

Studying at ULAVAL

International Student's Handbook



Bureau de la
vie étudiante



UNIVERSITÉ
LAVAL

Forward

Hello and welcome to Université Laval!

You've been accepted to our university. Congratulations!

This guide was written by the team at Université Laval's **Bureau de la vie étudiante - BVE (student life office)** at the Direction des services aux étudiants - DSE (student services). The guide has lots of useful links. A few take you to pages in French because those pages are currently available only in French.

Our team provides a leading advising role to students from all walks of life throughout their university studies! We're here to:

- help you get off to a good start and integrate into university life
- provide immigration advice
- further your involvement, initiatives, and extracurricular projects
- organize presentations and activities

We're here to give you the support you need to make the most of your time at Université Laval!

To find out how we can help, go to bve.ulaval.ca/en/international-students and follow us on social media:

- [@BVEvieetudiante](https://twitter.com/BVEvieetudiante)
- [@BVEetudiantsetrangers](https://twitter.com/BVEetudiantsetrangers)

Here's what some international students have to say about us:

"My buddy is always here to help me. The Buddy Program has had a big impact on my time at university. I hope to be a buddy partner one day too!"
(Buddy Program)

"The Comment ça va? Campaign gave me a chance to share what I'm going through, learn about resources for support, and get help during my quarantine."
(Comment ça va? Campaign)

"I was able to connect with students who once had the same questions that I have. They helped me navigate through what I'm experiencing right now."
(Comment ça va? Campaign)



1. Getting ready to come to Canada



Immigration documents

You can find everything you need to know about the immigration process at www.ulaval.ca/en/international/immigration.

If you're not a Canadian citizen or permanent resident of Canada and you want to study in Québec, you have to get permission from the Ministère de l'Immigration, de la Francisation et de l'Intégration (MIFI) and Immigration, Refugees and Citizenship Canada (IRCC).

- immigration-quebec.gouv.qc.ca/en/home.html
- canada.ca/immigration

Important note!

The pandemic has had an impact on the immigration process and on health and hospitalization insurance.

- [Impacts of COVID-19 on international students](#)
- [International Students: All you need to know](#)
- [Mandatory quarantine](#)



Housing

Temporary accommodation

Don't have a place to stay when you arrive? There are various affordable temporary accommodation options.

On-campus housing

The Service des résidences (residence office) has 2,300 rooms divided between four residences, three of which are co-ed (men and women are on separate floors). Rooms are for full-time students.

Residence rooms are in high demand! Reserve your room several months in advance. Staying in on-campus housing is a great way to make new friends.

Off-campus housing

Looking for housing off campus? Whether you're on your own or with roommates, you'll want to find an apartment that's right for you! Visit our website to learn more about your rights and obligations as a tenant as well as rental agreements (leases) and electricity, Internet, and phone services (for a landline or cell).

Home or content insurance

We strongly recommend that you get your furniture or apartment insured. If you don't, you may find yourself in a difficult situation if you're the victim of theft or fire.



Utility hook-up (electricity, Internet, and phone)

If you rent an off-campus apartment and utilities aren't included in the rental agreement (lease), you have to set them up yourself. Go to the [BVE website](#) to learn more.

Dany Vachon/ULaval





Health insurance for you and your family

Québec and Canadian immigration laws require non-Canadian students to have valid health and hospitalization insurance for the duration of their stay in Canada. This is why you'll be automatically covered by [Université Laval's group health and hospitalization insurance](#). This coverage is mandatory and can't be replaced by any personal insurance. You can also get complementary health and dental insurance through [ASEQ](#).

If you're a student from a country the Québec government has signed a reciprocal social security agreement with (Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania, or Sweden), you may be [exempt](#) from Université Laval's health insurance plan. But you have to take certain steps before you leave your home country and when you arrive in Québec.

