MESSAGE FROM THE DEAN

At Queen’s School of Business, our mission is to develop outstanding leaders with a global perspective, and create new knowledge that advances business and society. I know of no better way for students to obtain a global perspective than to participate in an international exchange.

We have been welcoming international exchange students to Queen’s since 1983. In the last three years alone, we have hosted over 975 students from 37 countries.

In total, we enjoy partnerships with over 100 top business schools throughout the world and we are in the process of signing several new agreements.

Queen’s School of Business students are similarly active in international exchanges. In the 2014/15 academic year, approximately 85% of all undergraduate Commerce students will participate in an international exchange, arguably the highest participation rate in Canada in an optional international exchange program. In addition, exchange continues to be popular among Queen’s Full-Time MBA students.

The most internationally-focused program of all, however, is the course-based Queen’s Master of International Business program in which students may choose between a single-degree option and several double-degree options. The single-degree option features a mandatory exchange component as well as a team-based research project, while our many double-degree options – all of which feature alliances with some of the world’s top business schools – have their unique value propositions.

Finally, further evidence of our international reach can be found in the fact that Queen’s School of Business also delivers programs at locations across Canada, as well as in the U.S. and the Middle East and North Africa (MENA) region.

We hope this guide will provide you with all the information you will require prior to your arrival in Kingston, as well as whet your appetite for the exceptional experience that awaits you at Queen’s School of Business. We look forward to welcoming you and helping you broaden your global perspective!

DAVID M. SAUNDERS, PhD
Dean, Queen’s School of Business
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QUEEN'S UNIVERSITY

Queen’s is one of Canada’s leading universities, with an international reputation for scholarship, research, social purpose, spirit and diversity. Consistently ranked among the top universities in Canada, Queen’s is known for its high-quality learning environment. Award-winning faculty, great students, community and tradition - these are the hallmarks of the Queen’s experience.

Queen's University is located at the northeastern end of Lake Ontario in the historic city of Kingston, midway between Toronto, Ontario and Montréal, Québec and less than two hours from Ottawa, our nation's capital.

QUEEN’S SCHOOL OF BUSINESS

Queen’s School of Business is one of the world’s premier business schools, consistently capturing top international rankings for its programs. The world-class reputation of our small, elite school is a testament to the high quality of our programs, faculty and students who come from Canada and abroad. Founded in 1919, the School continues to innovate to ensure we provide the academic excellence and exceptional experience that are the hallmarks of every Queen’s program.

Opened in 2002, Goodes Hall is the home of Queen’s School of Business. The building owes its name to principal donor Mel Goodes, a Commerce alumnus and former Chairman & CEO of Warner-Lambert worldwide.

Goodes Hall has been constructed to meet the full range of needs of a modern, leading-edge business school.

Wireless network access is available throughout the building and students may utilize any of the numerous classrooms, meeting rooms, lounges and more.

The seating in Goodes Hall classrooms resembles a horseshoe; this allows the professor to stand in the middle of his or her students - rather than in front of them - and allows students to see each other's faces during class.

A new 75,000 square foot expansion of Goodes Hall has recently been completed.

The School’s suite of programs includes:

- Queen’s full-time MBA
- Queen’s National Executive MBA
- Cornell-Queen's Executive MBA
- Queen’s Accelerated MBA for Business graduates
- Queen’s Master of International Business (MIB)
- Queen’s Master of Finance
- Queen’s Master of Analytics
- Queen’s Bachelor of Commerce
- Queen’s PhD
- Queen’s MSc in Management
- Queen’s Executive Development Centre open-enrollment and custom programs

Of the programs listed above, the Bachelor of Commerce program, the full-time MBA program, and the Queen's Master of International Business program include an international exchange component.
QUEEN’S COMMERCE PROGRAM

Queen’s Bachelor of Commerce is Canada’s premier undergraduate business program. This four-year honours program has among the highest entrance standards of any undergraduate program in Canada, and attracts outstanding young students from across the country and around the world.

The Commerce experience extends well beyond the classroom. The program’s student government organization, the Queen’s Commerce Society (ComSoc) organizes a number of world-class conferences and competitions annually (see below) as well as offering a wide variety of speakers, workshops, and social events for Commerce students including yourself. Exchange students are encouraged to get involved with all ComSoc events.

**Fall Semester Conferences and Competitions**

<table>
<thead>
<tr>
<th>EVENT</th>
<th>LOCATION</th>
<th>DATES</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queen’s Advancing Canadian Entrepreneurship (QACE)</td>
<td>Kingston</td>
<td>September 25 - 27</td>
<td>qace.ca</td>
</tr>
<tr>
<td>Queen’s Business Forum on the Fashion Industry (Q’BFFI)</td>
<td>Kingston</td>
<td>November 14 - 16</td>
<td>comsoc.queensu.ca/qbff</td>
</tr>
<tr>
<td>Queen’s Conference on the Business Environment Today (Q’BET)</td>
<td>Kingston</td>
<td>October 30 - November 1</td>
<td>qbet2013.com</td>
</tr>
<tr>
<td>Queen’s Women in Leadership Conference (QWIL)</td>
<td>Kingston</td>
<td>November 6 - 9</td>
<td>qwil.ca</td>
</tr>
<tr>
<td>Queen’s Leadership, Excellence and Development Conference (QLEAD)</td>
<td>Kingston</td>
<td>November 6 - 8</td>
<td>qlead.ca</td>
</tr>
<tr>
<td>Queen’s Finance Association Conference (QFAC)</td>
<td>Toronto</td>
<td>November 13 - 16</td>
<td>qfac.ca</td>
</tr>
<tr>
<td>DECA Queen’s Invitational</td>
<td>Kingston</td>
<td>November 14 - 17</td>
<td>comsoc.queensu.ca/deca/wp</td>
</tr>
</tbody>
</table>

**Winter Semester Conferences and Competitions**

<table>
<thead>
<tr>
<th>EVENT</th>
<th>LOCATION</th>
<th>DATES</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inter-Collegiate Business Competition (I.C.B.C.)</td>
<td>Kingston</td>
<td>Jan 15 - 17</td>
<td>icbconline.ca</td>
</tr>
<tr>
<td>Queen’s Commerce Corporate Challenge (Q3C)</td>
<td>Kingston</td>
<td>January 8 - 10</td>
<td>q3c2013.ca</td>
</tr>
<tr>
<td>Queen’s Marketing Association Conference (QMAC)</td>
<td>Kingston</td>
<td>January 8 - 10</td>
<td>qmac.ca</td>
</tr>
<tr>
<td>Queen’s Conference on International Business (QCIB)</td>
<td>Kingston</td>
<td>January 15 - 17</td>
<td>qcib.ca</td>
</tr>
<tr>
<td>Queen’s Entrepreneur’s Competition (QEC)</td>
<td>Toronto</td>
<td>January 22 - 24</td>
<td>theqec.com</td>
</tr>
<tr>
<td>Queen’s Sports Industry Conference (QSIC)</td>
<td>Kingston</td>
<td>January 22 - 24</td>
<td>qsic.ca</td>
</tr>
<tr>
<td>Commerce and Engineering Environmental Conference (CEEC)</td>
<td>Kingston</td>
<td>TBA</td>
<td>ceecc.ca</td>
</tr>
</tbody>
</table>
Conferences and Competitions

On weekends from September to March, ComSoc hosts a wide variety of conferences and business competitions in both Kingston and Toronto. Participating in these conferences and competitions will allow you to build your business knowledge, network with other students from across Canada and North America, bring an international perspective to the discussions and, in some cases, spend a weekend in Toronto, the business capital of Canada!

In order to attend conferences, delegate applications are sometimes required. These applications are typically due 1-2 months prior to the event, and can be found online on the event website (see previous page) or on the ComSoc portal (http://comsoc.queensu.ca). Other events have ticket sales approximately 2 weeks prior to the event that are sold on a first-come, first-served basis. Criteria for competition participations vary and can be found on the websites of each event.

If a particular event seems appealing to you, contact a member of the organizing committee listed on the webpage to find out how you can get involved!

Other Events

ComSoc committees often host industry specific speakers, workshops, one-day events and socials that offer additional opportunities for you to get involved. For example, there is a series of consulting case preparation sessions each fall, a non-profit consulting case competition each February, the Queen’s Micro Credit Challenge and Accounting Week in March as well as speakers from industries such as oil and gas, finance and non-profit throughout the year.

Information on how to get involved with these events can be found 1-2 weeks prior to the event in the ‘Announcements’ section of the ComSoc portal.

More information on all the happenings of the Society can be found at comsoc.queensu.ca. Click on the ‘ComSoc Calendar’ link to get an overview of the upcoming events and check the ‘Announcements’ section frequently (and prior to arrival) to stay up to date with all the happenings of the Society.

MASTER OF INTERNATIONAL BUSINESS PROGRAM

Queen’s MIB is a 12-month, full-time program focused on international business. The vast majority of candidates in the program have no formal work experience, though a small number of them will have a few years of work experience. Queen’s MIB program is a highly multicultural program. The Class of 2014 features students from 22 different nationalities.

Queen’s MIB is a team-based program. Degree-seeking students alike are assigned to learning teams of six to eight students, with whom they will collaborate on major assignments. Those enrolled in the program may choose from single-degree or double-degree tracks.

Queen's MIB students will have around-the-clock access to a dedicated resource room and meeting rooms. Alternatively, students may choose to hold team meetings at nearby Stauffer Library, the main campus library which is located mere steps from Goodes Hall, the home of Queen’s School of Business.

QUEEN’S MBA PROGRAM

Queen's MBA is a 12-month, full-time program that is currently ranked #4 in the world outside the U.S. by BusinessWeek Magazine. In the past, Queen's held the top ranking in the 2004, 2006 and 2008 rankings.

Like the Queen’s MIB program, Queen’s MBA is a team-based program; each team is given an office located mere steps from the classroom and administrative office. Within the team office, each student is provided with a workstation and wireless Internet access. You will have around-the-clock access to your team office, where you can collaborate on assignments, share ideas with your classmates, or work independently. At any time of day, you may also take advantage of the exclusive MBA business centre, free of charge. The centre includes a copier, scanner/printer, and fax machine, and is well-stocked with paper and other supplies.
Events on and Around Campus

The Centre for International Management (CIM) will organize events for exchange students during the term. The purpose of the events are to help integrate exchange students to Kingston and with QSB students. Some of the events that have been held in the past include: Fall and Winter Orientation with networking session and lunch, International Exchange Fair, Cultural Night, Pumpkin Carving (fall), Curling (winter), Farewell Event with certificates, pizza and prizes.

Queen’s University International Centre (QUIC)

The CIM team works closely with the staff at the Queen’s University International Centre (QUIC), located in the John Deutsch University Centre (JDUC). The members of the QUIC team have extensive experience in working with international students across all faculties at Queen’s University as well as the surrounding community. Through its activities, QUIC promotes an internationally-informed and cross-culturally sensitive learning environment.

