

PART 1: BEFORE THE START OF CLASSES 3

- 1.1 Orientation days 3
- 1.2 Administrative tasks to complete..... 3
- 1.3 Managing your finances..... 5
- 1.4 Moving to Montreal 7
- 1.5 Getting around Montreal and travelling .. 8

PART 2: STUDYING AT HEC MONTRÉAL .. 11

- 2.1 Technological resources..... 11
- 2.2 Tools and services..... 12
- 2.3 Choosing your courses..... 13
- 2.4 Evaluation and grading system..... 14
- 2.5 Your professors' expectations..... 16
- 2.6 Preparing for exams 16
- 2.7 Resources to help you succeed 17
- 2.8 Rules and regulations..... 18

PART 3: LIFE OUTSIDE THE CLASSROOM 20

- 3.1 Sports complex..... 20
- 3.2 Elite sports 20
- 3.3 Student associations 20
- 3.4 Volunteering..... 20
- 3.5 Safety and security 20

PART 4: HEALTH AND WELL-BEING..... 21

- 4.1 Health insurance is essential..... 21
- 4.2 Health insurance for international students..... 21
- 4.3 Supplementary insurance 22
- 4.5 Other resources 23

PART 5: LIVING IN MONTREAL AND QUEBEC 24

- 5.1 A safe city 24
- 5.2 We care about the environment! 24
- 5.3 Enjoy winter! 24
- 5.4 Exploring Montreal and Quebec 24
- 5.5 Getting to know the Quebecers 24
- 5.6 Dealing with culture shock 25

PART 6: WORKING 26

- 6.1 Looking for a job or internship..... 26
- 6.2 Working abroad..... 26
- 6.3 Working in Canada as an international student..... 26

PART 7: INTERNATIONAL STUDENTS: SUPPORT DURING YOUR STUDIES 27

- 7.1 Adapting to your new life in Quebec 27
- 7.2 Maintaining a legal status 27
- 7.3 Renewing immigration documents 27

PART 8: CONTACT US 28

- 8.1 Telephone numbers..... 28
- 8.2 Directory of services..... 28

CAMPUS MAP 31

PART I

BEFORE THE START OF CLASSES

THIS GUIDE IS INTENDED TO MEET THE NEEDS OF ALL NEW HEC MONTRÉAL STUDENTS. WHETHER YOU ARE MAKING THE TRANSITION FROM COLLEGE TO UNIVERSITY, RETURNING TO SCHOOL OR STUDYING FOR THE FIRST TIME IN QUEBEC OR EVEN IN CANADA, WHETHER YOU ARE ENROLLED IN A REGULAR PROGRAM OR HERE AS AN EXCHANGE STUDENT, THIS GUIDE IS FOR YOU. YOU'LL FIND IT PACKED FULL OF USEFUL INFORMATION. IT'S A CLEAR, SIMPLE-TO-USE REFERENCE THAT WILL HELP YOU EASILY LOCATE ALL KINDS OF RESOURCES ON OUR WEBSITE.

READ ON AND ENJOY!

THE STUDENT SERVICES TEAM

HOW CAN I USE THIS GUIDE?

To facilitate reading this guide, the HEC Montréal hyperlinks will be presented here in the form of a series of links to follow, starting from the home page at hec.ca.

For example: [Students > Newly admitted students > New academic term](#)

1: Click on “My HEC Montreal” (on top right)

2: Ressources for > Students

3: Newly admitted students

4: In section “New term” > Welcome sessions



This symbol will be used to identify information concerning international students

1.1 ORIENTATION DAYS

To get you started on the right foot, Student Services holds orientation days before classes begin. During orientation, you'll be able to:

- › Meet fellow students
- › Look for accommodation or roommates
- › Find out what tools you'll need for your classes
- › Learn about the educational system (professors' expectations, grading, etc.)
- › Tour the campus with a student guide
- › Get personalized assistance and...have fun!

These days are mandatory; you will receive an e-mail asking you to sign up.

For information on the schedule and other details:

- › Student enrolled in a regular program: [Students > Newly admitted students > New academic term](#)
- › Exchange students: [Home > International student > Incoming Exchange Student > Pre-arrival guide > Step 6. Mandatory Orientation](#)

1.2 ADMINISTRATIVE TASKS TO COMPLETE

SET UP YOUR HEC E-MAIL ACCOUNT

You are assigned an e-mail address when you are admitted to the School. You will receive all your messages from the School at this address, so it's important to set up your HEC Montréal e-mail as soon as possible.



For more information (French only):
[Students > Newly admitted students > Email](#).

CONFIRM YOUR ADMISSION

If you have been given a conditional acceptance offer, be sure to meet the conditions of the offer before the start of classes. You must submit the documents listed in your letter of admission (transcripts, diplomas, etc.).

PAY YOUR TUITION FEES

*Attention! This does not apply to exchange students.

You must pay your tuition fees by the deadline; otherwise you will not have access to HEC en ligne and you will be charged an additional fee. For information on how to pay, deadlines and a breakdown of your tuition fees, see the Frequently Asked Questions (FAQ): [Students > Tuition fees](#).

PROVIDE PROOF OF YOUR STATUS IN QUEBEC

If you are a new student at HEC Montréal, you must provide proof of your status in Quebec.

Are you a Canadian citizen or permanent resident? The Registrar's Office will adjust your tuition invoice accordingly, upon presentation of proof of status. Search for "NRQ" on our website for more information.

Are you an international student enrolled in a regular program? [You must submit a copy of the following documents in your HEC en ligne:](#)

- › Your Passport
- › Your Certificat d'acceptation du Québec (CAQ)
- › Your study permit

For more information: [Students > Campus life > International students \(Steps to extend your stay in Canada\) > Regular international student Section > Preparing for my departure](#).

You are an international exchange student?

The documents required as proof of your status in Quebec depend on how long you are staying in Canada (more or less than 6 months). For more information: [Students > Campus life > International students \(Steps to extend your stay in Canada\) > Incoming Exchange Student](#).

OBTAIN MEDICAL INSURANCE FOR INTERNATIONAL STUDENTS

**If you are an international student, visit Part 4, Health and Well-being*

Anyone staying in Quebec for any length of time must have health insurance. **All international students*** (regular and exchange students) are automatically covered by Sun Life health insurance, a private insurance plan required by HEC Montréal. The premium is automatically added to your invoice.

We encourage you to pay for it along with all your tuition fees before you arrive in Canada, so that you are covered right from the start. Students taking part in an exchange program will be informed of the applicable terms of payment by e-mail before they arrive.