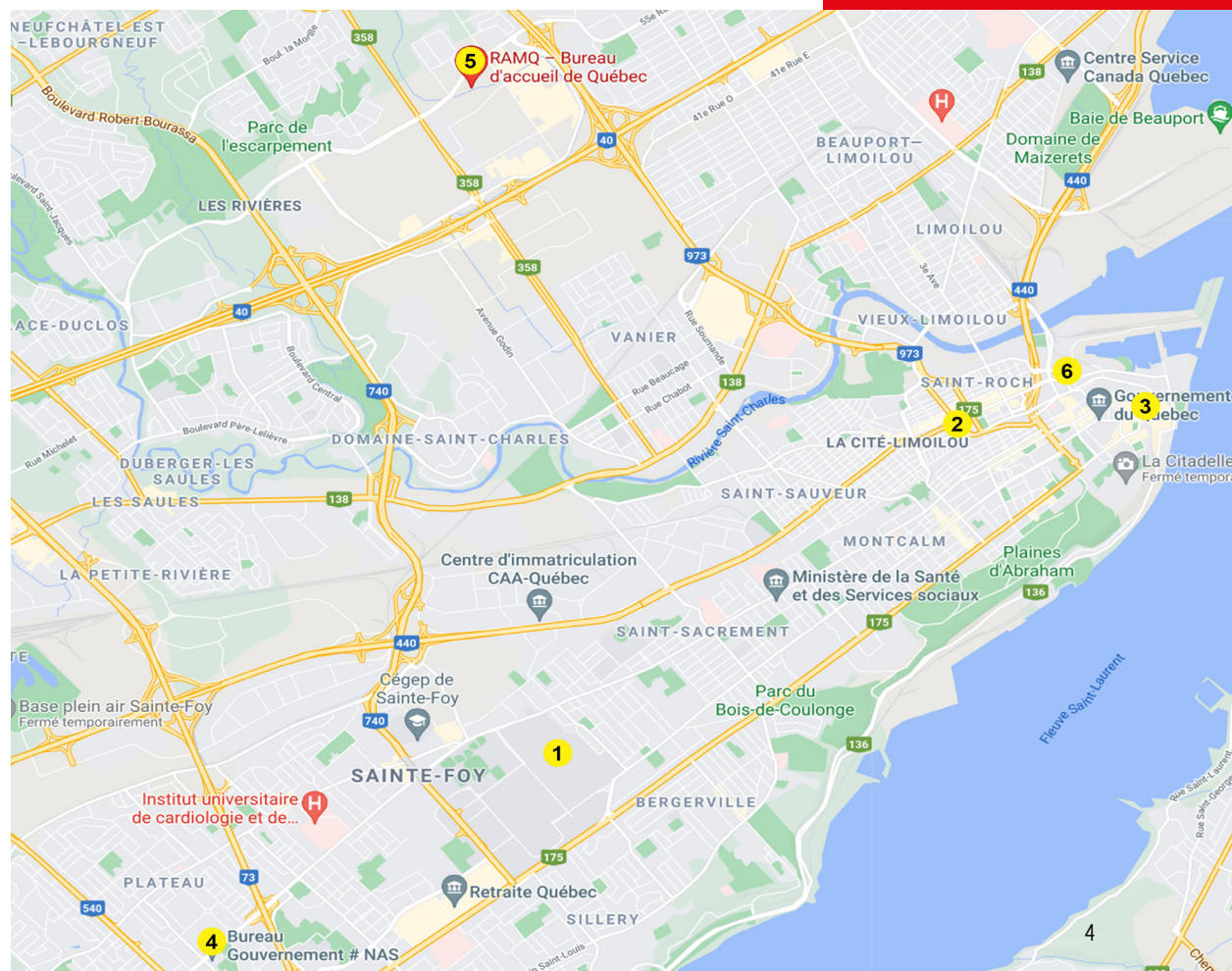
You must take out [private health insurance for family members](#) (spouse, children, etc.) who come to live with you in Canada. We strongly recommend you ask for at least three quotes from different companies because prices and coverage vary.



Getting around

As a full-time student, you're eligible for a public transit [Laissez-passer universitaire - LPU \(U-Pass\)](#). It gives you unlimited access to bus services with [Réseau de transport de la Capitale \(RTC\)](#) and [Société de transport de Lévis \(STLévis\)](#).