All incoming exchange students are welcome to participate in an orientation session organized by QUIC, in addition to the mandatory Queen’s School of Business orientation. [http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/](http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/)

The Exchange and Transfer Committee (ETC)

Working closely with the CIM team are the members of the Exchange and Transfer Committee (ETC). This group of dedicated Queen’s Commerce students volunteer their time to organize events for exchange students, provide exchange students with a Canuck mentor, and generally ensure that exchange students feel welcome and comfortable in their new surroundings. ETC 2014/2015 Facebook group: [https://www.facebook.com/groups/642176872533745/](https://www.facebook.com/groups/642176872533745/)

New, Exchange, Transfer Students (NEWTS)

Exchange students are invited to take part in NEWTS Week. This event is a fun way for exchange students to orient themselves to the Queen’s and Kingston community in a friendly and welcoming environment. NEWTS Week 2014 will take place during the faculty-wide Orientation Week from September 3 – 6, 2014.

There is no better way to truly feel a part of the Queen’s family than by participating in Orientation Week. Events and activities include: a scavenger hunt, karaoke night, road trip to a major Canadian city, concert by a famous Canadian artist, and the NEWTS Olympics. NEWTS 2014 Facebook group: [https://www.facebook.com/pages/Newts-Orientation/204601662969702](https://www.facebook.com/pages/Newts-Orientation/204601662969702)
10 STEPS TO YOUR EXCHANGE AT QUEEN’S

Follow these important steps in order to have a successful exchange:

1. Obtain or renew your passport
2. Send your transcripts & TOEFL scores (if necessary) to QUEEN’S
3. Obtain visa & study permit (if necessary)
4. Review academic policies and make preliminary course selections
5. Obtain health insurance
6. Register for your courses
7. Find a place to live in Kingston
8. Prepare for your departure
9. Arriving in Canada and Queen’s
10. Orientation
Step 1 - Obtain or Renew Your Passport

If you already have a passport, please ensure that it will remain valid for 6 months after your return home.

Step 2 - Send Your Transcripts & TOEFL Scores

Your academic transcripts and TOEFL (if applicable) must be sent to us directly from your home university on your behalf.

TOEFL

If your first language is not English, or if the language of instruction at your home institution is not English, you may be required to complete the TOEFL (please check with someone in the International Exchange department at your university).

It is imperative that you are able to communicate effectively in verbal and written English to make the most of your exchange experience. In the classroom, you will be asked to synthesize large amounts of verbal and written information efficiently; review, comprehend and critique abundant readings; engage in classroom discussions and presentations; and make significant contributions to group assignments.

Outside the classroom, you should feel comfortable enough with your spoken English to perform such routine tasks as: order food, ask for directions, and greet someone on the street.

Step 3 - Obtain Visa & Study Permit (if necessary)

A study permit is written authorization issued to international students giving them permission to study in Canada.

If you are planning to study in Canada for one term (less than 6 months), you may study under temporary resident status as a visitor. For any period longer than 6 months (two terms), a Study Permit is required.

If you hope to work on campus, you must have a study permit regardless of the length of your period of study. No work permit is needed to work on campus but you must be enrolled in full-time studies to qualify. Exchange Students are not eligible to work off-campus.

Students from some countries may require a temporary resident visa (entry visa) to be eligible to enter Canada. The temporary resident visa (if required) will automatically be issued as part of a successful Study Permit application.

To get a study permit and/or a temporary resident visa (entry visa) you may apply through a Canadian visa office or visa application centre (VAC) outside of Canada or you may be eligible to apply online. The study permit application costs CAN$150 (or the equivalent in local currency), while a temporary resident visa application (if made on its own - without a study permit application) costs CAN$100. These applications can take as little as a few days and as long as 3 months to be processed.

Further information can be found through:

- the Citizenship and Immigration Canada website at: [cic.gc.ca](http://cic.gc.ca)

If your research results in further questions, you can also contact the International Student Advisor at isa@queensu.ca

It is extremely important that you check with the visa office that you are applying to as each office may have additional requirements. You can find the office that serves you at: [cic.gc.ca/english/information/offices/apply-where.asp](http://cic.gc.ca/english/information/offices/apply-where.asp)

Be sure to keep copies of all documents sent to and from the Canadian visa office.

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet based TOEFL</td>
<td>24 (writing)</td>
<td>100 Overall</td>
</tr>
<tr>
<td></td>
<td>22 (speaking)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>22 (reading)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20 (listening)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>88 Overall</td>
<td></td>
</tr>
<tr>
<td>Paper based TOEFL</td>
<td>Essay rating score of 5.0</td>
<td>580 Overall</td>
</tr>
<tr>
<td></td>
<td>580 Overall</td>
<td></td>
</tr>
<tr>
<td>International English Language testing system (IELTS)</td>
<td>Score of 6.5 on academic module</td>
<td>Score of 6.5 on academic module</td>
</tr>
<tr>
<td>Canadian Academic English Language Assessment (CAEL)</td>
<td>Overall band of 70 with no band below 60</td>
<td>Overall band of 70 with no band below 60</td>
</tr>
<tr>
<td>Pearson Test of English (PTE)</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>
Step 4 - Review Academic Policies and Make Preliminary Course Selections

Commerce

Overview
All Commerce courses are taught in English and run for the full length of the term. If a course is cancelled, the CIM will contact you to revise your study plan. To obtain brief course descriptions of all Commerce courses, please go to [http://qsb.ca/bcom_courses](http://qsb.ca/bcom_courses) Exchange students are permitted to enroll in courses offered by the Faculty of Arts and Sciences at Queen's University, however, the majority of courses must be taken from the Commerce Program. For a complete listing of all available courses in Faculty of Arts and Sciences at Queen's University, visit [queensu.ca/artsci/academic-calendar](http://queensu.ca/artsci/academic-calendar)

Workload
Each Commerce course is weighted at 3 credit units and consists of 36 contact hours. Please consult your academic advisor at your home university to determine the appropriate course load for you. You may expect to spend approximately 3.5 hours on independent/group work outside of class time for every hour spent in the classroom.

Most exchange students take 4 courses at Queen's, though in some cases their home universities require them to take 5 courses (which is the same course load for Queen's students). Please consult with your academic advisor to determine the proper course load for you. Exchange students may not take fewer than 3 courses nor more than 5 courses.

Fall Schedule
For students participating in a Fall Term or Full Year exchange at Queen's, you are expected to arrive before September 1, 2014. The mandatory Commerce orientation will be held on September 1 and 2, 2014. Classes begin on September 8, 2014 and end on November 28, 2014. The exam period will be held from December 3 – 18, 2014. No exams will take place on Saturday, December 6, 2014.

Please do not book your flight home until after the last possible date of exams (December 18).

Winter Schedule
For students participating in a Winter Term exchange at Queen's, you are expected to arrive in time for the mandatory orientation on January 4, 2015. Classes begin on January 5, 2015 and end on April 2, 2015. A precise itinerary for the orientation will be provided to you closer to the date. The exam period will be held from April 9 - 25, 2015.

Please do not book your flight home until after the last possible date of exams (April 25).

Adding or Dropping Courses
If you wish to add, drop or make changes to your schedule you will have the first two weeks of term to do so.

* Refer to Step 6 on page 13 for course registration details.
Graduate Programs - Master of Business Administration and Master of International Business (MIB)

Due to the structure of the QSB graduate business programs, we accept exchange students into the MBA program for fall term (September to December) and into the MIB program for winter/spring term (January to April).

All courses are taught in English.

<table>
<thead>
<tr>
<th></th>
<th>MBA - FALL 2014</th>
<th>MIB - WINTER 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term Dates</td>
<td>September 1 - December 12, 2014</td>
<td>January 4 - April 30, 2015</td>
</tr>
<tr>
<td>Mandatory Orientation</td>
<td>September 1 &amp; 2</td>
<td>January 4 &amp; 5</td>
</tr>
<tr>
<td></td>
<td>- details will be provided by your QSB Exchange Coordinator</td>
<td></td>
</tr>
<tr>
<td>Program Portal</td>
<td>June</td>
<td>October</td>
</tr>
<tr>
<td></td>
<td>- access to the program portal will be provided to you</td>
<td></td>
</tr>
<tr>
<td>Course Catalogue</td>
<td>May</td>
<td>October</td>
</tr>
<tr>
<td></td>
<td>- will be provided to you on the program portal</td>
<td></td>
</tr>
<tr>
<td>Course Selection</td>
<td>July</td>
<td>November</td>
</tr>
<tr>
<td></td>
<td>- course selection survey will be sent to you</td>
<td></td>
</tr>
<tr>
<td>Course Schedule</td>
<td>Courses are scheduled in 2-3 week blocks from September to December. You are not required to be at Queen’s for the full term. You can choose the courses and schedule that works for you based on taking 3-5 courses during your stay. Courses are not held on Thanksgiving Day, October 13.</td>
<td>Courses are scheduled over 12 week term, January to April. You are required to be at Queen’s for the full term. Courses are not held during Reading Week, February 16-20</td>
</tr>
<tr>
<td></td>
<td>- the schedule for each course will available on the program portal closer to the start of term</td>
<td></td>
</tr>
<tr>
<td>Course Load</td>
<td>Minimum 3, maximum 5 - each course is worth 3.0 units</td>
<td>Minimum 3, maximum 5 - each course is worth 3.0 units</td>
</tr>
</tbody>
</table>
### Graduate Programs - Master of Business Administration and Master of International Business (MIB)

<table>
<thead>
<tr>
<th></th>
<th>MBA - FALL 2014</th>
<th>MIB - WINTER 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Workload</strong></td>
<td>Each course consists of 30 classroom hours, which is usually scheduled as 10 sessions of 3 hours each.</td>
<td>Each course consists of 36 classroom hours, which is usually scheduled as two 1.5 hour sessions per week.</td>
</tr>
<tr>
<td></td>
<td>Expect to spend approximately 3.5 hours on independent or group work outside of class for every hour spent in the classroom.</td>
<td>Expect to spend approximately 3.5 hours on independent or group work outside of class for every hour spent in the classroom.</td>
</tr>
<tr>
<td></td>
<td>(30 hours + 105 hours = 135 hours per course)</td>
<td>(36 hours + 126 hours = 162 hours per course)</td>
</tr>
<tr>
<td><strong>Course Attendance</strong></td>
<td>Attendance is monitored and a student who misses more than 2 classes in a particular course will be given a failure.</td>
<td>Attendance is recommended. If student is absent for more than 25% of the course, they may be given a failure.</td>
</tr>
</tbody>
</table>
| **Course Fees**      | $100 per course
- course fees will be added to your student account and must be paid prior to completion of term                                   | $100 per course
- course fees will be added to your student account and must be paid prior to completion of term                                   |
| **Add/Drop Courses** | All course changes are administered through the MBA Program Office
Students are permitted to add or drop a course prior to the beginning of the 2nd class | All course changes are administered through the MIB Program Office
Final date to add a course: January 16
Final date to drop a course: February 27 |
Step 5 - Obtain Health Insurance

There are two categories of medical insurance in Ontario: primary and supplementary.