Note that international students from some countries that have reciprocity agreements with Quebec can replace the Sun Life insurance with the Quebec government health insurance plan (Régime d'assurance maladie du Québec, or RAMQ). If you are eligible, you must obtain the appropriate form before leaving for Canada. Once you have proof of RAMQ insurance, bring it to the Admissions Department to have the Sun Life premium removed from your invoice.

PART I

BEFORE THE START OF CLASSES

For more information: [Students > Campus life > International students \(Steps to extend your stay in Canada\) > Regular international student > Preparing for my departure > Health insurance](#).

No other insurance (travel insurance, health insurance from your country, etc.) will be accepted by the School, even if it offers excellent coverage.

1.3 MANAGING YOUR FINANCES

CREATE A BUDGET

The first step in good financial management is a detailed budget.

Some advice:

- › Think about your spending habits
- › Analyze and evaluate your personal expenses in detail.
- › Draw up your budget for the whole school year, and stick to it!
- › Think about whether you can work part-time during your studies, if your income isn't enough to meet your basic needs.
- › Don't rely on credit

Resources for managing your budget:

A multitude of information is available for anyone looking for help. The advisors at the Financial Aid Office (le Secteur de l'aide financière) at Decelles (5.120) are available to answer your questions. Here are some useful resources to help you budget:

- › [Making a budget and sticking to it](#) by the Financial Consumer Agency of Canada
- › [Example of a budget](#) (in french only)

As a student, you'll be eligible for different discounts, some of them thanks to your HEC Montréal student card. For more information and for tips on finding deals in Montreal, ask Student Services.

OPEN A BANK ACCOUNT

Step 1: Choose a bank

Offered Services: Compare the services offered and check the student rates. In general, banks charge for each standard transaction (withdrawal, deposit, direct payment in stores).

Good Deal: the National Bank offers a free and unlimited rate for members of the Alumni HEC Montréal. All students are automatically part of the Réseau!

Proximity: Choose a bank that is accessible for you which has a large network, because using an ATM of a different bank than your own can be expensive. At the School, you can find ATMs for National Bank and Desjardins.

Step 2: Set up an appointment with a bank

The majority of banking establishments in Quebec have a branch on Côte-des-Neiges Road, close to HEC Montréal.

- › **National Bank:** 5355 Côte-des-Neiges, 514 340-9550
- › **Desjardins:** 5150 Avenue Decelles, 514 383-0252
- › **Scotiabank:** 5180 Côte-des-Neiges, 514 739-5508
- › **Bank of Montreal:** 5145 Côte-des-Neiges, 514 341-2240
- › **Royal Bank:** 5700 Côte-des-Neiges, 514 340-3130
- › **HSBC:** 2001 McGill College, 514 288-8858
- › **TD Canada Trust:** 5900 Cote-Des-Neiges, 514 289-1488

Step 3: Documents to bring with you when you open your account

- › Identification papers
- › International students: passport, study permit
- › Letter of admission to the School
- › Proof of permanent address: lease, bill, or proof of enrolment as a full-time student, available at the information desk of the Registrar once you have updated your Montreal address in your student file.

PART I

BEFORE THE START OF CLASSES

If you do not yet have an address in Montreal, you can temporarily use the School's address at the bank:

3000 Côte-Sainte-Catherine Road – Montreal (Quebec) H3T 2A7

Contact the School's Registrar and your bank as soon as you have a permanent address!

Tips and advice on the Canadian banking system

- › ATMs allow you to make deposits (checks and cash).
- › You can pay your bills on your bank's website.
- › Except for paying rent, checks are rarely used.
- › Receiving a money transfer from abroad is subject to fees.
- › **Attention:** a deposited check can take between 5 and 30 days to be registered!

GOVERNMENTAL PROGRAMS

Are you a Canadian citizen or permanent resident AND a Quebec resident? The Quebec government's Student Financial Assistance (AFE) unit offers programs to help you integrate and give you financial support during your studies, through:

- › Loans and bursaries for full-time students
- › Loans for part-time students

For information on eligibility criteria and how to apply, see the [AFE website](#). It also has a simulation calculator to help you figure out how much you could receive.

The financial assistance advisors with the School's Student Services can guide you, so don't be afraid to ask for help. You'll find their contact information in the *Directory of services* section.

If you are a **student with a disability** and a Quebec resident, you may also be eligible for special financial assistance. For more information, see sae.soutienhandicap@hec.ca.

Are you a student from another Canadian province? See the [website of the Government of Canada](#) for information on the financial assistance you may be entitled to from your province of origin.

Are you an international student? Before leaving home, you must ensure you have the financial resources to complete your studies at HEC Montréal. Some countries grant scholarships to their citizens who come to study in Quebec. For information on this kind of assistance, consult the Canadian embassy or consulate in your country.

In addition, many international organizations, like the *Agence universitaire de la Francophonie*, offer scholarships for international students. Research the opportunities available to you online.

SCHOLARSHIPS AND BURSARIES FROM HEC MONTRÉAL

Thanks to the generous donors of the Fondation HEC Montréal, there are many scholarships and bursaries available. Admission scholarships and many other merit scholarships are awarded by the program administrations, with no need to apply. You will normally be notified with your offer of admission.

For other scholarships (leadership, encouragement, athletic, entrepreneurship, needs-based bursaries, etc.), you can apply during



PART I

BEFORE THE START OF CLASSES

the appropriate periods (you must have earned a minimum number of credits).

Note that very few scholarships are available for undergraduate international students and part-time students. On the other hand, in the MSc and PhD programs, there are scholarships specifically for international students (admission scholarships, research grants and scholarships covering differential tuition fees). See our list of scholarships and bursaries from other organizations.

For more information:


- › See [Students > Financing my studies](#)

1.4 MOVING TO MONTREAL

Montreal is one of Canada's most attractive cities for students. With activities year-round coupled with a reasonable cost of living, it's a great place to live. In short, Montreal is a safe city, with an excellent quality of life!

LOOKING FOR HOUSING

It's not hard to find a suitable, affordable place to live, if you know where to look! Find a wide range of information and tips on looking for accommodation, as well as addresses for temporary accommodation for when you first arrive: [Students > Campus life > Housing](#)

 **You're an international exchange student** at the School for one term? We have specific resources to help you find accommodation for **just five months**. For more information, see: [International student > International exchange > Pre-Arrival Guide > Housing](#).

We strongly recommend that you attend the orientation days at HEC Montréal before the start of classes before committing yourself to renting or sharing accommodation.