There are other options for [getting around the city and surrounding area](#).



- 1 University campus
- 2 Édifice La Fabrique building
- 3 Édifice du Vieux-Séminaire-de-Québec building
- 4 Service Canada Centre
- 5 Régie de l'assurance maladie du Québec - RAMQ (Québec public health insurance)
- 6 Gare du Palais (Québec City bus and train station)



Important information for your studies – Read on!

There's a lot of [academic information](#) on the Université Laval website.

Essential tool to know about

Get a good understanding of the [monPortail](#) tool. It's your one-stop tool for accessing various Université Laval services. For instance, you can use it to apply for admission, register for courses, access course sites and order official documents. To log in, you need your login ID (IDUL) and password (PIN). Download the free app: [Apple](#) (iOS 11.4 and higher) or [Android](#) (8.0 and higher).

University calendar

Check the [university calendar](#) so you don't miss anything. Also check out the [Rentrée ULaval \(Welcome Week\) page](#) to see what will be happening at the start of the semester.

Your ULaval email address

As soon as you accept your offer of admission, you'll be assigned a personal Université Laval email address. All correspondence from Université Laval faculties, professors, student associations, and services will be sent to that address. You can access your email through [monPortail](#). See the [DTI \(IT services\) page](#) to learn more.

Student ID card

You need your [student ID card](#) to access certain services (for example, the library and the PEPS sports complex). If this is your first time enrolling at Université Laval, you'll need to provide a photo online for your virtual student ID card. You'll get a message about this through [monPortail](#). Once your photo is received and verified, you'll receive a second message telling you your virtual card is available on [monPortail](#).

Québec education system

Education systems vary greatly from country to country. If you have questions about credits, levels of education, and the grading system, check out [Université Laval's website](#). You can also find out more about [plagiarism and disciplinary rules on the website](#).

University planner

During the semester, you can pick up a free planner from the service and information kiosk [Le Point](#), [CADEUL](#) (undergraduate students), or [Maison Marie-Sirois](#) (graduate students).

Tuition fees

Your tuition invoice is available in [monPortail](#). You can pay (before mid-term) online or in person at the service and information kiosk [Le Point](#), located at the entrance to the Alphonse-Desjardins building.

If you have questions about the cost of tuition, [paying your tuition](#), financial aid, scholarships and bursaries, and tax returns, see the [BVE website](#) and the [Étudiants actuels](#) section of Université Laval's website.



Remember! You have to be registered full-time for both the fall and winter semesters.

Course outline

Usually, you can find all course material on the [monPortail](#) course site the first week of class at the latest. The outline gives you all the details and requirements for a course. It's important to read and follow it.

French language requirement

Some [French language requirements](#) may apply if French isn't your first language.

English language requirement

For some programs, you need a certain level of English to graduate. We strongly advise you take an [English proficiency test at École de langues de l'Université Laval](#) at the start of your studies to avoid any delay in graduation.

Registration and course selection via [monPortail](#)

Find out [how to register](#). You'll receive a notice from your program director indicating how to register for courses. You can take some optional courses.

See the [course catalogue](#):

- Découvrir le Québec: un nouveau milieu de vie (GPL-1900 ou GPL-0150)
- L'insertion universitaire en milieu francophone nord-américain (GPL-1901 ou GPL-0901)
- Réussir ses études universitaires à l'ère du numérique: rechercher et présenter l'information (EDC-4000 ou EDC-7011)
- Le Québec moderne à travers sa langue (FLS-2100)

2. Getting off to a good start

Airport services

When you arrive at the airport in Québec City or Montréal, you have [a couple of options for getting to Université Laval](#).

Submitting your legal documents

When you arrive, you'll need to jump through some mandatory administrative hoops to finalize your admission and enrolment in the health insurance plan. The Registrar's Office will send you an email telling you how to submit your legal documents (study permit, passport, and CAQ).