Primary medical insurance (UHIP)

This is mandatory and offers coverage for basic services that everyone must have for emergencies (hospitals, doctors, diagnostic fees, etc.) plus an annual physical examination. For international students and their dependents (partner and children), this primary coverage is provided through the University Health Insurance Plan (UHIP) which is administered by the Queen's University International Centre (QUIC).

All students have access to health services, including doctors and registered nurses at Queen's Health, Counselling, and Disability Services (HCDS). You must present your student card and proof of UHIP coverage at each scheduled appointment. For more information about their services visit queensu.ca/hcds

UHPI (Mandatory)

Enrolling in Health Insurance Plans

You will be automatically enrolled in the University Health Insurance Plan (UHIP) for each term of your enrollment at Queen's University. The fee for single UHIP coverage will appear on your student fee account prior to the start of each term (you can pay each term individually or as one payment).

- UHIP coverage will begin on August 10 (for September starts) and December 10 (for January starts). You must visit the Queen's University International Centre (QUIC) during your first few days in Kingston to finalize your UHIP enrollment.
- Enrollment in an optional supplementary health plan, if desired, must occur within your first 30 days at Queen's.

Further details about UHIP are available at: http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/

Supplementary medical insurance

This is optional for exchange students but strongly recommended for those without equivalent insurance. It covers some services that are not covered by UHIP, such as a portion of the cost of prescription medicines, physiotherapy, chiropractic care, eye examination, dental work, vision care, travel coverage and other services. Supplementary health plans are administered by both student government offices:

- For MiB students: Society of Graduate and Professional Students (SGPS) http://www.sgps.ca/health/
- For MBA students: Alma Mater Society (AMS) myams.org/health
- For Commerce students: Alma Mater Society (AMS) myams.org/health

Information for returning Canadians:

Please e-mail Queen's University's UHIP Administrator at uhip@queensu.ca for information about whether you are eligible for Ontario's provincial health insurance coverage.

Payments

For the September term the payment deadline is September 30. For the January term the payment deadline is January 31.

UHIP Rates for 2014-2015

One student for one term One student for two terms
CANS216 CANS432

Costs for students with dependents can be found at: http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/cost-of-uhip/
### Making Payments to Queen’s

#### Payments from Outside Canada

**By Bank Wire Transfers**

Funds may be electronically transferred to Queen’s University, but be advised that the initial bank, intermediate banks as well as the receiving bank may all impose an additional handling fee.

Therefore you should provide extra funds to cover these costs (any overpayment received by Queen’s can be refunded to you upon request). The information required to wire funds is:

<table>
<thead>
<tr>
<th>Payable to</th>
<th>Queen’s University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Address</td>
<td>Bank of Montreal, 297 King Street East, Kingston, Ontario, K7L 3B3 CANADA</td>
</tr>
<tr>
<td>Telephone</td>
<td>+1-613-545-3005</td>
</tr>
<tr>
<td>Bank Number</td>
<td>001</td>
</tr>
<tr>
<td>Transit Number</td>
<td>00162 (some bank use 0016 - both work)</td>
</tr>
<tr>
<td>Account number</td>
<td>1046-122</td>
</tr>
<tr>
<td>IBAN</td>
<td>00162-1046-122</td>
</tr>
<tr>
<td>Swift Code</td>
<td>BOFMCAM2</td>
</tr>
<tr>
<td>Routing Number</td>
<td>ABA026005092</td>
</tr>
</tbody>
</table>

- Ensure that your name and Queen’s student ID (number) are included in the wire transfer for proper processing of your payment.
- Please note that wire transfers can take as long as several weeks to be processed, so it is recommended that you submit your payment well in advance of any deadlines.
- You may be required to ask your bank to trace your payment.
- We also recommend that you bring a copy of the receipt with you.

**By Mail**

This method of payment is for students living outside of Canada. Cheques, money orders, or bank drafts, in Canadian or US funds only, may be mailed to:

Queen’s University  
Office of the University Registrar  
Rm. 125, Gordon Hall (Records and Services)  
74 Union Street  
Kingston, Ontario  
K7L 3N6  
CANADA

**Notes:** Your name and Queen’s student ID (number) must be clearly written in the notes section on the front of your cheque, money order or bank draft.

Please allow approximately 2 to 3 weeks for mailing and processing when using this method of payment.

Do not send post-dated cheques.

Payments refused for any reason will be subject to a CAN $20 administration fee.

#### Western Union

Payments may be made at the nearest Western Union office using the (Blue Form) Quick Collect rate.

**Company Name:** Queen’s University  
**Locale/Code City:** QUEEN SUONTARIO, ON  
**Account Number:** Your Queen’s student ID (number)

#### Payments From Within Canada

Any payments to Queen’s that need to be made following your arrival in Canada must be made through a Canadian bank account.

Further payment information is available at: queensu.ca/registrar/currentstudents/fees/payment.html
Step 6 - Register For Your Courses

Graduate - MBA and MIB, refer to pages 9 and 10 for course registration information.

Commerce

SOLUS is Queen’s University’s electronic registration system. Students use SOLUS to manage their registration and their personal information on file with the university. Please follow these steps when registering for your courses.

Process for exchange students:

- To sign onto SOLUS, you will first need a Queen’s NetID. To obtain your NetID, go to http://www.queensu.ca/its/netid/managemyprofile.html and click on “Activate my NetID” under the students tab. Please note that you will need to enter your 8-digit Queen’s student number and date of birth to obtain your NetID.
- Once you have your Queen’s NetID and password, you may then access SOLUS at queensu.ca and click on the MyQueensu/SOLUS link under “Resources”.

You will receive registration instructions and guidance from your Exchange Coordinator in June.

| June 17 | Use your Queen’s NetID to access the Exchange Portal to review the Course Timetable, Course Catalogues, and the Course Companion for course information. |
| July 2 | Access SOLUS to get your Enrollment Appointment which is the start date when you can begin your course registration during Course Selection I. |
| July 14 - 27 | Course Selection I: From your Enrollment Appointment start date until July 27. Commerce courses are restricted to Commerce and incoming exchange students during this period. This is the best time to add your Commerce courses because courses fill up quickly and we cannot put you on a waiting list. |
| July 28 – Aug 1 | Course Selection II: All courses are open to all students at the university. |
| Sept 3 – 19 | Fall term courses You can add/drop courses or swap into a different section of a FALL course during this time. |
| Sept 3 – January 16 | Winter term courses You can add/drop courses or swap into a different section of a WINTER course during this time. |

Open Courses

It is your responsibility to register into level 200, 300 and 400 Commerce courses if you meet the prerequisite requirements. Typically, exchange students register in 4 or 5 courses per term. It is a QSB policy that all exchange students must be enrolled in a majority of Commerce courses.

There are some reserved seats available for incoming exchange students in all COMM 200 level courses. Space is limited; you can register in these courses using SOLUS. The best time for you to register is during Course Selection I.

Restricted Courses

If you want to register in any 100 level COMM course, COMM 341 (Operations Management), COMM 401 (Business Policy), or courses outside of the Commerce program (courses that do not begin with COMM, such as MATH, ECON, HIST, ENGL), you must first seek approval from your Exchange Coordinator.

Please ensure you complete your course selections prior to the closing of the Course Selection periods as noted.
Step 7 - Find a Place to Live in Kingston

Exchange students have a wide variety of housing options to choose from during their time in Kingston. The following can serve as a guide.

Queen's University Residence Halls
The University has two residence buildings that are available to exchange students. Both residence buildings have single private rooms with shared kitchen and bathroom facilities. Students can choose to cook or participate in an optional meal plan.

Jean Royce Hall
A mixed gender residence that is home to first-year undergraduate, graduate, School of English and international exchange students and is on Queen's West Campus. West Campus is a 15 - 20 minute walk from Main Campus and a 30 – 45 minute walk from downtown. Jean Royce Hall is on a city bus route that runs regularly between Queen's West and Main campuses.

Harkness International Hall
A mixed gender residence that is home to internationally-minded upper-year Canadian students and international students attending Queen's University. Harkness International Hall, which is located on Queen's Main Campus, is a 15 – 20 minute walk to downtown.

Fees (not including optional meal plans)

<table>
<thead>
<tr>
<th>ROOM ASSIGNMENT</th>
<th>FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Room</td>
</tr>
<tr>
<td>Two terms (Full year)</td>
<td>$6835</td>
</tr>
<tr>
<td>One term (Fall or Winter)</td>
<td>$3418</td>
</tr>
</tbody>
</table>

All fees are in CAN$ and are subject to change/approval by the Queen's University Senate and the Board of Governors. You can view optional meal plans at http://dining.queensu.ca/new-meal-plan-page/

The residence internet service is known as ResNet. The online residence application and information can be found at residences.housing.queensu.ca

Rooms are assigned by a computer lottery process and are not guaranteed. Queen's Residences do, however, reserve a number of rooms for exchange students. Building preferences are only a guide in the process and are not guaranteed. Students will be notified whether they have been successful in the lottery by mid-July so that they can pursue other options for housing, if necessary.

You can apply for a place in a Queen's residence online. You will require your Queen's student ID (8 digit number) to apply.
residences.housing.queensu.ca/applications_assignments/how-to-apply/exchange-student-application/

Check out Virtual Tours of Residences at housing.queensu.ca/virtualtours/jeanroyce_hall/jeanroyce_hall.html and housing.queensu.ca/virtualtours/harkness_hall/harkness_hall.html

Application and Payment Deadlines
Fall Term- (August 31 to December 19, 2014) or Full Year- (August 31 to April 26, 2015) Applicants
• Application + deposit July 1, 2014
• Remainder of fees September 30, 2014

Winter Term- (January 5 to April 26, 2015) Applicants
• Application + deposit December 1, 2014
• Remainder of fees January 31, 2015

For additional information, please contact Residence Admissions by email reshouse@queensu.ca or by telephone: +1-613-533-2550.

Please note that a CAN$525 deposit must be submitted at the same time as your application.

The deposit is only refundable if you are not offered a place in residence.

If you accept an offer of a place in residence, the agreement is binding and you are responsible for all fees for the term of your stay at Queen's.
If you are considering accommodation that is not within walking distance of campus, be sure to check the Kingston Transit website for routes and schedules.

cityofkingston.ca/residents/transit/bus-schedules

Other Options

Private Housing
There are a number of resources available for off-campus housing search. Some of these resources are offered or supported by Queen's, while others are not directly associated with the University.