Some resources to check out before you start looking:

- › Consult the housing ads for HEC Montréal students: [HEC en ligne > Consult apartment for rent](#)
- › To better understand the housing system in Montreal, here is a resource created especially for students: [likehome.info](#)
- › Read about Montreal's different neighbourhoods to see which one suits your needs: [etudieramontreal.info/en](#)
- › Rent a room in the Université de Montréal student residences (in French) close to HEC Montréal (space is limited): [residences-etu.ca](#)
- › To understand the laws related to housing: [educaloi.qc.ca/en/categories/housing-and-property](#)

Need help? Student Services are there for you: logement@hec.ca.

HEC Montréal students generally look for housing near the 51 bus route and blue line of metro and in the Plateau Mont-Royal neighbourhood.

THREE HOUSING OPTIONS

1. Sharing an apartment. This is the most common arrangement for students. A number of roommates get together to sign the lease and share expenses (and housekeeping chores). To find a roommate or join an existing group of roommates, come to the workshops offered during orientation days.

Why is sharing an apartment a good option?

- › You'll save on monthly costs.
- › You'll share the costs of setting up housekeeping.
- › You'll meet new people and integrate more easily.

2. Renting an apartment on your own. This is the most expensive option. When you sign a lease, it normally commits you to a 12-month period.

3. Renting a room. You can rent a closed room, generally furnished. You will have to share the bathroom and kitchen with the other tenants.

PART I

BEFORE THE START OF CLASSES

HOUSING TERMINOLOGY

Furnished or not? A furnished apartment generally includes a refrigerator, a stove, a table and chairs, as well as a bed and a desk in each room. Bedding and dishes are not usually supplied. A semi-furnished apartment has at least a refrigerator and a stove.

How many rooms? 1½, 2½, 3½, or 4½? The ½ is the bathroom, and the other number refers to the number of closed rooms. In some cases, though, a 4½ may consist of two double rooms and a bathroom.

Heat included? Who pays for heating, your landlord or you? That must be specified in your lease. To get an idea of the heating costs you can expect and the suggested payment plans (e.g. equal instalment plan), contact [Hydro-Québec](#) (electricity) or [Gaz Métro](#) (natural gas).

TENANTS' RIGHTS

AND OBLIGATIONS IN QUEBEC

A lease is an important and legally-binding contract. If you have any questions or problems, the [Régie du logement du Québec \(Quebec rental board\)](#) is the source for information. Visit their website to learn about your rights and obligations as a tenant in Quebec.

FURNITURE

Buying used furniture is a good way to save money, but watch out for bedbugs in used mattresses and sofas! See the City of Montreal's website on bedbugs (in French).

HOME INSURANCE

Insuring your accommodation is **essential**! An insurance plan protects you in case of loss or damage resulting from a fire, water damage, or a robbery. It keeps you from having to pay to replace a part of or the entirety of your possessions. An insurance plan could save you thousands of dollars, at the cost of \$20 a month for a premium.

This insurance is never included in the rent. Some banks offer home insurance including civil liability insurance. You can get a discount from TD Insurance through Réseau HEC Montréal.

TELECOMMUNICATIONS

A good website for comparing cellphone offers: [planhub.ca](#)

DAYCARE

The website of the Quebec Ministère de la Famille is full of useful information (in French) for parents. For more information on daycare centres and to find one near you, you can also consult the [magarderie.com](#) website (in French). Full-time for at least a year who are parents can contact the [HEC Montréal daycare centre](#), or Centre de la Petite Enfance (CPE). Looking for a babysitter? Check [SOS Sitter](#).

1.5 GETTING AROUND MONTREAL AND TRAVELLING

Discover the best ways of getting around Montreal and the metropolitan region in the "Transportation" section on the City of Montreal's website. Also visit the page [Students > Campus life > Transportation](#).

PUBLIC TRANSPORTATION IN MONTREAL

The Société de transport de Montréal (STM) website has all kinds of useful information on public transit in Montreal. In the section Useful info > Advice for passengers, you'll find details on:

- › The "Between stops" service for women travelling alone at night
- › Getting around in winter

PART I

BEFORE THE START OF CLASSES

Plan your trips at stm.info or with the mobile application from STM

OPUS CARD

An OPUS card is a chip card on which you can load all types of STM transit fares. You can recharge your OPUS card in metro stations, and at some authorized points of sale. See the «Fares» section of the STM website for more information.

Reduced fares

If you are a full-time student and live in Montreal, you are eligible for reduced public transit fares. See: [Students > Campus life > Transportation > OPUS Card](#).

BIKING IN MONTREAL

With its huge network of bike paths and its Bixi self-serve bikes, Montreal is a great city for getting around on two wheels. Check the map of Bixi stations near the campus. Remember, though, that **the Highway Code applies to cyclists**, too, and you could get a ticket if you break the rules. We strongly recommend that you wear a helmet.

Watch out for thieves! You should get yourself a very good lock (U-shape style). It's also not a good idea to park your bike near a metro station.

At the Côte-Sainte-Catherine building, there are bike racks in the indoor parking lot (access via chemin Côte-Sainte-Catherine) and along the path between the School and the Université de Montréal Faculty of Design. At the Decelles building, the racks are located next to the building on the Jean-Brillant Avenue side. Lots of racks are also available at the Université de Montréal, at 3200 Jean-Brillant Avenue.

PARKING

There is an indoor parking lot at the Côte Sainte-Catherine building (space is limited). For information on hours and rates, see the [Coop HEC Montréal](#) website under «Stationnement». There is also a parking lot managed by the Université de Montréal on avenue Louis-Colin.



PART I

BEFORE THE START OF CLASSES

TRAVELLING IN QUEBEC

To get around Quebec, visit the tab “Plan Your Trip” on the Government of Quebec’s website: quebecoriginal.com.

Travel insurance for trips outside Quebec

The slightest health problem (food poisoning, a fracture, etc.) outside Quebec and Canada could run up thousands of dollars in costs.

Does your health insurance cover you when you are travelling outside Quebec?

- › **Are you covered by the RAMQ?** The RAMQ does not reimburse you for all health services received outside Quebec. Some services are not covered at all. For information on RAMQ exclusions and limitations when travelling outside of Quebec or Canada, see the “Temporary Stays Outside Québec” section of the RAMQ website.
- › **Are you covered by Sun Life?** Your insurance includes 60 days’ minimal coverage for emergencies while travelling outside Quebec. Consult the pamphlet on our website.
- › **Are you covered by health insurance from another Canadian province?** Check your coverage with your provincial health insurance authorities.

Where can you buy travel insurance?