Mandatory orientation session

The Bureau de la vie étudiante (BVE) puts on a one-hour virtual or in-person session. We'll give you essential information about how the university works, how to register for courses, what you need in order to be eligible to work in Canada during your studies, health insurance, and on-campus resources and services to help you settle in.

Opening a bank account

If you plan to work in Canada or to transfer money while you're here, we suggest you open an account with a Canadian bank or credit union. If you have questions about credit cards, bank accounts, or the cost of living, visit the [BVE website](#).

Desjardins has a [branch on campus](#) in the Alphonse-Desjardins building.

Working during your studies and getting a Social Insurance Number (SIN)

It's possible to work during your studies, but certain conditions apply.

Read the [university page](#) about this. You can also get information on this from [Immigration, Refugees and Citizenship Canada \(IRCC\)](#).

You have to get a [Social Insurance Number](#) to work in Canada.

To help you with your job search, you can meet with a job counsellor from [Service de placement - SPLA \(placement service\)](#) and sign up to receive notices about job and internship opportunities. You can also see what's happening with [Québec International](#) and sign up for their newsletter.

Important note!

With the ongoing COVID-19 pandemic, you have to quarantine when you arrive.

- [Impacts of COVID-19 on international students](#)
- [International Students: All you need to know](#)
- [Mandatory quarantine](#)

If you have questions at any time, contact:

- [Le Point team](#) (general queries)
- [Your program director](#) (studies)
- [Rentrée ULaval team](#) (Welcome Week activities)
- [BVE team](#) (International student activities, right to work, and immigration documents)

BVE

We're here for you



Student advising

If you're a Université Laval student, enrolled in a study program, an exchange student, or a recent graduate, you can make an [appointment](#) with one of our advisors. They will guide you through the steps for obtaining and renewing immigration documents and can answer any questions about Québec City, the right to work, and the possibility of staying in Québec after your studies, among other things.

To ask one of our advisors a question, email us at: etudiantsetrangers@bve.ulaval.ca

During your time at Université Laval, BVE will serve as an information hub and reference point to [help you settle in and feel part of the university community](#). You can find us at 2344 in the Alphonse-Desjardins building.

418-656-2765

accueil@bve.ulaval.ca | bve.ulaval.ca/en

Free guided tours of campus

BVE offers guided tours of campus during the first weeks of the fall and winter terms, in French and in English.

Buddy Program

Through the Buddy Program, you'll be paired with a Université Laval student. They can help you become part of the university community and to adapt quickly to your new surroundings and to Québec culture.

Presentations

BVE offers many workshops and presentations on topics that might be of interest to you such as: working with a study permit, pathways to permanent residence, income tax, dressing for the weather, and tips for winter.

Discover Québec Activity Program

Discover Québec and Québec culture with Québec and international students through the Discover Québec Activity Program. Registration is required, and fees apply.

Welcoming Team

At the start of the fall and winter semesters, our multilingual staff are here to answer your questions and help you if you're looking for housing.

Get a feel for Québec culture and expressions!

- [Québec culture](#)
- [Québec expressions](#)

3. Students resources and services

Here are some resources and services you may need to access.

On-campus Internet

To connect to the WiFi:

- Choose the Eduroam network
- Enter your IDUL@ulaval.ca email
- Enter your password (PIN)

Student resources

- [Bureau de la vie étudiante \(BVE\)](#)
- [Moving to Québec City](#)
- [Bureau des bourses et de l'aide financière \(BBAF\)](#)
- [Centre d'aide aux étudiants \(CAE\)](#)
- [Le Point - Service and information kiosk](#)
- [Bureau des droits étudiants \(BDE\)](#)
- [Bureau de l'Ombudsman](#)
- [Harassment prevention](#)
- [Équité, diversité et inclusion \(EDI\)](#)
- [Table du pain \(food assistance\)](#)
- [Admission/Bureau du registraire](#)
- [Coop Zone bookstore](#)
- [Library](#)
- [Bureau du droit d'auteur \(copyright office\)](#)
- [PEPS \(sports complex\)](#)
- [Photocopying and printing](#)
- [Service de sécurité et de prévention \(SSP\)](#)

Overcoming culture shock

On BVE's website, you'll find some tips [for recognizing and reducing the effects of culture shock](#).