HousingAnyWhere.com is a student-to-student housing platform that has designed specifically with exchange students in mind. Visit housinganywhere.com to view photos, find a street view, and review the amenities of all available properties.

Queen’s also offers housing listings specifically for exchange students: International Housing Office (IHO) Listing Service
http://quic.queensu.ca/resources/housing-support/long-term-options/international-housing-office-listings/

You will find links related to these and other possible listing services at: http://quic.queensu.ca/resources/housing-support/long-term-options/

Kingston Student Housing Co-op
Science ‘44 is a privately-owned, non-profit network of student residences. The Co-op offers 6 to 10-bedroom houses where students rent a private room and share all common space with the other student residents of the house. Weekly three-hour co-op duties are assigned in order to minimize housing costs to the students and foster a familial environment.

Most rooms include a meal plan although some are available without meals. Both 4 and 8 month leases are offered during the academic year.

All houses are co-ed and accommodate Canadian, international, first- and upper-year student residents. All buildings are located within a 5 – 10 minute walk to Main Campus, and within a 10 – 15 minute walk to downtown. More information is available at: studenthousingkingston.ca

Important: Agreements that you make to rent a room/house/apartment with a property owner (landlord) OR another student are legally-binding. Learn more about your rights and responsibilities before making an agreement at towngown.sa.queensu.ca/housesandhomes.asp

To learn more about other housing options visit the International Housing Office website

http://quic.queensu.ca/resources/housing-support/

- How to apply for the options mentioned
- Temporary housing options (if you will be arriving without your permanent housing secured)
- Resources designed to assist both 4 and 8-month exchange students with their housing search

Students from your home university who have been on exchange at Queen’s are another good source of information. Learning about their experience may prove invaluable to you in your housing search.

Keep in mind that downtown (an area with a range of services and shops) is generally considered to be centered around lower Princess Street (east of Victoria Street) and along Ontario Street, at the base of Princess Street.

While your Queen’s student card will give you free access to Kingston Transit buses, most students will focus their housing search on areas within walking distance of Queen’s Main Campus. The listing services noted above include maps to help you identify the location of the accommodations you are considering. A Queen’s Campus map and general map of Kingston with information about walking times is available at: http://quic.queensu.ca/resources/housing-support/long-term-options/international-housing-office-listings/housing-maps/

Temporary Housing
Students arriving in the Fall, who do not have their permanent accommodation arranged, may request a temporary residence room, for CAN$39.99 (+ tax) per night, while they conduct their housing search.

For more information or to make a reservation (Queen’s University student ID (8 digit number) required), email: event.services@queensu.ca. Rooms are available until 12 noon Friday, August 30, 2013 at the latest.

Centre For International Management | 15
Step 8 - Prepare for Your Departure

Here are some points to keep in mind when preparing for your departure:

- When booking flights, please note that you will not fly directly into Kingston. Instead, your flight will probably arrive in one of the following cities: Toronto, Montréal, or Ottawa. The only airport that offers connecting flights to Kingston is Pearson International Airport in Toronto. Please note that it is considerably more economical to book your connecting flight to Kingston as part of your original booking rather than doing so upon arriving in Toronto.

- If you will be staying in Canada for less than six months, a medical examination is generally not required prior to leaving your home country. However, should your stay in Canada exceed six months, residents of certain countries may be required to complete a medical examination. Please visit the following link to determine if a medical examination is necessary for you cic.gc.ca/english/information/medical. In addition, it may be necessary for you to receive some immunizations prior to entering Canada. Please consult your doctor for more precise information.

- You may wish to obtain some Canadian money prior to leaving home for any incidental expenses that you may incur during your first few days in Kingston.

- While you will need to bring original copies of your various forms of identification to enter Canada, it is recommended that you make a photocopy of these documents and leave it at home with friends or relatives.

- What to pack (page 37)

Step 9 - Arriving in Canada and Queen’s

Arriving in Canada

Be prepared to produce the following documents upon arrival in Canada:

- Letter of introduction from the Canadian Consulate or High Commission (if you applied for a study permit);
- Passport (with Canadian Temporary Resident Visa, if required);
- Copy of letter and certificate of admission from Queen’s University;
- Evidence of financial support;
- A list of any items which you are sending separately, or which are not cleared through customs personally at the time of your arrival (if applicable); have the list stamped by immigration officials;
- Letters of reference or any other documents recommended by the Canadian embassy, consulate or high commission serving your country;

Carry these items and all other valuable papers, money and traveller’s cheques with you rather than in hand or checked baggage.

If you plan to travel to Canada via the United States (or hope to visit the U.S. during your time here), please ensure you have the proper permission from their government. Details are available at: http://quic.queensu.ca/international-students-and-staff/visiting-the-united-states/

For further information on the process of entering Canada, please visit the Citizenship and Immigration website at: cic.gc.ca/english/study/study-arriving.asp
**Arriving at Queen's University**

**Transportation**

Most students arrive in Canada through either Toronto or Montréal, as these are the closest major cities to Kingston. The travelling time from each city centre to Kingston is approximately 3 hours, although trips from the international airports to Kingston often take a little longer. If you are having difficulty making arrangements to get to Kingston from the airport once you have arrived, go to the ground transport area of the airport to seek assistance.

*Note: It is important to carry enough Canadian money with you to cover immediate costs, as there may be no facility upon arrival where traveler’s cheques can be cashed or currency can be exchanged. It is also possible that some ATMs may not recognize your bank or credit card. Remember that prices can change without notice.*

**From Toronto:**
You can fly directly to Kingston through Toronto with:
Air Canada - [aircanada.com](http://aircanada.com)
This option is most economical when booked as part of your original flight to Canada.

There is also a bus service direct from the Toronto Pearson International Airport to Kingston operated by:
Megabus - [ca.megabus.com](http://ca.megabus.com)
This service departs from Terminal 1 - Ground Level Post P6 and Terminal 3 - Arrivals Level Post C8. It stops on the Queen’s campus in front of Goodes Hall, which is approximately 75m west of the John Deutsch University Centre (JDUC), home to the Queen’s University International Centre (QUIC). The cost for a one-way student fare is approximately CAN$60.

Important: Megabus advertises a 1-bag luggage limit. [ca.megabus.com/LuggageAllowance.aspx](http://ca.megabus.com/LuggageAllowance.aspx)

From downtown Toronto to Kingston, you can take either a bus:
Megabus - [ca.megabus.com](http://ca.megabus.com)
Greyhound Canada - [greyhound.ca](http://greyhound.ca)
or train: VIA Rail - [viarail.ca](http://viarail.ca)

**From Montréal:**
The Montréal public transit service (STM) also offers service to and from Montréal’s Pierre Elliott Trudeau International Airport with a combination of bus, commuter train and metro. To get into downtown Montréal, you can catch bus **#204 East** at the airport’s Departures entrance on the ground level. It goes to two places so be sure to get on the Gare de Dorval (Dorval train station) bus. From the Dorval train station, you can catch a commuter train into Montréal (or a VIA Rail train directly to Kingston). The commuter train line intersects with the Metro. Bus schedules for route #204 East are available from the STM website - [stm.info/en/info/networks/bus/local/line-204-east](http://stm.info/en/info/networks/bus/local/line-204-east)


From Montréal to Kingston, you can take either a bus:
Megabus - [ca.megabus.com](http://ca.megabus.com)
Greyhound Canada - [greyhound.ca](http://greyhound.ca)
or train (from downtown Montréal or Dorval Train Station - at the airport): VIA Rail - [viarail.ca](http://viarail.ca)

**From Ottawa:**
A shuttle service operates between Ottawa’s Macdonald-Cartier International Airport and downtown Ottawa hotels. It departs at the Level 1 curb outside the terminal in the Arrivals area. This is much less expensive than a taxi.

Even more economical is the local bus service operated by OCTranspo (Ottawa public transit). **Route 97** departs the terminal at Pillar 14 outside the Arrivals area. Tickets are available at the Ground Transportation Desk located on Level 1 at the centre door of the Arrivals area.

Full information about transportation options from the airport to downtown Ottawa can be found at
Ottawa Airport Ground Transportation [ottawa-airport.ca/getting-yow/transportation](http://ottawa-airport.ca/getting-yow/transportation)
Bus service from Ottawa to Kingston is available through
Greyhound Canada - [greyhound.ca](http://greyhound.ca)
Train service is available through VIA Rail - [viarail.ca](http://viarail.ca)
Neither the bus nor the train terminal is located in downtown Ottawa, but each is accessible from downtown using Ottawa public transit.

The Queen's University International Centre (QUIC), located in the John Deutsch University Centre (JDUC), will offer extended hours during the reception period to ease the arrival process for you. During this period, QUIC is open on weekdays from 8:30 a.m. until 7:00 p.m. and on weekends and holidays from 1:00 p.m. until 7:00 p.m. For exact dates of the reception period, visit [http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/](http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/)

At other times of the year QUIC is open Monday through Friday from 8:30 a.m. until 4:30 p.m.

Plan to visit QUIC soon after your arrival in Kingston. The UHIP enrollment process must be completed at QUIC before you can complete your academic registration.

Orientation packages containing information about some of the programs and services that are offered within the University are distributed at QUIC. These packages also include maps of Queen's campuses, central Kingston and the city bus routes.

If necessary, you may use QUIC as a mailing address until your permanent residence is established. Be sure to notify QUIC’s staff in advance of shipping items. QUIC’s mailing address and important mailing instructions can be found at [http://quic.queensu.ca/international-students-and-staff/shipping-your-belongings/](http://quic.queensu.ca/international-students-and-staff/shipping-your-belongings/)

Note: If you will be arriving after September 1, you must notify the Residence Admissions Office at reshouse@queensu.ca. You cannot move in to your residence room before September 1.

What if you arrive after QUIC has closed and need temporary accommodation?

The John Deutsch University Centre (JDUC), where QUIC is located, is open 24 hours a day throughout the year with the exclusion of the period between December 19 and January 4. During this time, there will be signs posted on the doors of the JDUC listing some potential accommodation options (hotels and bed & breakfasts). When the building is open, but QUIC is closed, these signs will be found inside the building and on the doors of QUIC.

To find out more about temporary accommodations before arrival in Canada, please visit the International Housing Office - Temporary Housing Options page at [http://quic.queensu.ca/resources/housing-support/temporary-housing-options/](http://quic.queensu.ca/resources/housing-support/temporary-housing-options/)

What if you arrive after QUIC has closed and you are supposed to be living in a Queen’s Residence?

If you plan to live in residence for the duration of your time at Queen’s and have received permission from the Residence Admissions Office to move in, you can check in at the residence desk responsible for your specific residence. These desks are open 24 hours a day, 7 days a week, so even if you arrive in Kingston at 4:00 a.m. (for example) you are welcome there.