To make sure you are properly covered when travelling outside Quebec, you will probably have to take out travel insurance. Ask Student Services for advice.

HEC Montréal student group healthcare plan

HEC Montréal student group healthcare plan (Régime collectif de soins de santé des étudiants de HEC Montréal) offered by your student association and administered by ASÉQ offers coverage of 120 days per trip abroad, in addition to trip interruption and cancellation insurance in case of medical emergencies, if you are covered by a health insurance plan for the entire length of the trip. During a foreign exchange program or an internship that is part of your studies, you can benefit from travel insurance for the entire length of the program. In addition, the first 120 days of your trip and the first 120 days after the program or internship are also covered.

Some conditions apply. International exchange students and international students insured with Sun Life are not eligible for this insurance. International students insured by the RAMQ must apply directly to the ASÉQ

For more information: aseq.ca

Caisse des Français de l'étranger (CFE)

If you are a student from France, you can purchase full protection for all your travel outside Quebec and around the world. Visit our website for more information.



PART 2

STUDYING AT HEC MONTRÉAL

For complete information on your study program, consult: [Students > My program](#). You'll find some basic information below, but it's essential to check the specifics of your program.

2.1 TECHNOLOGICAL RESOURCES

There are plenty of technological resources at your disposal, which you can access directly from [hec.ca](#). To connect, you will need a username (your student number, as indicated in your letter of admission) and a temporary password. You will have to change your temporary password after using it for the first time. These usernames will give you access to the multiple technological resources of HEC Montréal. For more information, including help boxes, visit the following site: [hec.ca/dti](#) (in French only).

Mon HEC Montréal

Mon profil (HEC en ligne)
Mes cours (ZoneCours)
Mon courriel Web
Mon agenda Web
Ma carrière

YOUR PROFILE (HEC EN LIGNE)

HEC en ligne is the online link that lets you consult your student file and conduct different operations, such as:

- › Consult your invoice and transcripts
- › Choose your courses
- › Consult your attestation of enrolment (useful when applying for an OPUS card)
- › Update your personal information (change of address, emergency contact, etc.)
- › Update your password
- › Check student housing ads
- › Reserve a locker
- › Download your income tax receipts

Important! Update your emergency contacts and telephone numbers in Montreal in the "Contacts en cas d'urgence" section of your personal HEC en ligne file.

YOUR COURSES (ZONECOURS)

ZoneCours is an essential tool that you will be using every day for your courses. You'll find course outlines, assigned and recommended readings in electronic format (if they are available), announcements by your professors and a space for submitting assignments, if your professor allows it. For more information, see the [ZoneCours](#) website.

WEBMAIL

You are assigned an @hec.ca e-mail address when you are admitted to the School. You will receive all your messages from the School at this address. HEC Montréal uses the program Office 365 to manage School e-mail accounts. Access your account from any computer at the following address: [courriel.hec.ca](#).

WEB AGENDA

Your agenda is located in Office 365 and is connected to your e-mail address. This tool lets you organize your timetable and set up appointments by consulting other students' agendas.



PART 2

STUDYING AT HEC MONTRÉAL

WI-FI

Access the School's wireless Internet network with your ID number and password.

Help centre

The Technology help centre offers computer support for students, employees and faculty. Regarding access to the offered services (for example: access code and password, access to the Wi-Fi network, e-mail, etc.) IT Services also offers first-level laptop support at the help desk, by e-mail, or by telephone. Consult their list of offered services (part 8 of this guide).

2.2 TOOLS AND SERVICES

STUDENT CARD

You **must have a student card**, regardless of your program or how many courses you are taking. You will need it to borrow books from the library, use the computer laboratories, write exams and use the sports facilities. Check the card issue dates at the start of the fall semester: [Students > Campus life > Student card](#).

Coop Card

The School's stores are managed by the Coop HEC Montréal bookstore. As a member of the Coop HEC Montréal bookstore, you can get discounts on school supplies and other products. Get a Coop membership card along with your student card for \$5 or drop in to one of the stores.

SCHOOL SUPPLIES

Consult « [Matériel pédagogique](#) » on ZoneCours to find out what textbooks you will need. The Coop HEC Montréal bookstore is the perfect place to buy your school supplies. You can place your order online, or go in person to one of the stores. If no required readings were assigned before the course starts, we recommend that you attend the first class before buying your textbooks.



Looking for used textbooks? Here are a few suggestions:

- › The Coop HEC Montréal bookstore buys and sells used books at the store, at the start of each term.
- › The “[Achats et vente de livre HEC Montréal](#)” Facebook group, run by HEC Montréal students (not by the School).

LAPTOPS

Laptops (portable computers) are required for most HEC Montréal programs. We recommend that you use a computer running Windows software. If you already have a computer, it must meet certain minimal technical criteria – see the IT User Services website: hec.ca/dti. You can find a range of computers to meet your needs at the Coop HEC Montréal bookstore.

PART 2

STUDYING AT HEC MONTRÉAL

LOCKERS

Lockers are available for full-time students at the Côte-Sainte-Catherine Building and Decelles Building. For more information: [Students > Campus Life > Lockers](#)

PRINTING AND BINDING

The Coop HEC Montréal has a number of pay per-use photocopiers and printers (black-and-white and colour) and a binding service. Visit the Coop HEC Montréal's website for more information.

RESERVING A STUDY ROOM

There are study rooms available on Floor 1 and in the library of the Côte-Sainte-Catherine building and on Floors 3 and 4 of the Decelles building. You cannot reserve a study room for more than four hours a day. For more information: reservationsalle.hec.ca.

2.3 CHOOSING YOUR COURSES

Consult the registration help videos in the section [Students > Course enrollment](#).

CHOOSING YOUR COURSES AND REGISTERING

In some programs, you have no choice regarding which courses you take in your first term, and you will be automatically registered in them by the Registrar's Office (e.g. preparatory year, 1st year of the BBA, and 1st term of the MBA).

Otherwise, follow these three steps:

1. Check the structure of your study program (mandatory courses, optional courses, prerequisites, etc.) on [Students > My program](#).
2. Plan your course timetable by consulting the courses available on the course portal: hec.ca/courses.

3. Go to HEC en ligne to register for the courses you want to take.

Exchange students at the School should consult [International student > Incoming Exchange Student > Pre-arrival guide > 4. Course Registration](#) to help them choose and register for courses. Questions? Send an e-mail to incoming@hec.ca.

Academic calendar and deadlines

You must check and respect the deadlines for registration. You can register for only one term at a time, but you should plan your timetable for the whole year. The information is available on [Students > Academic calendar and deadlines](#).

How many courses should you take?