Health resources

- [Emergency: 911](#)
- Campus emergencies: 555 (red phones)
- [Info-Santé/Info-Social: 811](#)
- [On-campus medical clinic](#)
- [Off-campus medical clinics and hospitals](#)
- [Sports health services available at PEPS](#)

Off-campus resources

- Centre de crise de Québec: 418-688-4240
- Centre de prévention du suicide de Québec: 418-683-0933/Emergency: 1-866-277-3553
- Drugs, Help and Referral: 1-800-265-2626
- [Interligne \(LGBTQ+\)](#): 1-888-505-1010
- La ligne Parents: 1-800-361-5085
- S.O.S. Violence conjugale: 1-800-363-9010
- [Carrefour d'action interculturelle \(CAI\)](#)
- [Living in Québec City and its surroundings](#) guide from [Québec international](#) and [Immigrant Québec](#)
- [Québec ville études](#)

If your family is coming with you, visit the [Université Laval - APÉtUL website](#) and BVE's [Family page](#).

Student associations

Université Laval has a vibrant student life with over 200 student, department, and program associations as well as cultural, sport, recreational, spiritual, and religious associations.

Check out our [list](#) to see if there's already an association for people who share your interests!

Confédération des associations d'étudiants et étudiantes de l'Université Laval (CADEUL)

This association represents all undergraduate students on university and government committees and groups.

Pavillon Maurice-Pollack, room 2265
www.cadeul.ulaval.ca

Association des étudiantes et étudiants de Laval inscrits aux études supérieures (AELIÉS)

This association represents students enrolled in master's and PhD programs.

Maison Marie-Sirois
www.aelies.ulaval.ca

Campus map

Université Laval's main campus spans 1.8 km², more than 60% of which is greenspace and woodlands. It has nearly 40 buildings linked by a network of pedestrian tunnels.

Room or suite numbers have three letters and four numbers. The letters indicate the building, the first number indicates the floor, and the following numbers indicate the location on that floor.

For example, ADJ-2344 is located in the Alphonse-Desjardins building on the second floor.

[Interactive campus map](#)

Université Laval buildings and their acronyms

- 10 Centre d'eau refroidie (CER) (Water cooling plant)
- 32 Centre de gestion des matières dangereuses (CMD) (Hazardous materials management centre)
- 14 Complexe des serres de haute performance (CSHP) (Greenhouse complex)
- 1 Édifice du Boulevard building (EDB)
- 3 Édifice du Vieux-Séminaire-de-Québec building (SEM)
- 2 Édifice La Fabrique building (FAB)
- 15 Maison Couillard house (MCO)
- 29 Maison Eugène-Roberge house (EGR)
- 30 Maison Marie-Sirois house (MRS)
- 6 Maison Michael-John Brophy house (MMJB)
- 17 Maison Omer-Gingras house (OMG)
- 11 Pavillon Abitibi-Price building (ABP)
- 22 Pavillon Adrien-Pouliot building (PLT)
- 21 Pavillon Alexandre-Vachon building (VCH)
- 36 Pavillon Alphonse-Desjardins building (ADJ)
- 23 Pavillon Charles-De Koninck building (DKN)
- 20 Pavillon Charles-Eugène-Marchand building (CHM)
- 5 Pavillon de l'Éducation physique et des sports - PEPS (Sports complex)
- 7 Pavillon de l'Est building (PVE)
- 8 Pavillon de Médecine dentaire building (MDE)
- 27 Pavillon des Sciences de l'éducation building (TSE)
- 18 Pavillon des Services building (PSA)
- 12 Pavillon d'Optique-photonique building (COP)
- 16 Pavillon Envirotron building (EVT)
- 28 Pavillon Félix-Antoine-Savard building (FAS)
- 19 Pavillon Ferdinand-Vandry building (VND)
- 9 Pavillon Gene-H.-Kruger building (GHK)
- 33 Pavillon Gérard-Bisaillon building (GBI)