The main desk at Victoria Hall is where you check-in for Harkness International Hall and the main desk at Jean Royce Hall is where you check-in to your room in Jean Royce Hall.

Note: If you will be arriving after August 31, you must notify the Residence Admissions Office at reshouse@queensu.ca. You cannot move in to your residence room before August 31.

For further information, visit the residences Moving into Residences page [residences.housing.queensu.ca/move-inout/move-in](residences.housing.queensu.ca/move-inout/move-in). The Queen’s Campus Map will help you find these buildings. It is available at [queensu.ca/campusmap](queensu.ca/campusmap).

For more information on arrival details please visit [http://quic.queensu.ca/international-students-and-staff/arrival-in-canada-and-at-queens/](http://quic.queensu.ca/international-students-and-staff/arrival-in-canada-and-at-queens/) or contact the International Student Advisor at [isa@queensu.ca](mailto:isa@queensu.ca).

Queen's Campus Security operates 24 hours a day, 7 days a week. If you arrive at night and are concerned for your safety, Campus Security can be contacted through the emergency phone network (each outdoor phone is identified by a blue light above it).
Step 10 - Orientation

There are several important items you must attend to during your first few days at Queen’s:

- As soon as possible after arriving in Kingston, please go to QUIC to complete the UHIP registration process.
- After completing the UHIP registration process, you may obtain your student card from the Office of the University Registrar (OUR) in Gordon Hall.
- You must attend the Queen’s School of Business orientation session for your program.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>COMMERCE FALL TERM</th>
<th>COMMERCE WINTER TERM</th>
<th>Graduate Fall - MBA</th>
<th>Graduate Winter - MIB</th>
</tr>
</thead>
</table>

Be certain not to miss your first class!

<table>
<thead>
<tr>
<th>ITEM</th>
<th>COMMERCE FALL TERM</th>
<th>COMMERCE WINTER TERM</th>
<th>Graduate Fall - MBA</th>
<th>Graduate Winter - MIB</th>
</tr>
</thead>
</table>

Each program will provide you with an opportunity to make changes to your initial course selections after arriving at Queen’s. Please note that we cannot put you on a waiting list for courses in any of our programs.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>COMMERCE FALL TERM</th>
<th>COMMERCE WINTER TERM</th>
<th>Graduate Fall - MBA</th>
<th>Graduate Winter - MIB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/Drop Period</td>
<td>September 3 - 19, 2014</td>
<td>September 3, 2014 - January 16, 2015</td>
<td>Students have until the beginning of the 2nd class in each course</td>
<td>January 1 - 16, 2014</td>
</tr>
</tbody>
</table>
## Exchange Timelines

<table>
<thead>
<tr>
<th>DATE</th>
<th>COMMERCE PROGRAM FALL TERM</th>
<th>COMMERCE PROGRAM WINTER TERM</th>
<th>GRADUATE FALL - MBA</th>
<th>GRADUATE WINTER - MIB</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2014</td>
<td>Obtain or Renew Your Passport</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April 2014</td>
<td>Ensure Your Transcripts and TOEFL and/or IELTS Scores (if necessary) are sent to Queen’s</td>
<td></td>
<td>Ensure Your Transcripts and TOEFL and/or IELTS Scores (if necessary) are sent to Queen’s</td>
<td></td>
</tr>
<tr>
<td>May 2014</td>
<td>After receiving acceptance letter from Queen’s, obtain visa and study permit (if necessary). • Review academic polices and available courses • Renew passport</td>
<td>After receiving acceptance letter from Queen’s, obtain visa and study permit (if necessary). • Review academic polices and available courses • Renew passport</td>
<td>After receiving acceptance letter from Queen’s, obtain visa and study permit (if necessary). • Review academic polices and available courses • Renew passport</td>
<td></td>
</tr>
<tr>
<td>June 2014</td>
<td>17 - Course timetable posted on Queen’s website</td>
<td>17 - Course timetable posted on Queen’s website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>August 2014</td>
<td>July 28- Aug 1 Course Selection II</td>
<td>Obtain or Renew Your Passport</td>
<td></td>
<td></td>
</tr>
<tr>
<td>September 2014</td>
<td>1-2 - Orientation 8 - Classes begin 3 - 19 Add/drop period Sept. 30 - Residence Fees due 30 - UHIP Payment Due</td>
<td>Ensure Your Transcripts and TOEFL and/or IELTS Scores (if necessary) are sent to Queen’s</td>
<td>1-2 - Orientation 2 - Classes begin 30 - Residence Fees due 1 - UHIP Payment Due</td>
<td>Obtain or Renew Your Passport Obtain and send transcripts and TOEFL and/or IELTS Scores</td>
</tr>
<tr>
<td>DATE</td>
<td>COMMERCE PROGRAM FALL TERM</td>
<td>COMMERCE PROGRAM WINTER TERM</td>
<td>GRADUATE FALL - MBA</td>
<td>GRADUATE WINTER - MIB</td>
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<td>--------------</td>
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<td>-------------------------------</td>
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<td>-----------------------</td>
</tr>
</tbody>
</table>
| October 2014 | 13 - Canadian Thanksgiving – No Classes | • After receiving acceptance letter from Queen’s, obtain visa and study permit (if necessary).  
• Begin adding & dropping courses on SOLUS | 13 - Canadian Thanksgiving – No Classes | • After receiving acceptance letter from Queen’s, obtain visa and study permit (if necessary).  
• Review academic policies and available courses  
• Renew passport |
| November 2014 | 29 - Classes End | Review selected and available courses | 15 - Complete course selection survey |
| December 2014 | 3 - 18 Exam Period | 1 - Residence application and deposit due  
Classes end  
Complete survey | 12 - Classes End  
Complete Survey | 1 - Residence application and deposit due |
| January 2015 | Final transcripts sent to your home university | 1 - UHIP Payment Due  
1-16 - Add/drop period  
4-5 - Orientation  
5 - Classes begin  
30 - Balance of residence fees due | Final transcripts sent to your home university | 1- UHIP Payment Due  
4-5 - Orientation  
6 - Classes begin  
1-16 - Add/drop courses at program office  
30 - Balance of residence fees due |
| February 2015 | 16-20 - Reading Week (No Classes) | | 16-20 - Reading week (no classes) |
| March 2015 | | | |
| April 2015 | 2 - Classes end  
3 - Good Friday (no classes)  
10-25 - Exam Period  
Complete survey | | 2 - Classes End  
3 - Good Friday (no classes) |
| May 2015 | Final transcripts sent to your home university | | Final transcripts sent to your home university |
ACADEMICS AT QUEEN’S SCHOOL OF BUSINESS

Overview
As Canada’s premier business school, Queen’s School of Business has built a reputation of producing top business leaders. This well-deserved reputation is the result of many years of steadfast adherence to the highest admission standards and a commitment to academic excellence. Queen’s students and exchange students alike are constantly challenged by our world-class faculty. Let’s take a closer look at what you can expect from an academic standpoint as an exchange student.

Class Format
Queen’s School of Business professors use a variety of teaching methods in the classroom to form a well-rounded learning environment that includes lectures, case studies, simulations, group work, and real-world projects.

Assessment
At your home institution, you may be accustomed to being evaluated solely on the basis of a 100% deliverable or final exam at the conclusion of the course. Here at Queen’s, we evaluate your progress at regular intervals throughout the course using a wide array of assessment techniques; we describe this as “continuous” (as opposed to “summative”) assessment. In fact, it is not uncommon for you to have an assignment due within the first week of class!

Although this may be a new – and perhaps unsettling – idea for you, one benefit of this method is that it allows us to monitor your progress throughout the course and advise you accordingly.

Some of the ways in which you may be assessed include:

- Written analyses of case studies
- Assignments
- Participation
- Mid-term or final exams
- Group projects
- Presentations

Two things that exchange students notice most about their classes here at Queen’s School of Business are the extent to which students participate in class, and group work.

Participation
Students are encouraged to actively participate in class and debate ideas put forth by their professors and peers; in fact, it is common for many professors to include a participation mark in their course (sometimes worth 10-20%). You will find that conventional lectures account only for a small portion of class time. The best way for you to keep up with the discussion is to ensure you complete your readings and review all cases before class.

We understand that it may be uncomfortable for you to challenge your professors or fellow classmates due to the fact that such behaviour would be considered inappropriate or disrespectful at your home university. Or, sometimes students do not participate extensively in class because they are not confident in their English-speaking ability. However, please keep in mind that you may be evaluated on your in-class contributions. And remember that an international exchange is all about experiencing new customs and practices. If you are really having difficulty adapting to the participative style of our classes, please talk to your professors; sometimes professors are willing to help find a different way for you to participate, perhaps through a chat forum in the course website.
**Group Work**

Regardless of which program you are attending, most of the assignments you will complete will be group or team assignments. Why do we put so much emphasis on group/team work? Our view is that we will all work in teams throughout our careers, so we owe it to our students and their future colleagues to help them learn how to be an effective team member now.

Sometimes you will be able to choose who you work with, and on other occasions, you will not; regardless, you will almost always work with a mix of Queen’s students and other exchange students.

In many cases, assignments will require you as a group to complete both a written document and deliver a presentation.

Most importantly, you will be expected to contribute equally to the assignment.

**Experience has shown us that there are certain practices that will help you become a successful group member. They include:**

- Attend all group meetings; the other members of the group will recognize your commitment to them and to the successful completion of the assignment
- As difficult as it can be to do, deal with conflicts as they arise - do not ignore them. Small problems often become bigger problems if they are ignored
- If conflicts become too heated, take a break and “sleep on it”
- Try to find a role within the group that will build on your strengths; for instance, if you are a confident speaker, offer to take a larger role in the presentation. Or, if you are a “numbers-cruncher,” perhaps you would prefer to take the lead on the analysis of the data. Then, as you gain confidence in other areas, offer to take one of the other roles in subsequent group projects.

**Tips For Success**

**Here are some tips that will help you be successful in your courses at Queen’s School of Business:**

- Attend every class
- Come prepared to class
- Take notes
- Sit next to someone new each class
- Ask questions of your professors and your fellow students – don’t be shy!
- Develop a time management plan
- Competition is good, but collaboration is better!

