** to avoid certain possible consequences:

- Delayed graduation
- Consequences on the possible renewal of your legal status in Canada

**Contact your academic advisor or consult your [progress report](#) to verify the language requirements of your program of study!**

Language tests: <https://www.flsh.ulaval.ca/en/ecole-langues/language-proficiency-tests>

INTERNATIONAL  
STUDENT STATUS AND  
THE RIGHT TO WORK



# International student status

Under Quebec and Canadian law, certain conditions must be met:

- You must **make your studies your principal activity** and make reasonable progress in a timely manner. **Throughout your studies, you must be enrolled full-time (minimum 12 credits) in all mandatory sessions of your program of study. Validate your full-time enrolment status with your academic advisor.**
- Have **health and hospitalization insurance** for yourself and accompanying family members at all times.
- Respect the terms of the right to work.

# International student status

- Always have **valid immigration documents**: If your studies continue beyond the expiry date of your legal documents, or if you change your course of study, you must [renew your documents](#) 3 to 6 months before they expire.
- As soon as you obtain a new CAQ or study permit, **send it to the Registrar's Office**.
- You should make **scanned or photocopied copies of your legal documents** and keep them in a safe place. Do not carry the originals around with you.
- **Inform Immigration, Refugees and Citizenship Canada of any change** of educational institution.

For more information: <https://www.ulaval.ca/en/international/immigration/respecting-the-conditions-of-your-stay>

# Right to work

- Upon arrival, the right to work begins on the **first day of the session**
- **Make sure your study permit indicates that you are authorized to work in Canada.**
- If you meet all the conditions, you can work on campus. You can also work up to 24 hours a week off-campus, with no time limit on school vacations.
- If you withdraw from a course during the semester and are no longer a full-time student (less than 12 credits), you must **stop working immediately**.



## **Please note:**

To carry out one or more internships as part of your program of study at Université Laval, you must be in possession of [an internship-coop work permit](#). The permit is free of charge.



For more information on the right to work:

- Visit our Website [Working during your studies](#)
- Join the conference [Working with a study permit](#)
- For exchange students, if you wish to work after your exchange, attend the conference [Working or doing an internship in Canada after your student exchange program](#)

# HEALTH AND HOSPITALIZATION INSURANCE

# Desjardins Insurance

- **Mandatory and automatic membership.** Some exemptions possible (e.g. RAMQ).
- Coverage effective upon arrival, no earlier than **December 15**.
- **Billing:** Automatic with registration.
- **Price:** \$1068 for the year / \$356 per session.
- **Membership card:** Contract and certificate number sent by e-mail by the registrar's office.

# Desjardins Insurance

Membership or payment card: must be downloaded with the information provided by the Registrar's Office.

Secured Website: <https://www.desjardinslifeinsurance.com/en> and the [Immigration ULaVal Website](#)

The image shows a Desjardins Insurance membership card with the following details:

- Desjardins Assurances** logo at the top left.
- NOM DE L'ADHÉRENT** (Member Name) field.
- ID Rx** (ID Rx) field with the value **12**.
- CONTRAT N°** (Contract No.) field with the value **1234567**.
- CERTIFICAT N°** (Certificate No.) field with the value **123 456 789**.
- ASSURANCE MÉDICAMENTS** (Medication Insurance).
- ASSURANCE DENTAIRE** (Dental Insurance).
- ASSURANCE VOYAGE** (Travel Insurance).
- EXPRESS SCRIPTS®** logo at the bottom left.
- Desjardins Assurances désigne Desjardins Sécurité financière, compagnie d'assurance vie (Desjardins Insurance designates Desjardins Sécurité financière, life insurance company).

Callouts on the right side of the card:

- Renseignements utiles au pharmacien (Information useful to the pharmacist) - points to the top of the card.
- Renseignements utiles au dentiste ou au pharmacien (Information useful to the dentist or pharmacist) - points to the ID Rx, CONTRACT N°, and CERTIFICATE N° fields.
- Couvertures auxquelles vous avez droit en vertu de votre régime (Coverages to which you are entitled under your plan) - points to the ASSURANCE MÉDICAMENTS, ASSURANCE DENTAIRE, and ASSURANCE VOYAGE fields.