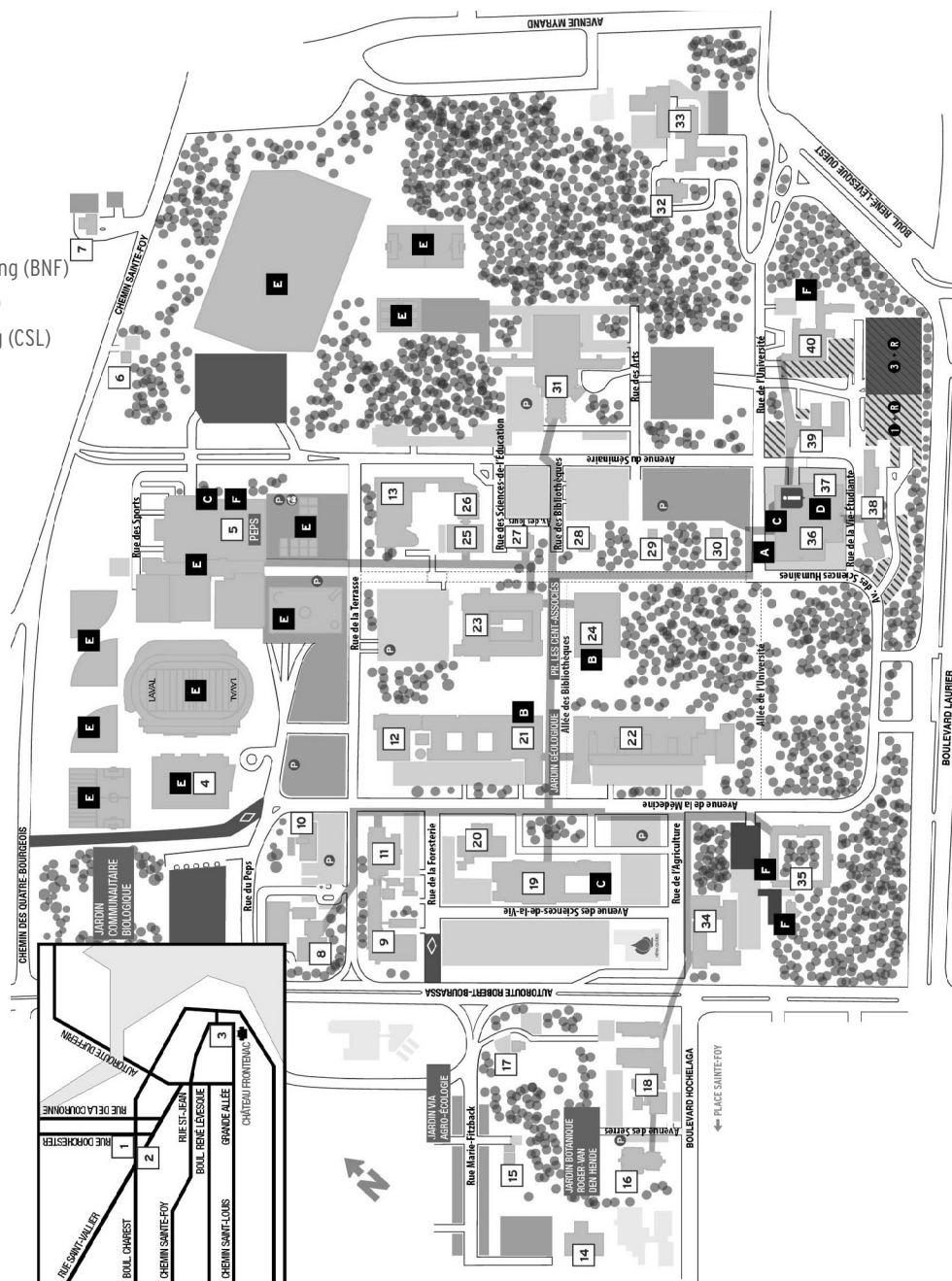
- 25 Pavillon J.-A.-DeSève building (DES)
- 24 Pavillon Jean-Charles-Bonenfant building (BNF)
- 26 Pavillon La Laurentienne building (LAU)
- 31 Pavillon Louis-Jacques-Casault building (CSL)
- 37 Pavillon Maurice-Pollack building (POL)
- 13 Pavillon Palasis-Prince building (PAP)
- 34 Pavillon Paul-Comtois building (CMT)
- 4 Stade TELUS-Université Laval Stadium