**In addition to the tips listed above, here is some additional advice for students whose first language is not English:**

- Sit at the front of the classroom to ensure you can hear the speaker clearly
- Offer your opinion and unique perspective as an international student – chances are, no one thinks about the issue(s) like you do, and it will help you feel more involved
- Make an audio recording of the class (with the professor’s permission) – it will allow you to follow the in-class discussion and go back to something later that you may have missed
- Ask for clarification if students or professors make reference to ideas (or use language) only Canadians and/or native English speakers would understand
- Listen or watch Canadian news reports; it will help develop your ear for English

**Appeals**

Appeals of grades are most often resolved by a meeting between the student and professor. However, should this method fail to resolve the matter to your satisfaction, you should immediately contact the Exchange Coordinator in the Centre for International Management who, in turn, will refer the matter to senior administrators in the appropriate program.
Queen's Grading System

<table>
<thead>
<tr>
<th>LETTER GRADE</th>
<th>GRADE POINTS</th>
<th>PERCENTAGE CONVERSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.3</td>
<td>90-100</td>
</tr>
<tr>
<td>A</td>
<td>4</td>
<td>85-89.9</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>80-84.9</td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>77-79.9</td>
</tr>
<tr>
<td>B</td>
<td>3</td>
<td>73-76.9</td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td>70-72.9</td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
<td>67-69.9</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td>63-66.9</td>
</tr>
<tr>
<td>C-</td>
<td>1.7</td>
<td>60-62.9</td>
</tr>
<tr>
<td>D+</td>
<td>1.3</td>
<td>57-59.9</td>
</tr>
<tr>
<td>D</td>
<td>1</td>
<td>53-56.9</td>
</tr>
<tr>
<td>D-</td>
<td>0.7</td>
<td>50-52.9</td>
</tr>
<tr>
<td>F*</td>
<td>0</td>
<td>0-49.9</td>
</tr>
</tbody>
</table>

*Failure

P  Pass; no grade assigned
FR  Failure with Review
CR  Credit
IN  Incomplete

Transcripts

Upon completion of your studies at Queen’s School of Business, it is the policy of the Office of the University Registrar to forward one official transcript to your home institution. If you wish to order additional copies of your transcript, you may do so from the Registrar’s Office. For security reasons, please note that the Registrar’s Office is unable to send your transcript to you via email or fax. Instead, you may pick up the transcript in person at the Registrar’s Office or provide an address where you would like the transcript to be sent. Each additional transcript costs $15. Please note that Queen’s University Senate Policy states that a transcript will not be released if a student has any outstanding debts.

Exams

All students are required to be present for each examination, including mid-term and final exams during the academic year; please do not book your return flight home until the exam schedule is finalized (the schedule is usually set in mid-October for Fall term exams and in mid-February for Winter term exams). If you discover that one of your exams is scheduled at the same time as a religious observance, please report the conflict to the Exams Office (Gordon Hall, Room 110) as soon as possible, as individual arrangements can be made for each student.

Exchange students whose first language is not English are entitled to an extra 10 minutes of time for every hour of your exam; this policy pertains to final exams only but does not include mid-term exams. In addition, these students are permitted to bring a translation dictionary (book, not an electronic dictionary). Your exchange advisor will assist you in this regard.

If you have been identified with a learning disability, you are similarly entitled to special considerations for your exams. To ensure your needs are adequately met, please speak with a representative at Health, Counselling, and Disability Services (HCDS) upon your arrival at Queen’s.

Academic Integrity at Queen’s

As a member of the Centre for Academic Integrity (CAI), Queen’s subscribes to the definition of academic integrity as a commitment, even in the face of adversity, to five fundamental values: honesty, trust, fairness, respect, and responsibility.

All members of the academic community - faculty, staff, and students - are expected to uphold these values, which are fundamental to the “freedom of inquiry and exchange of ideas” upon which the educational environment at Queen’s depends.

Any behaviour that compromises these values is considered a departure from academic integrity and is subject to remedies or sanctions as established by Queen’s School of Business and Queen’s University.

Queen’s students, faculty, administrators and staff therefore all have ethical responsibilities for supporting and upholding the fundamental values of academic integrity.
Departures from Academic Integrity

A departure from academic integrity includes plagiarism as well as any deliberate attempt to gain unfair advantage academically for oneself or others. All forms of departure from academic integrity are considered serious offences within the University community. The following defines the domain of relevant acts without providing an exhaustive list.

Plagiarism: allowing it to be thought that another’s ideas or phrasings are one’s own by failing to provide proper acknowledgement.

Examples:
• Copying and pasting from the Internet
• Copying a printed source or other resource without proper acknowledgement
• Copying from another student
• Using direct quotations or large sections of paraphrased material in an assignment without appropriate acknowledgement
• Buying term papers or other assignments and submitting them as one’s own
• Submitting the same piece of work in more than one course without the permission of the instructors
• Obtaining a copy of a test or exam from an earlier section of the course and writing the same test or exam later in the day or subsequent days

Use of unauthorized materials

Examples:
• Possessing or using unauthorized study materials or aids during a test
• Copying from another’s test paper
• Using an unauthorized calculator or other aids during a test
• Unauthorized removal of materials from the library, or deliberate concealment of library materials.

Facilitation: enabling another’s breach of academic integrity

Examples:
• Making information available to another student, such as knowingly allowing one’s essay or assignment to be copied by someone else, giving a copy of a test or exam to a student writing the same test or exam later in the day or subsequent days
• Selling term papers or other assignments
• Knowingly assisting another person to conceal his or her departure from academic integrity

Forgery: utilizing counterfeit documents or statements.

Example:
• Creating a transcript or other official document.

Falsification: misrepresentation of one’s self, one’s work or one’s relation to the University

Examples:
• Altering transcripts or other official documents relating to student records
• Impersonating someone in an examination or test
• Submitting a take-home examination written, in whole or in part, by someone else
• Fabricating or falsifying research data or source material (whether by commission or by omission)
• Allowing someone else to do research work without the knowledge and approval of the instructor
• Fabricating or falsifying research data
• Failing to appropriately recognize contributions of others
• Attributing authorship of work to persons other than those who have contributed to the work in a meaningful way

Individual instructors or Program Directors should point out to students, in writing, any areas of specific concern not covered above.

Sanctions for Departures from Academic Integrity

Any student who is found to have committed a departure from academic integrity may face a range of sanctions, from receiving a grade of zero on the assignment to a recommendation to Queen’s Senate that the student be required to withdraw from the University for a period of time, or even that a degree be rescinded.

For consultation and support, students may contact Queen’s Dispute Resolution Mechanisms Office.
STUDENT SERVICES

Business Career Centre (BCC)
The BCC located in the heart of Goodes Hall, is a vibrant hub for career-related activities.

The BCC team has an in-depth knowledge of students, faculty members, curricula and student organizations within Queen’s School of Business, and is pleased to use this knowledge to assist you in developing effective career strategies.

The following services are offered to exchange students:

- **Workshops:** Workshops are hosted on various topics such as tailoring your resume and cover letters for the North American environment, to help prepare you for both on and off-campus job searches.
- **Online information resources:** The BCC subscribes to several online information sites, including Knightsbridge and the Vault, where you can access relevant and timely job search information.

Working in Canada

Exchange Students are permitted to work on Queen’s campus during their exchange provided that:

- they are registered as a full-time student,
- they hold a valid Study permit and,
- they have a valid Social Insurance Number (S.I.N.) to receive payment

Students may be eligible to get a Work Permit allowing them to work off campus if their academic program requires it or if they abide by the rules of the Off-Campus Work Permit Program.

For more information on this topic, please go to [quic.queensu.ca/incoming/workingincanada.asp](http://quic.queensu.ca/incoming/workingincanada.asp)

Laptop Computer Requirements

Laptop computers are used extensively throughout all of the academic programs at Queen’s School of Business. If you do not already own a laptop, you are strongly advised to purchase one for the duration of your studies at Queen’s. Both PC and Mac computers are used by students and supported by our IT department.

Health, Counselling, and Disability Services (HCDS)

HCDS provide a range of important services that are free and confidential. The Health Service unit is staffed by a team of family physicians and nurses who provide primary health care to students. You can visit the Urgent Care Clinic (which operates from September to April), or you can book an appointment in advance. The Health Service unit also provides immunizations (for example flu shots or immunization for travel), as well as access to specialist mental health care.

The Counselling Service provides professional short-term counselling on a range of personal concerns (adjusting to Canada, relationship issues, mental health concerns, personal crises) as well as learning skills development.

The Disability Services Office oversees and manages accommodation planning for students with disabilities. If you have a documented disability, you can arrange an appointment by calling the Disability Services Office at +1-613-533-6467, 146 Stuart Street.

Walkhome Service

If you are walking to or from campus and are uncomfortable with the idea of doing so by yourself, you can request “Walkhome Service.” After making your request, two Walkhome team members - comprised of one male and one female staff member – will safely accompany you to your destination. Walkhome is a completely anonymous service, as our staff members do not wear a visible uniform and only use their Walkhome tags to identify themselves. To ensure your safety, all Walkhome teams are equipped with a radio, which allow them to have direct communication with the Walkhome supervisor on shift, or with Queen’s Campus Security or Queen’s First Aid if necessary.

Walkhome also has bikes in order to accommodate individuals who would prefer company while cycling as opposed to walking (weather permitting).

For more information about safety precautions you can take as a Kingston resident, please go to [quic.queensu.ca/incoming/safety.asp](http://quic.queensu.ca/incoming/safety.asp)
Queen's School of English

Queen's School of English (QSOE) offers many full-time and part-time courses for exchange students seeking to improve their English writing, speaking, and pronunciation skills. For information on these courses, please go to queensu.ca/qsoe/index.html

Please note that you will not receive an academic credit for these courses. Moreover, you will be required to pay for these courses yourself as the costs are not covered under the terms of the exchange agreements.

Student Clubs & Associations

Queen's is home to approximately 200 student-run clubs. They have a very wide variety of members, sizes, purposes and commitment levels and are organized in the following categories:

• Activities/Interests/Hobbies
• Ethnic/Cultural Media
• Political, Religious and Social Issues

For more information please go to myams.org

Faith-Based Services

Despite the predominance of the Roman Catholic, United, and Anglican faiths in the Kingston region, there are places of worship for other faiths throughout the Kingston region. As such, you may feel welcome to continue to practice your faith while attending Queen's.

To find an appropriate place of worship, please go to http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/spiritual-and-religious-support/

Athletics

Kingston's waterfront is a favorite destination during spring, summer and fall for runners, cyclists and other outdoor enthusiasts. In addition, there are a number of fields and green spaces in the vicinity of Queen's campus for you to stretch your legs.

As an exchange student enrolled on a full-time basis at Queen's, you are also entitled to make use of our indoor athletic facilities year-round – just remember to bring your Queen's student card! Some of the more common intramural activities you may wish to participate in at Queen's include: Basketball, Inner-tube Water Polo, Ultimate Frisbee, Volleyball, Touch Football, Curling, Outdoor Soccer and Indoor Soccer.

For all other information regarding recreational activities at Queen's and Kingston, please go to quic.queensu.ca/incoming/recreation.asp
LIVING IN KINGSTON

Like Queen’s, Kingston is proud of its past but thrives on a dynamic present. The City of Kingston is a flourishing regional centre of culture, business and industry. Kingston is home to many restored historic sites, the Royal Military College of Canada, St. Lawrence College, several major hospitals, and one of the world’s best freshwater sailing areas. Our safe sidewalks are often busy from early morning to late evening.