If you are receiving financial assistance or have a study permit in Canada, you are legally obliged to study full-time. See the [“Studies” section of the rules and regulations](#) for your program for information on how many credits you must take to be considered a full-time student.

Access to HEC en ligne

Don't be surprised if you can't consult the courses you are registered for through HEC en ligne after the registration period. This is normal. The system will be down for about two weeks to allow the School to adjust the courses offered to reflect registration requests. You will be able to access the system after this period to add courses or update your choices.

Need help?

- › To **register** for courses:
 - First and foremost, watch the [help videos](#). If you can't find the answer there, contact the Registrar's Office.
- › For course selection:
 - First, review the structure of your program as it is shown on the website. For some programs, the courses in the 1st term are all mandatory and you have no selection to make.

PART 2

STUDYING AT HEC MONTRÉAL

- If you can't find the answer there, contact your program administrator; for the MSc, you can ask the academic supervisor for your specialization.

Where to find information regarding registration resources and course options

See [section 8](#) "Directory of services".

CHANGING COURSES

Do you want to add or withdraw from a course? You must do so through HEC en ligne by the deadline shown in the academic calendar.

If you are on the waiting list for a course:

- › Make sure that the course doesn't conflict with the timetable for another course in which you are already registered.
- › Check HEC en ligne regularly, and be patient – everything can still change up until the 2nd class.
- › We suggest that you attend the 1st class of the course, but remember that this does not guarantee you a place.

WITHDRAWING FROM A COURSE

You've started a course, but now you want to withdraw? All course withdrawals* must be done through HEC en ligne by the deadline:

- › If you withdraw from a course during the "withdrawal with reimbursement" period, it will not be shown on your transcript and you will be reimbursed.
- › If you withdraw from a course during the "withdrawal without reimbursement" period, it will be shown on your transcript with the comment "AB" and will have no effect on your GPA

You will receive a mark of E (fail) on any course you withdraw from after the deadline.

Change fee may apply for any change or cancellation section of the course hec.ca/programmes_ formations/autres_frais.html

If you are receiving aid from the Quebec government Student Financial Assistance (AFE) plan or if you are an international student, check the repercussions of withdrawing from a course before you proceed.

TAKING THE LANGUAGE PROFICIENCY TESTS REQUIRED BY HEC MONTRÉAL

In some study programs, you must meet certain language requirements before you can be awarded your diploma. See the "Language of studies" section of the [rules and regulations for your program](#)*. It is strongly recommended that you register for the language proficiency tests as soon as possible. See the test schedules on the Business language training centre ([Centre de formation en langues des affaires](#)) website.

Do you have a disability? You can take advantage of special arrangements for taking these tests. Contact the support section of Student Services (see [section 8](#), Directory of services).

2.4 EVALUATION AND GRADING SYSTEM

Each course has its own means of evaluation, which may include mid-term and final examinations, individual and group assignments, and quizzes. You will be evaluated several times, at different moments and in different ways during your studies.

PART 2

STUDYING AT HEC MONTRÉAL

How will you be graded in each course?

- › For each of your evaluations (examinations, assignments, quizzes, etc.), you will usually receive a mark out of 10, 20 or 100.
- › At the end of the term, your professor will add up your different marks and give you a grade out of 100.
- › The professor will convert this number grade into a letter grade using his or her own conversion scale. The best grades will receive a grade of A+ or A and the lowest grades will get a passing grade (C or D, depending on the level) or an E, for failures.
- › Your relative position in comparison with the course objectives will determine your grade. The passing grade will vary from one course to another, depending on this ranking and the professor's marking scale.

How is your GPA calculated?

To calculate your GPA, your letter grades are converted back to numerical values on a scale of 0 to 4.3, according to the chart below.

Each grade out of 4.3 is then weighted by the number of credits in the course. Lastly, the total number of points is divided by the total number of credits you have earned.

Course failure

When you repeat a course, only your most recent grade counts toward your GPA. Requirements relating to repeating courses depend on the program. See the "Evaluation" section of your program's rules and regulations. In some programs, a second failure can lead to expulsion. If you are having trouble in your courses, do not hesitate to contact the resources available to help you (see section 2.8).

GPA required to earn your degree

See the grade scale table below and the "Conditions for Continuation, Promotion, Dismissal, Suspension and Expulsion" section of your program's rules and regulations.

[It is your responsibility to know the rules of your study program.](#)

Grading scale

Undergraduate				Graduate (DESS, MSc, MBA, and PhD)			
	Grade	Value	Description	Grade	Value	Description	
Required GPA	A+	4.3	Exceptional	A+	4.3	Exceptional	Required GPA
	A	4.0	Excellent	A	4.0	Excellent	
	A-	3.7	Excellent	A-	3.7	Very good	
	B +	3.3	Very good	B +	3.3	Good	
	B	3.0	Very good	B	3.0	Good	
	B -	2.7	Very good	B -	2.7	Good	
	C +	2.3	Good	C +	2.3	Fair	
Passing grade	C	2.0	Good	C	2.0	Fair	Passing grade
	C-	1.7	Fair	E or F	0	Failure	
	D +	1.3	Fair				
	D	1.0	Fair				
	E or F	0	Failure				

NB. A graduate student enrolled in an undergraduate course will be evaluated according to requirements for his level of study.

2.5 YOUR PROFESSORS' EXPECTATIONS

Whether you are making the transition from college to university, returning to school after a number of years or studying for the first time in Quebec or even in Canada, you're probably wondering what your professors expect from their students. The purpose of this section is to help you understand your role as a student at HEC Montréal.

GETTING READY FOR CLASSES

Before each class, check the assigned readings on ZoneCours. The readings may be in French, English or Spanish, depending on your program of study. Working sporadically and cramming at the last minute are not the way to go!

VARIED TEACHING METHODS

HEC Montréal professors use different teaching methods: lectures, case studies, class debates, simulations, etc. Class participation is important too, and you may even be graded for it. Professors want you to speak up and express well-considered opinions, and to show interest and initiative. They expect a lot of interaction, and want ideas to be analyzed and critiqued constructively.

ATTENDANCE IS IMPORTANT

One of the best ways to guarantee your success is to attend class regularly. Although the professor may not be taking attendance, you are required to be there. Professors are entitled to refuse you admission to the class, in fact, if you miss the first two classes. Only consistent attendance and regular work will earn you satisfactory results.