Résidences

- 35 Pavillon Agathe-Lacerie building (LCT)
- 40 Pavillon Alphonse-Marie-Parent building (PRN)
- 38 Pavillon Ernest-Lemieux building (LEM)
- 39 Pavillon H.-Biermans-L.-Morau building (PBM)

Services

- A Metrobus Station (800-801-804)
- B Library
- C ATM
- D Security and parking office
- E Sports facilities
- F Daycare centre (CPE)



Glossary of terms used at Université Laval

Abandon (Withdrawal): Dropping a course or other educational activity through monPortail. Depending on when you drop it, you may or may not get a refund and you may or may not receive a failing mark.

Admission: First of the two administrative steps that allow you to study at Université Laval. Once you have been admitted and have accepted your offer of admission, you can register for courses or other educational activities.

Attestation d'inscription officielle (Proof of enrolment): Official document from the Registrar's Office that confirms you're enrolled at Université Laval. You can get it through the Documents officiels (Official documents) section in monPortail.

Baccalauréat (Bachelor's): Three or four year undergraduate university program (90 to 120 credits).

Bureau du registraire (Registrar's Office): In charge of admission, checking students' legal status in Canada, and issuing official documents such as proof of enrolment and transcripts.

Certificat (Certificate): Short one-year program at the undergraduate level (24 to 36 credits).

Code permanent (Permanent code): Québec government ID number. Not to be confused with your Université Laval student ID number (NI).

Laval score: Scoring calculation used for admission into a limited enrolment program. It takes into account your grades from each semester you completed in an undergraduate program leading to a bachelor's degree, diploma, or certificate.

Cours compensateurs (Prerequisite courses): Pre-university level courses you need to take to meet the admission requirements of a program.

Crédit (Credit): Unit used to assign a numerical value to the workload required for students to meet the objectives of a given course or other educational activity. One course usually corresponds to 3 credits and 1 credit represents approximately 45 hours of work.

Diplôme d'études supérieures spécialisées – DESS (Advanced graduate diploma): Short graduate program lasting one year (24 to 30 credits).

Direction de programme (Program office or program director): Administrative body affiliated with a faculty and offering students guidance through their academic program.

Doctorat (Doctorate): Four-year postgraduate program leading to the degree of Doctor of Philosophy (PhD) or a doctoral degree in another field of study (usually 90 credits).

Étudiant régulier (Regular student): Student admitted to and registered in a regular degree program at Université Laval.

Étudiant visiteur (Visiting student): Student admitted to and registered as part of a bilateral or multilateral agreement between the student's university and Université Laval for one or two semesters. At the end of their time at Université Laval, the student doesn't receive a diploma from Université Laval.

Faculté (Faculty): Education or research unit to which a program director is affiliated.

Identifiant de connexion – IDUL (login ID): Connection identifier with a maximum of 8 characters (5 letters followed by 0 to 3 digits), used for authentication and to access secure IT services such as monPortail and your Université Laval email address.

Lettre d'introduction (Letter of introduction): Letter from IRCC confirming that your study permit will be issued at a Canadian border crossing.

Laissez-passer universitaire – LPU (U-Pass): Public transit pass available only to full-time students at Université Laval. It offers unlimited access to all regular bus services with Réseau de transport de la Capitale (RTC) and Société de transport de Lévis (STLévis) for the fall and winter semesters.

Maîtrise (Master's): Two-year graduate program (45 credits).

Mémoire (Master's thesis): Written presentation of the results of research conducted as part of research-based master's program.