You can find:

- Three live theatres
- Lively nightclubs and pubs
- Alternative and mainstream movies
- Music and dancing for every taste
- International award-winning restaurants
- Sports and entertainment centre
- Parks, statues, monuments

Be sure to discover many more activities and opportunities during your time at Queen’s. To learn more about Kingston, please visit the following website: City of Kingston Visitor and Tourism http://tourism.kingstoncanada.com/en/
Living Expenses

The following chart provides exchange students with a general guideline of living expenses in Kingston.

<table>
<thead>
<tr>
<th></th>
<th>MONTHLY</th>
<th>ONE TERM</th>
<th>TWO TERMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing (off-campus)</strong> see pg. 15 for university residence fees</td>
<td>$550 - $750</td>
<td>$2200 - $3000</td>
<td>$4400 - $6000</td>
</tr>
<tr>
<td><strong>Food</strong> costs may be reduced if meals are prepared at home</td>
<td>$300</td>
<td>$1200</td>
<td>$2400</td>
</tr>
<tr>
<td><strong>Primary Medical Insurance (UHIP)</strong> Mandatory</td>
<td></td>
<td>$216</td>
<td>$432</td>
</tr>
<tr>
<td><strong>Supplementary Medical Insurance</strong> - Optional</td>
<td>AMS $120.87</td>
<td>AMS $241.74</td>
<td></td>
</tr>
<tr>
<td>(AMS for Commerce &amp; MBA)</td>
<td>SGPS $420</td>
<td>SGPS $460</td>
<td></td>
</tr>
<tr>
<td>(SGPS for MIB)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Textbooks and Supplies</strong> - costs vary according to area and level of study</td>
<td></td>
<td>$400 - $500</td>
<td>$600 - $1000</td>
</tr>
<tr>
<td><strong>Telephone (mobile)</strong> - Includes service but no longdistance calling (may also require purchase of a phone or SIM Card)</td>
<td>$20 - $45</td>
<td>$80 - $180</td>
<td>$160 - $360</td>
</tr>
<tr>
<td><strong>Clothing</strong> - (costs vary) - A new (good) winter coat can cost between $75 and $300 while a good second-hand coat can cost $50. Boots are at least $50.</td>
<td></td>
<td>$250</td>
<td>$400</td>
</tr>
<tr>
<td><strong>Miscellaneous</strong> - Study permits cost $125, used bicycles cost approximately $50 and movies cost from $8 to $13.</td>
<td></td>
<td>At least $600</td>
<td>At least $900</td>
</tr>
</tbody>
</table>

Note: All values are in Canadian dollars. All fees are subject to change. The figures listed in the chart are only an estimate of the basic living expenses and DO NOT include any entertainment (going out to restaurants or pubs) or travelling expenses you may incur; it is strongly recommended that you have at least the minimum level of funding. All values are in CAN$ and subject to change.

For further information on banking and shopping economically once you arrive, see the Living in Kingston Guide in the QUIC website at:
http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/

TAX is added to the price of most services and items purchased in Ontario. There is no tax rebate program for short-term visitors to Canada (like exchange students).
Local Climate
The single biggest determinant of weather in Kingston is its proximity to Lake Ontario. In winter, Kingston enjoys milder temperatures than the national average but higher than average amounts of snowfall. However, winter weather in Kingston can still be extreme at times, particularly for those unaccustomed to a colder climate. In summer, temperatures remain relatively mild for the most part but are often accompanied by high levels of humidity. Not surprisingly, tourists flock to Kingston in the more moderate seasons of late spring, summer and early fall.

Proper Winter Attire
It is best to wear thin layers of loose fitting clothing that will trap your body heat while also allowing air circulation. Your outer clothing should be water-resistant and your jacket should come equipped with a hood. A knitted or lined hat (known to Canadians as a "toque") and gloves or mittens are also a must. In extremely cold weather, it is a good idea to wear a scarf to protect your face from the elements along with lined boots.

Getting Around Town
Most students live close enough to the university that they can walk or bike to campus. However, with your Queen’s student card, you may travel on city buses for free during the months of September to April (due to its small size, Kingston does not have a subway or train mass transit system). For specific bus routes, please visit http://www.cityofkingston.ca/residents/transit

After-Hours or Emergency Medical Attention
For anyone requiring after-hours, non-life threatening medical attention, please visit your nearest walk-in medical clinic. For a current listing of all available after-hours clinics in the Kingston area, please consult the Yellow Pages section of a Kingston and Area phone book.

For anyone requiring urgent medical attention after hours, please go to the Emergency department of one of the city’s two hospitals: The Emergency Department of Hotel Dieu Hospital, located at the corner of Brock Street and Montreal Street, is open from 8:00 a.m. – 10:00 p.m., 7 days a week. This department is the appropriate site for the "walking wounded" (individuals who have suffered lacerations, broken bones, eye injuries, and psychiatric emergencies).

The Emergency Department of Kingston General Hospital, located on King Street, is open 24 hours a day, 7 days a week. This department is the appropriate site for all individuals who require immediate medical attention for any reason.

Food
While it may be convenient – particularly for your first few days after arriving in Kingston – to eat at a restaurant or order in some food, this is an expensive (and not particularly healthy) way to eat. Please consult the following link for a list of all grocery stores in Kingston’s downtown core: http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/food/

Average Monthly Temperatures In Kingston

<table>
<thead>
<tr>
<th>Month</th>
<th>Year</th>
<th>°C</th>
<th>°F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>6.5</td>
<td>43.7</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td>-7.2</td>
<td>-13.0</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td>-2.0</td>
<td>28.4</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td>5.1</td>
<td>41.2</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>11.6</td>
<td>52.9</td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td>20.3</td>
<td>68.5</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>17.0</td>
<td>62.6</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>19.7</td>
<td>67.5</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>15.8</td>
<td>60.4</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>9.4</td>
<td>48.9</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>2.7</td>
<td>36.9</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>-4.2</td>
<td>24.4</td>
<td></td>
</tr>
</tbody>
</table>

Most Canadians refer to the weathernetwork.com for the latest weather forecasts.
Shopping
There are a number of shops and boutiques in the downtown area, as well as a number of larger department and box stores in the city’s west end. For a guide to shopping in Kingston, please visit http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/shopping-economically/

9-1-1 Fire, Police, Ambulance
If you experience or witness an emergency situation that requires an immediate response from medical, law enforcement or fire personnel, you may dial 9-1-1 on any phone to be connected to a live operator who will relay the nature of your emergency to the appropriate authorities.

A Safe Place to Live
The crime rate in Canada is close to that of much of Western Europe and Australia (source: U.S. department of Justice), and dipped to its lowest national average in 25 years in 2006 (source: StatsCan). Most criminal activity that occurs in the vicinity of Queen’s University is relatively minor in nature; petty theft and vandalism are two of the most common infractions. All the same, students are advised to keep their doors locked at all times and to make use of the Walkhome service as described in the Student Services section.

Approaching Canadians
Canadians are unlikely to initiate a conversation with you on the street, but will respond in kind if you approach them and are usually very willing to help someone new to their country.

Canadians often greet each other by shaking hands instead of bowing, nodding, kissing or hugging. Moreover, most Canadians prefer to stand a few feet away from each other when talking; if you stand too close to most Canadians, they may feel as though you have infringed upon their “personal space.”

When addressing a Canadian for the first time, it is best to err on the side of formality. For instance, the first time you address a Professor, it is considered proper etiquette to address him or her as “Professor” or “Dr. Bryant”.

Punctuality is very important in North American society. If someone asks to meet you at a particular time, it is expected that you will be there on time. The same is true for classes here at Queen’s School of Business; the classes will start promptly at the stated time.
PRACTICAL TIPS

Culture Shock

Essentially, culture shock refers to the process of moving from a familiar culture to an unfamiliar one.

As an exchange student arriving in Kingston, you will find yourself in a new environment filled with people who speak and behave in unfamiliar ways - and you will do so by yourself, without the benefit of your support network: family, friends, and trusted advisors. Climate, language, food, dress, social norms and values are just some of the areas that you may notice are different in Kingston from home.

There may be times shortly after your arrival in Kingston where you feel as though you have made a mistake in coming to Queen’s; this is a completely normal reaction. In fact, it is probably fair to say that it is more uncommon not to feel this way. Although there are many variations on this model, it is generally accepted that there are four stages of culture shock.

Honeymoon – it is common to experience an initial sense of excitement and adrenaline after arriving in your new surroundings. Having just recently left home, the sense of comfort and familiarity is still with you.

Rejection & Isolation – you begin to notice all the differences about life at Queen's and may feel isolated and alone. You may even resent and reject everything about your new surroundings.

Adjustment – slowly, you learn to deal with issues that seemed insurmountable at first and you become more accustomed to these new ideas, values, and routines. You learn what to expect in most situations and not everything you encounter feels new or unfamiliar.

Acceptance and Integration – over time, you accept these differences and integrate them with your beliefs; you may even come to believe that some aspects of your new home are preferable to home. You are able to move around comfortably in your new surroundings and blend in with the local citizens.

It is important to point out that you may not necessarily experience any or all of the above feelings; each person is different. Above all, you should be patient with yourself; it takes time to adjust to a new environment. Experience has shown that one of the best ways to feel more comfortable in your surroundings is to get involved. Many of the events organized by the Exchange and Transfer Committee are designed to help acclimatize you to your new surroundings, and you should also get out and enjoy all that Queen’s, Kingston and the surrounding area has to offer. Indeed, many aspects of campus life – clubs, intramurals, conferences, and competitions – are fabulous ways to get involved. If after several weeks in Kingston you continue to feel depressed; anxious; worried; angry; irritable; extremely homesick; withdrawn; have trouble sleeping; or cannot focus on your studies, we strongly encourage you to speak to someone at the Centre for International Management.

International Scholarships

The Canadian Federal government has a number of scholarships available for students from a large number of countries throughout the world to study in Canada. Please go to http://www.scholarships-bourses.gc.ca/scholarships-bourses/index.aspx to find relevant scholarship opportunities for you!

Dress

Students typically dress in casual, comfortable clothes for classes. However, it is required that you also bring a business suit and formal attire with you to Queen's as there are several events - case competitions, conferences, formal presentations, and end-of-term semi formal parties.

Sending and Receiving Mail

Your mailing address in Kingston will be your campus residence, or off-campus accommodations. Canada Post is the agency responsible for all incoming and outgoing mail delivery in Canada. Canada Post kiosks are located in every Shopper's Drug Mart store.