# Régie de l'assurance maladie du Québec (RAMQ)

For citizens of countries that have signed a **reciprocal agreement** with Quebec:

- Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania, Serbia and Sweden.
- Please refer to the [Steps to take](#) on the Registrar's Office Immigration Website and follow the steps.
- Do NOT go to the RAMQ offices, registration is done [online](#).
- Send proof of eligibility to the Registrar's Office **by e-mail** at [assurances@reg.ulaval.ca](mailto:assurances@reg.ulaval.ca)



# Complementary insurance: Alliance pour la santé étudiante au Québec (ASÉQ)

- Complementary insurance offered by your student associations:
  - CADEUL: 1<sup>st</sup> cycle students
  - AELIES: 2<sup>nd</sup> and 3<sup>rd</sup> cycle students
- Health and dental insurance available
- Please note that these insurances are relevant but not mandatory. Withdrawal possible between January 15 and February 15.
- See insurance coverage and enrolment criteria here: <https://www.aseq.ca/>

# Health insurance for family members



You **MUST** insure any family members accompanying you to Quebec

Visit our Website for more information on private health insurance:

<https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/private-healthcare/>



THE ESSENTIALS

# Social insurance number (SIN)

- A [Social Insurance Number \(SIN\)](#) obtained from Service Canada is required to **work**.

*\*Please note: Your SIN is confidential!*

- You can apply for your SIN [online](#). The process is easy, free and fast.
- You can also apply for your SIN by making an appointment to attend the **SIN Clinic** offered **on campus** during the back-to-school period (upcoming dates to come).
- For more information on the SIN:  
<https://www.ulaval.ca/en/international/immigration/working-in-canada/getting-a-social-insurance-number-sin>

# Opening your bank account



## Directory of banking institutions

Consult the “ Main financial institutions” and “Bank account ” sections of our Website to find the banking package that's right for you.

<https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/managing-your-money/>

## Opening a bank account on campus and in the surrounding area

- Caisse Desjardins on campus
- RBC
- National Bank
- CIBC
- BMO
- Scotia Bank

# Mobile, residential Internet and television

- Before you go into the store to select a package, take a look at our package page to learn about the different services and select the one that's right for you.
- Some are much cheaper than others but may offer fewer services! (Fizz, Exbox, etc).

## Website:

<https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/telephone-internet-and-cable-services/>

WELCOME ACTIVITIES

# Welcoming Team

## Our team can help you with:

- Understanding how monPortail works
- Connecting to the various IT tools and Wifi
- Understanding how courses work
- Directing you to resources that can help you
- Helping you with all the formalities involved in your first days in Quebec
- Registering for BVE activities, conferences and buddy programs.

## Service hours

- **January 4 and 5**, 10 am to 3 pm
- from **January 6 to 10**, 8:30 am to 4:30 pm
- **January 11 and 12**, 10 am to 3 pm
- from **January 13 to 15**, 8:30 am to 4:30 pm





# Activities offered

- Sports:
  - Snowshoing or walking around campus
  - Soccer



- Social:
  - Quebec Cinema Night
  - Happy hour
  - Candlelight evening and storytelling
  - Pizza and board games
  - Winter rally on campus
  - Archery tournament

# Workshops and presentations

## **Administrative steps to be aware of:**

- [Obtaining a Social Insurance Number \(SIN\)](#)
- [Working with a study permit](#)
- [Working or doing an internship in Canada after your student exchange program](#)

## **Studying at Université Laval:**

- [Plagiarism \(Université Laval standards\)](#)
- [Successful studies in a digital environment](#)
- [Getting involved in student associations](#)
- [Discounts and bargains](#)

## **Living in Québec:**

- [Insurance and health services in Québec](#)
- [Things to do in Québec City and an introduction to Québec culture](#)
- [Winter clothing and tips](#)

## Buddy program



If you register for the program, your buddy will be available at the beginning of the session to help you settle in and familiarize yourself with the campus and Quebec City.

**Register NOW!**

## Discover Québec activities

By taking part in our Québec Discovery activities, you'll discover Québec and Québec culture in the company of Université Laval students from around the world and from Québec itself.



# SERVICES OFFERED TO THE STUDENT COMMUNITY

# «How are you doing?» Project

- A project for your well-being
- An individual response to your needs
- Personalized support
- A successful integration!



# Other services

- [Bureau des bourses et de l'aide financière](#) (BBAF)
- [Service du développement professionnel](#)
- [CADEUL](#) (Association for first cycle students (undergraduate))
- [ASEQ](#) (Complementary insurance)
- [Medical clinic](#)
- [Centre d'aide aux étudiants](#) (CAE) and faculty outreach workers
- [Kiosque Le Point](#) (at the main entrance of the Alphonse Desjardins pavilion)
- [AELIÉS](#) (Student association for second cycle (master, DESS) and third cycle (PHD))
- [Bibliothèque de l'Université Laval](#) and [Bureau du registraire](#)
- [Pavillon de l'Éducation physique et des sports](#) (PEPS)

## Emergency services

- Emergencies on campus: 555 (or red telephones)
- Emergencies off campus: [911](#)

## Off-campus health services

- Info-Santé/Info-Social : [811](#)
- [Off-campus medical clinics and hospitals](#)

For the complete list of health resources:

<https://www.bve.ulaval.ca/en/international-students/living-in-quebec-city/health-care/>

# Thank you!



Bureau de la vie étudiante