Microprogramme (Microprogram or short program): Short program at the undergraduate or graduate level (between 9 to 18 credits).

monPortail: Université Laval's online learning platform. It gives you access to your course sites, allows you to prepare, confirm, and modify your registration, and is where you can get online information and services related to your studies.

Mot de passe (numéro d'identification personnel/NIP) (Password – Personal identification number/PIN): Used with your login ID (IDUL) for authentication purposes when accessing several Université Laval secure IT services.

NI (Student ID number): 9-digit number appearing on your official documents. Your NI appears on your Université Laval student ID card.

Note (Mark): Evaluation given according to a grading system established by the professor in the course outline.

Plan de cours (Course outline): Document made available at the beginning of the semester for each course detailing the course's specific objectives, content, bibliography, mandatory material, teaching methods, activity calendar, and evaluation methods as well as what's expected of you.

Programme contingenté (Limited enrolment program): Program where there are more applicants than available spots.

Régime d'inscription (Attendance status): Full-time (12 credits or more) or part-time (less than 12 credits).

Résident permanent (Permanent resident): Person who legally resides in Canada on a permanent basis as an immigrant or refugee, but who isn't a Canadian citizen.

Semaine de lecture (Reading Week): Week with no classes during the fall and winter semesters, giving students the opportunity to catch up on their coursework.

Session (Semester): Consecutive period of 15 weeks that includes teaching and evaluations, but excludes the registration period and the additional period required for completing certain types of evaluation. The academic year is divided into three semesters: fall (September to December), winter (January to April), and summer (May to August). The summer semester is divided into two periods: May-June and July-August.

Stage (Internship): Practical training done in a professional environment supervised by the university with the collaboration of a partner or supervised by an employer with the collaboration of the university.

Thèse (Dissertation): Written presentation of the results of an original and major research project conducted as part of a doctoral program.

Checklist

STEP 1- NOW

- ☐ [Respond to your offer of admission](#)

STEP 2 - BEFORE YOU LEAVE

- ☐ [Get your immigration documents](#): passport, Certificat d'acceptation du Québec - CAQ (Québec acceptance certificate), and study permit (if needed)
- ☐ [Determine when you'll arrive and check the requirements for travelling to Canada](#)
- ☐ [Buy your plane tickets](#)
- ☐ [Find housing](#)
- ☐ Gather [documents](#) and items to have when arriving in Canada
- ☐ Take out health insurance for family members coming with you
- ☐ Check your Université Laval email inbox
- ☐ Check the [university calendar](#)
- ☐ Find out how to register for classes
- ☐ [Pack the right clothes for the weather](#)
- ☐ Follow [COVID-19 measures](#) (quarantine plan, arrival declaration form, etc.)

STEP 3 - WHEN YOU ARRIVE IN CANADA

- ☐ Respect your [quarantine](#)
- ☐ Follow the [health measures that are in force](#)

STEP 4 - WHEN YOU COME TO CAMPUS

- ☐ Submit your legal documents to the Registrar's Office (CAQ, study permit, and passport)
- ☐ Participate in a mandatory [orientation session](#)
- ☐ Create your virtual [student ID card](#)
- ☐ Order your [LPU \(U-Pass\)](#) online
- ☐ [Participate in your faculty's and the Rentrée ULaVal Welcome Week activities](#)

STEP 5 - WHEN YOU GET SET UP IN QUÉBEC CITY

- ☐ Get a [Social Insurance Number \(SIN\)](#)
- ☐ Open a bank account
- ☐ Get set up with electricity, Internet, and phone (landline or cell)
- ☐ Take the necessary steps for [enrolling in the RAMQ \(Québec Health Insurance Plan\)](#) if you're covered under a reciprocal agreement

STEP 6 - INTERNATIONAL STUDENT SERVICES

- ☐ Learn about the services available at the [Bureau de la vie étudiante \(BVE\)](#):
 - Buddy Program
 - Guided campus tours
 - Discover Québec Activity Program
 - Student advising

... as well as [Université Laval resources and services](#)

Bureau de la vie étudiante (BVE)

Pavillon Alphonse-Desjardins
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Québec (Québec) G1V 0A6

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