AC Adapter

Please remember to pick up a travel adapter suitable for North America.
Money

You are advised to ensure that you have enough funds in cash or travelers cheques when you arrive in Canada to cover your expenses for at least the first few weeks. This will give you some time to overcome any difficulties you may face when transferring funds, converting your currency into Canadian dollars, or cashing bank drafts.

Most exchange students decide to open a bank account at any number of local banks, trust companies or credit unions that exist in Kingston’s downtown core. Whichever financial institution you choose, the customer service representative will ask you for your preference of opening a “chequing” or “savings” account. Ask for an explanation of the advantages and disadvantages of both accounts.

To open an account, you will require a piece of picture identification (usually a passport) and one other piece of identification (your driver’s license from home or a major credit card will do), along with your Queen’s student card. Most exchange students find it is best to open the account in Canadian dollars. In lieu of opening a bank account, your family may prefer to send money to you in the form of a bank draft or a wire transfer. In either case, please be certain to obtain a receipt from the bank as proof of the transfer of funds. Please note that a bank draft typically takes two weeks to process before you receive your money. For more information about opening a bank account in Kingston, please go to: http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/banking/

Travelling Outside Kingston

While your academic obligations will not provide you with a great deal of free time to travel, we recognize that you will probably wish to visit other parts of Canada – and perhaps even the United States – at some point during your exchange. In particular, exchange students at Queen’s often visit such popular destinations as: Toronto, Montréal, Ottawa, Niagara Falls, Boston and New York City.

If you plan to do some travelling during your time in Canada, here are a number of considerations for you to keep in mind http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/travel-beyond-kingston/

Please be especially careful if you wish to drive in Canada. Remember that the laws governing driving in Canada are probably different from those in your home country. In order to drive in Ontario, you must have a valid driver’s licence from your own province, state or country. If you are visiting Ontario for more than three months, you need an International Driver’s Permit from your own country or you may have to apply for an Ontario driver’s licence, depending on your length of stay. It is also advisable that you ensure your automobile insurance coverage is sufficient.

Contacting Your Friends and Family Back Home

After arriving in Kingston, you will be anxious to tell your family and friends back home about your experiences in your new surroundings.

When you are making an international call, please dial: 011 + country code + city code + local number.

Before placing an international call, please be aware that these calls are expensive. Please refer to a Kingston phone book for specific country rates. There are numerous ways to place a phone call in Kingston: pay phone, calling card, land line, cell phone, or VOIP.

• All pay telephones can be used for local or international calls. You must insert Canadian coins or a credit card to make a call from a pay phone.
• A relatively inexpensive way to place an international call is to purchase a long distance phone card at most convenience, grocery, and drug stores.
• Land lines in your residence or accommodation are quite inexpensive and convenient to set up; the installation fee is approximately $40 CAD plus a monthly maintenance cost of approximately $15 CAD (not including any long distance or international calls that you make).
• If you plan to use your cell phone from home, it must be a GSM tri-band phone. You will also have to buy a new SIM card in Canada in order for your phone to work.
• Voice-over IP (VOIP) calls are probably the best – and most affordable – means of contacting your family and friends back home (i.e. – Skype).

Be certain to provide your family and friends back home with the country code for Canada (1) and area code for Kingston (613) so that they may phone you!

Travelling To The United States

If you plan to travel to the United States during your exchange, you will either be required to obtain a visa to enter the country or participate in the visa waiver program. Please visit this site to determine which requirement is applicable to citizens from your country http://quic.queensu.ca/international-students-and-staff/visiting-the-united-states/

If you are eligible to participate in the visa waiver program, please note that you will be required to apply online for travel authorization; this policy applies not only to flights bound for a U.S. destination but also to international flights that cross U.S. airspace.

The travel authorization application (known as ESTA) must be completed at http://www.cbp.gov/travel/international-visitors/esta at least 72 hours prior to departure.
Preparation Checklist

Use the checklist below to ensure that you are prepared for your QSB experience.
If you have any questions or concerns, contact QSB CIM.

| 1. | Send all documents & fees needed for QSB admission |
| 2. | Apply for (or renew) your Canadian Study Permit |
| 3. | Apply for on-campus housing or research off-campus options |
| 4. | Make travel reservations |
| 5. | Make sure your immunizations are up-to-date |
| 6. | Have a dental examination and complete any necessary dental work |
| 7. | Have an eye examination and obtain any corrective lenses |
| 8. | Plan your arrival |
| 9. | Keep track of important dates and deadlines |
| 10. | Make sure you have all the necessary documents to enter Canada |

Glossary of Acronyms

- **AMS** – Alma Mater Society. Student government for all undergraduate programs at Queen's University.
- **BCOM** – Bachelor of Commerce Degree
- **CIM** – (pronounced “sim”) Centre for International Management. The centre houses the exchange and MIB programs.
- **COMSOC** – Commerce Society. Student association for Commerce students.
- **ETC** – Exchange and Transfer Committee is a sub-committee of COMSOC that works closely with CIM and incoming exchange students to provide assistance with the transition to Queen's along with social events.
- **HCDS** – Health, Counselling and Disability Services provides a wide-range of health related services available to all Queen’s students.
- **JDUC** – (pronounced “j-duck”) John Deutsch University Centre. At the corner of University and Union Streets (also referred to as U&U), the JDUC houses student government offices, QUIC, food outlets, the Tricolour Outlet (clothing, books), convenience store, and other student facilities.
- **MBA** – Master of Business Administration
- **MIB** – Master of International Business
- **NetID** – Your Queen's University network identity. It is the “User ID” you need to sign on to the applications and services that are operated by ITServices, such as email, Moodle course management system, SOLUS Student Center, MyQueensU Portal, QShare, Wiki, etc.
- **NEWTS** – New Exchange and Worldly Transfer Students is part of the Queen's central orientation committee that provides orientation activities for exchange, castle and transfer students.
- **OUR** – Office of the University Registrar is the central administration office that oversees admission, course registration, fees, student card, student awards, transcripts, etc.
- **QUIC** – (pronounced “quick”) Queen’s University International Centre is a support service for all members of the Queen's community and through its activities promotes an internationally informed and cross-culturally sensitive learning environment.
- **QSB** – Queen's School of Business
- **SGPS** – Society of Graduate and Professional Students. Student government for graduate and professional programs. Excluding MBA, which is governed by AMS.
- **SOLUS** – Student Online University System. Provides students with the tools to manage all academic, financial, contact and admission details during the student's academic career. Admitted students can access SOLUS using their NetID.
- **UHIP** – (pronounced “u-hip”) University Health Insurance Plan, a mandatory health plan for international students that provides basic medical coverage for most doctor and hospital services in Ontario.
## Document Checklist

Before departure, make sure that all your documents are in order. Make photocopies of important original documents and leave one copy at home and keep the other copy in your suitcase, separate from the original documents that you must carry with you. These documents include:

<table>
<thead>
<tr>
<th>Number</th>
<th>Document Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Valid passport and/or official government-issued identification</td>
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<tr>
<td>2.</td>
<td>Queen’s Official Letter of Acceptance</td>
</tr>
<tr>
<td>3.</td>
<td>Letter of Introduction confirming the approval of your Study Permit</td>
</tr>
<tr>
<td>4.</td>
<td>Temporary Resident Visa (if required for your country)</td>
</tr>
<tr>
<td>5.</td>
<td>Proof of sufficient funds</td>
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<tr>
<td>6.</td>
<td>Official Transcript/course description from schools previously attended</td>
</tr>
<tr>
<td>7.</td>
<td>English language test score (E.g. TOEFL or IELTS), if needed</td>
</tr>
<tr>
<td>8.</td>
<td>Medical and immunization records (useful, but not required)</td>
</tr>
<tr>
<td>9.</td>
<td>Credit card(s)</td>
</tr>
<tr>
<td>10.</td>
<td>Marriage certificate (if you are married)</td>
</tr>
<tr>
<td>11.</td>
<td>Driver’s license or international driver’s license &amp; driving insurance records</td>
</tr>
<tr>
<td>12.</td>
<td>Two years of official school records (if you bring your children)</td>
</tr>
</tbody>
</table>
What to Pack Checklist

Clothing

1. Clothing for all seasons
   There are four seasons in Canada: spring, summer, fall, and winter. Fortunately, Kingston has a temperate climate with mild winters compared to other cities in Canada. Summers are sunny, but not too hot, with an average temperature of 23°C/73°F. In winter, we see much more rain than snow, with an average temperature of -7°C/19°F.

2. Spring and fall Weather can be unpredictable: you’ll need an umbrella, warm raincoat or jacket, and weatherproof boots or shoes. We recommend dressing in layers, so that you can remove heavier clothing if the sun comes out and the weather warms up.

3. Summer, wear short-sleeve clothing with a light sweater or vest for cooler evenings.

4. Winter, add a hat, scarf, gloves and heavy sweater to your fall outfit. Don’t worry if these are not readily available in your home country: you can buy them when you arrive.

5. It is required that you also bring a business suit and formal attire with you to Queen’s as there are several events—case competitions, conferences, formal presentations, and end-of-term semi-formal parties.

Other Stuff

1. Bring a good bilingual dictionary, if needed. Only Hard-copy dictionaries are allowed in exams, e-dictionaries are not.

2. You may wish to bring items to help you feel at home, such as pictures of your family and friends, books, magazines, music, special treats, or decorations.

3. The Canadian government allows you to bring with you clothing, books, computer, and other electronic items for personal use. Restrictions and limitations apply to alcohol, tobacco, and certain foods and agricultural products. You can consult the Canada Border Services Agency brochure for information on what you can legally bring into Canada.

4. You may bring all personal effects into Canada duty-free. However, make a list of all the valuable items you bring, including serial numbers of cameras, stereos, and computers and the approximate value of each. For more information, visit the Canadian Border Services Agency (CBSA) website.

Electricity in Canada

In Canada, electricity is 120 volts, 60 cycle alternating current (AC). Electrical outlets use a 2-prong plug, with the option of a third prong for grounding. The prongs on the plug are rectangular, not circular.

If you’re bringing electrical appliances or electronic equipment you may need to buy the following before you leave home:

- Transformer: If your electrical devices require more or less than 120 volts of electricity.
- Plug adapter: If your electrical devices do not fit into Canada’s 2-prong electrical outlets

Pack only small quantities of items such as soap, shampoo and toothpaste, which can easily be purchased in Canada.
Centre For International Management at Queen’s School Of Business (CIM)

As an exchange student at Queen’s School of Business, the Centre for International Management (CIM) will not only be one of your first points of contact upon arrival in Goodes Hall (Room 321), but also a regular place to visit throughout your time at Queen’s. Whether you require advice about where to buy winter clothing in Kingston, how to locate a professor, or need to revise your course selections, our exceptional team in the CIM is available to assist you with your questions and concerns. The CIM, Goodes Hall, Rm 321, is open from 8:30 - 4:30 Monday through Friday.

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