HARD WORK

A three-credit course normally means three class hours per week and six hours of individual work. These times can vary, depending on whether you are at the undergraduate, master's or doctoral level. For instance, a BBA student taking 15 credits has to be in the classroom for 15 hours a week. Does that not seem like very much? Are you used to longer classes? **Be careful!** Don't forget the readings, assignments and team meetings outside of course time that can easily add up to another 30 hours a week for a student taking 15 credits, for example.

Don't underestimate the workload you'll have to handle. This often comes as a surprise late in the term for new students

TEAMWORK CALLS FOR GOOD MANAGEMENT

Teamwork is very important at HEC Montréal. In business, when you're dealing with complex problems, finding answers is often a combined effort, and there's rarely only one solution. So if you're good at individual work, it might take some adjusting to work well with your teammates. You'll have to listen to and respect each other's viewpoints, but also find your own place on the team. You can also take advantage of this kind of exercise to socialize with students from other backgrounds and learn about their cultures.

BEHAVIOUR IN CLASS

It's up to every student to exhibit proper behaviour and attitudes so as not to disrupt classes and exams, as explained in the Code of Conduct for Students. Discreetly getting up to go to the bathroom is tolerated, for example, but arriving late, letting your telephone ring or surfing the Web during class are not.

Please read attentively the [Code of Conduct for HEC Montréal Students](#).

PART 2

STUDYING AT HEC MONTRÉAL

2.6 PREPARING FOR EXAMS

MANAGING PRESSURE AND STRESS

Like all good athletes, students sometimes need a bit of stress and pressure to perform well. At exam time, however, the stress might take over, or the pressure to succeed might become too much to handle. For others, the idea of failing might be very painful and seriously damaging to their self-image. To help manage stress and the pressure you may be feeling, don't hesitate to call on the resources available: [Students > Support and resources](#).

MATERIALS AUTHORIZED DURING EXAMS

Make sure that the materials you take in for exams meet the School's rules! You are not normally allowed to use any electronic or telecommunications devices (e.g., a cellphone). For more information, see [Students > Examinations](#).

- Calculators

Consult the list of authorised calculators and numeric keypads [Students > Newly admitted students > Calculator](#). If you own one of the authorised models, bring it to the Registrar's information counter at the start of the trimester to obtain a sticker indicating it has been approved.

- Dictionaries

In some situations, for exchange students at the School for one term for instance, students may be allowed to use a printed translation dictionary. If this applies to you, speak to the Registrar.

Beware of plagiarism! Please refer to section 2.8 for more information.

2.7 RESOURCES TO HELP YOU SUCCEED

YOUR PROFESSOR

Your professors are partners in your success, but they aren't the only ones responsible for it. They're there to help you on your way. Don't expect them to do the work for you, nor to be available for last-minute requests. Even if professors make themselves available and may be friendly and understanding, they will be no less demanding, and you shouldn't misinterpret that as a chance to obtain favours or extensions on your work. Don't hesitate to ask your professors for advice during class breaks or at the end of a class, or by e-mail. If you think a more in-depth conversation is necessary, ask if you can make an appointment.

THE MYRIAM AND J.-ROBERT OUIMET LIBRARY

The School's library abounds with resources to help you with your studies. At the beginning of the school year, the library offers workshops on literature research that are highly recommended. During exams, it has extended hours. The staff at the reference desk and the liaison librarians are there to help you with your research.

MATHEMATICS AND STATISTICS HELP CENTRE

Mathematics and Statistics Help Centre can help you consolidate your math knowledge. It offers refresher sessions at the beginning of every term that cover the basic mathematical principles necessary to understand quantitative courses.



PART 2

STUDYING AT HEC MONTRÉAL

THE FRENCH AND ACADEMIC WRITING HELP CENTRE (CAF)

The French and academic writing help centre (Centre d'aide en français et en rédaction universitaire) offers a number of free workshops (preparing for Orthogram tests, organizing your academic work, improving reading strategies, agreement of past participles, etc.) and individual assistance for students having difficulty writing assignments, theses or dissertations in French.

THE BUSINESS LANGUAGE TRAINING CENTRE

Mastering business language will open doors for you on every continent. The business language training centre (le Centre de formation en langue des affaires) offers linguistic resources as well as business language courses in French, English, Spanish, and Chinese.

INDIVIDUAL SUPPORT

Have you failed a course? Is a poor mark on a midterm making you think about withdrawing? Are you worried that your grades might end up putting you on academic probation? Come talk it over with an advisor in your program. They'll be happy to help. See the Directory of services in section 8. For students in the BBA preparatory year, you can also contact the prep year co-ordinator for any other questions not directly related to your program.

CAREER MANAGEMENT ADVICE

Whatever your motivation for studying at HEC Montréal, it's important to be aware of it. Your decision to study business, or to study in a foreign country, might be influenced by familial or personal factors. When you make this choice, it's important to know to what extent it is a matter of personal interests and tastes or family obligations, and how much importance you place on the career opportunities that such a diploma represents. Need some help seeing your choices clearly? Come talk to an advisor with our [Students >Support and resources > Career management](#).



SUPPORT FOR STUDENTS WITH DISABILITIES

There is support available for students with disabilities. Come talk to an advisor at the start of the term, who will draw up a service plan reflecting your needs to help you with your studies. To make an appointment, write to sae.soutienhandicap@hec.ca or call 514 340-6166.

For all information regarding study support, please see : [Students > Support and resources > Study Help Resources](#)

PART 2

STUDYING AT HEC MONTRÉAL

2.8 RULES AND REGULATIONS

As an HEC Montréal student, you must be familiar with the [rules and regulations](#) (available in French only) that apply to you. Some of the most important ones are outlined below. Find the rules and regulations by typing “Rules and Regulations” into the School’s website search bar.

CODE OF CONDUCT

FOR HEC MONTRÉAL STUDENTS

All students must conduct themselves in such a manner that does not interfere with the safe and secure pursuit of studies or work that is intrinsic to the collegiality of an academic environment. Faculty and students must cooperate to maintain a climate that lends itself to a quality learning experience. Type “Code of Conduct” into the search bar on HEC Montréal’s website for more information.

RULES AND REGULATIONS

FOR HEC MONTRÉAL STUDENTS

Rules and regulations are drawn up for each program and explain what is expected of students in the course of their studies

PLAGIARISM AND FRAUD

Respect for students’ intellectual integrity is a key value at HEC Montréal and the School does everything possible to ensure that its graduates learn to think for themselves.

Watch out for plagiarism!

One of the objectives of HEC Montréal is to develop students’ autonomy, creativity and honesty, as well as their sense of responsibility.

To protect students and to encourage them to adhere to these shared values, the School has a zero-tolerance plagiarism policy. Appropriating another person’s work or not citing your sources in an assignment without prior approval constitute plagiarism. During exams, using unauthorized materials, communicating with other people and copying your neighbours’ work are other examples of plagiarism.

Plagiarism is a fraudulent act with serious consequences – ranging from a warning to a mark of 0 for the assignment or exam up to expulsion from the School.

Be sure to visit libguides.hec.ca (in French) to learn how to correctly cite sources.

PROTECTION OF STUDENTS’

PERSONAL INFORMATION

HEC Montréal is committed to protecting students’ personal information in accordance with Quebec legislation, and so will not provide any information concerning you without your authorization. That means we can’t even answer questions from your family!

COMPUTER SECURITY

You must limit your use of the School’s computer resources to the purposes for which they were intended, and respect the limits on access. Take the time to familiarize yourself with the rules and regulations for students in your program and be sure to follow those rules.

LANGUAGE POLICY

HEC Montréal is a French-language institution and its communications are governed by this policy. Don’t be surprised to find that signage and displays in the School are only in French.

The [Business language training centre](#) offers a variety of resources to help non-Francophone students learn French.

STUDENT ACTIVITIES AND ALCOHOL

It is important to remember your responsibilities when participating in student activities.

You will find the rules and regulations (available in French only) at: hec.ca/a-propos/gouvernance/reglements-et-politiques/index.html.

PART 3

LIFE OUTSIDE THE CLASSROOM

3.1 SPORTS COMPLEX

The CEPSUM, the physical education and sports complex, is your campus sports centre. You have access to a variety of activities and classes, room/court reservations, a training gym and more, all at a special student rate! Look for registration dates here: cepsum.umontreal.ca.

3.2 ELITE SPORTS

The Carabins, also known as Les Bleus, is the name of the different sports teams on campus. There are nearly 400 student athletes on campus, in 17 teams covering 10 sports. The Carabins teams work with a highly acclaimed student athletics program and attract thousands of passionate fans, full of enthusiasm and proud to show their colours. Would you like to join a team, or cheer them on? Check it out: carabins.umontreal.ca.

3.3 STUDENT ASSOCIATIONS

There are lots of student associations at HEC Montréal, and student life is vibrant. There's something for everyone: interuniversity competitions, arts, journalism, social activism, sustainable development, socio-professional activities and so on. Don't be shy about getting involved! It's a good way to make your integration into the School easier. [Students > Campus life > Student life](#).

3.4 VOLUNTEERING

Volunteering is an enriching experience and one that will be valued by future employers, even if you dedicate only a few hours to your volunteer work. For a list of organizations looking for volunteers, contact the Groupe NOVA student group or visit the Volunteer Bureau of Montreal's website. The HEC Montréal Foundation and Alumni Relations Office is always looking for volunteers, too, to help prepare for its different activities. Express your interest by sending an e-mail to fondation.hecmontreal@hec.ca.

3.5 SAFETY AND SECURITY

SECURITY SERVICE

The Security Service co-ordinates all operations relating to the safety and security of people and property at HEC Montréal. There is a security desk at the main entrance of each building.

For information on computer etching, lost and found, and a few basic safety rules to follow, see hec.ca/en/security.

To contact a security officer, call 514 340-6611. In an emergency, call 911.

CLOSURES

It is very rare for the School to close completely. In an emergency, such as a major power failure, consult the School's [Security Service](#) page to see whether any classes and exams have been cancelled. Check the School's opening hours on the [Contact Us](#) page.

EMERGENCIES

HEC Montréal makes every effort to ensure a safe environment on its campus. See the Security Service page for procedures to follow during a medical emergency, fire, power outage, evacuation or any other situation.

Update your emergency contacts and telephone numbers in Montreal in the "Contacts en cas d'urgence" section of your personal HEC en ligne file.

PART 4

HEALTH AND WELL-BEING

4.1 HEALTH INSURANCE IS ESSENTIAL

Anyone living in Quebec, for any length of time whatsoever, must have health insurance.

- › Quebec students are covered by the provincial health insurance plan (RAMQ).
- › Canadian students from other provinces must check with their provincial governments before leaving home to make sure they are covered while in Quebec.
- › International students must subscribe to the Sun Life plan. In some cases, the Sun Life insurance can be replaced by the Quebec health insurance plan (RAMQ). No other insurance will be accepted by the School, even if it offers excellent coverage.

4.2 HEALTH INSURANCE FOR INTERNATIONAL STUDENTS

To receive more information regarding health insurance, visit the following website: [Students > Campus life > International students > Regular international student > Preparing for my departure > Health insurance](#)

SUN LIFE HEALTH INSURANCE

All international students (regular and exchange programs) are **automatically signed up** for this insurance and billed for the premium when they register for courses. One week after your insurance has been paid, you will be able to print your card **yourself** by following the procedure outlined on our site: hec.ca/insurance-sunlife. We encourage you to pay this premium along with all your tuition fees before you arrive in Canada, so that you will be covered immediately. Exchange students will be informed of the terms of payment applicable to them by e-mail before they arrive.

Sun Life coverage

The insurance covers medical and hospital expenses, prescription drugs, laboratory tests, ambulance fees, certain paramedical treatments, vision examinations, and includes travel insurance. In addition, the contract provides \$3,000 in life insurance and \$5,000 in accidental death or serious injury insurance.

For more information on your insurance plan, to view your claims or submit a claim online and download the My Sun Life mobile app that lets you submit claims from your smartphone, go to the Sun Life website: sunlife.ca. You will need your contract number (50658), access code (your student number) and a password.

RAMQ HEALTH INSURANCE

To have your assurance card, See our procedure hec.ca/etudiant_etranger/regulier/preparer_depart/assurance_maladie/etudiant_etranger_regulier_assurance_sunlife.html#59848

Note that international students from some countries that have reciprocity agreements with Quebec can replace the Sun Life insurance with the Quebec government health insurance plan (Régime d'assurance maladie du Québec, or RAMQ). If you are eligible, you must obtain the appropriate form before leaving for Canada. Once you have proof of RAMQ insurance, bring it to the Admissions Department to have the Sun Life premium removed from your invoice. For more information on the procedures to follow, see the health insurance section on our website.

RAMQ coverage

RAMQ health insurance covers only medical and hospital expenses and, in some cases, prescription drugs. The RAMQ does not cover dental or vision care and does not cover you outside Quebec. For more information on your insurance plan, see the RAMQ website ramq.gouv.qc.ca/en.

YOUR RESPONSIBILITY

You are responsible for understanding what your health insurance plan covers (and what it doesn't), properly evaluating your needs and, if applicable, obtaining supplementary insurance.

PART 4

HEALTH AND WELL-BEING

4.3 SUPPLEMENTARY INSURANCE

Since compulsory health insurance (RAMQ, Sun Life or your provincial plan) does not generally cover dental or vision care or health care outside of Canada, it may be a good idea to take out supplementary health insurance.

HOW CAN YOU GET SUPPLEMENTARY INSURANCE?

Here are two options that could be useful.

- *HEC Montréal student group healthcare plan*

Your student association offers the HEC Montréal student group healthcare plan, administered by the Alliance pour la santé étudiante au Québec (ASÉQ).

- › If you are a **Canadian citizen or a permanent resident**, this insurance will automatically be added to your tuition fees.
- › If you are an **international student in a regular program and you are insured by Sun Life**, you will automatically be enrolled for dental coverage with ASÉQ.
- › If you are an **international student in a regular program and you are insured by the RAMQ**, you will automatically be enrolled for dental coverage and you can request to enroll in the health coverage portion.
- › If you are an **international exchange student**, you are not eligible for this insurance.

Find out about ASÉQ as soon as the school year starts by consulting aseq.ca or calling 514 789-8715 or toll-free at 1 877 789-8715.

You may ask to unsubscribe from this insurance plan under certain conditions, so long as you do so by the deadline. Before unsubscribing, keep in mind that the RAMQ covers only the minimum. It is up to you to evaluate your needs correctly. Moreover, the travel insurance that comes with this supplementary insurance is a very good deal. Make an informed choice!

WHAT SHOULD I DO IF I GET SICK?

Visit the section [Students > Campus life > Health and security](#) or the Santé Montréal Portal website maintained by the Quebec government for information on the resources available in Montreal. santemontreal.qc.ca/en.

Start by calling Info-Santé, at 811, a professional health consultation service accessible 24 hours a day, 7 days a week. The nurse will be happy to answer routine health questions and will direct you to the proper resource in the health and social services system.

For a simple health problem or if you need advice on any over-the-counter or prescription medications, ask your pharmacist!

Two pharmacies are open 24 hours a day, 7 days a week, on the island of Montreal, the branches of which are near HEC Montréal:

Pharmaprix
5122, chemin de la Côte-des-Neiges
514 737-4415

Pharmacie Jean Coutu
305, rue Sherbrooke Ouest
Tél. : 514 285-2646

To find other pharmacies in Montreal, check the Santé Montréal Portal's directory.

For a medical consultation, we recommend that you go to the Centre de santé et de consultation psychologique on campus, which offers walk-in medical consultations, family physicians, physiotherapy, nutrition counselling, vaccinations, etc.: cscp.umontreal.ca

To access health services on campus, you must have a valid student ID with you.

PART 4

HEALTH AND WELL-BEING

The campus dental clinic is also a useful resource to keep in mind:

medent.umontreal.ca

You may also go to a medical clinic. It is compulsory that you contact the clinic before your arrival to know their office hours and verify when they are available. To find a clinic, visit the websites of *Bonjour Santé* et *Portail Santé Montréal*.

Local community health centres, or CLSCs, offer a range of health services. If you want to be tested for pregnancy or for a sexually transmitted disease, go to a CLSC or a clinic.

- › Find a CLSC near you with the Santé Montréal Portal.

In an emergency when your life or someone else's is in danger and you need treatment quickly, go to the closest hospital emergency clinic or call an ambulance by dialing 911. Consult the list of emergency hospitals on the Santé Montréal Portal's website.

St. Mary's Hospital Centre is the closest to HEC Montréal and it accepts our international students' Sun Life health insurance cards.

HOW DO YOU PAY FOR THESE SERVICES?

To receive medical care in a clinic or hospital, you must present your health insurance card. In general, when you use your RAMQ card, you should not have to pay for anything. With Sun Life, it is often necessary to pay up front and afterwards file a refund claim with the insurance company. Some clinics accept the Sun Life card; it is a good idea to ask in advance!

4.5 OTHER RESOURCES

PSYCHOLOGICAL SUPPORT

Are you having one bad day after another? Are you having trouble concentrating and getting things done because you're so worried? Are you feeling stressed out or drinking more than you should? Everybody can use an extra hand once in a while. Don't be afraid to consult one of our professionals if you are going through a rough time on your own or with your family or studies. Our psychological consultation services are confidential, easily accessible and affordable (student rates for second-line services). To make an appointment with a [psychologist](mailto:sae.soutien@hec.ca), write to sae.soutien@hec.ca or call 514 340-6166.

Are you in distress?

Contact one of these resources right away!

Tel-Aide : 514 935-1101

Multi-Écoute (en plusieurs langues) :
514 737-3604

Interligne : 1 888 505-1010;

Centre de prévention du suicide :
1 866 APPELLE (1 866 277-3553)

Centre de crise Tracom : 514 483-3033

Urgence Toxicomanie : 514 288-1515

LGBTQ+ COMMUNITY

Montreal is known all around the world for its open-mindedness, notably its welcoming attitude towards people of varying sexual orientations. To find out more, [click here](#).

Note that there is a student committee at HEC Montréal. For more information, visit their [Facebook page](#).

PART 5

LIVING IN MONTREAL AND QUEBEC

For some of you, discovering Montreal and Quebec will be part of the fun. You can expect some lovely surprises! But it's also challenging to adapt to a new place, and the adjustment won't always be easy. To help you make the transition, Student Services offers various resources and we're here if you need assistance. Come see us!

5.1 A SAFE CITY

Montreal is known as a very safe city. As in any large city, though, you do need to take some precautions. To keep yourself and your belongings safe, we recommend that you:

- › Lock your apartment and car doors.
- › Never leave any valuables where someone could take them – in a bag, on a table, in a locker or cubby or in a car. Even under lock and key, visible objects are tempting to thieves.
- › Lock your bike to a bike rack. Please don't use lamp posts, fences or other similar items – it's not allowed.
- › Don't open your door to strangers who come by unexpectedly.

You can dial 311 to call for information about the city of Montreal and various city services.

- › Emergency : 911.

5.2 WE CARE ABOUT THE ENVIRONMENT!

In Quebec, we think that a healthy environment makes life better for everyone and that we all have to pitch in. Here are a few simple things to add to your everyday routine:

- › Throw rubbish in trash cans, BUT RECYCLE paper, metal, glass and plastic by putting them in the appropriate bins, even at home (Montrealers can pick up a recycling bin from their Ecoquartier office (eco-quartiers.org)).

- › Save energy by shutting off lights and turning the heat down at night or before leaving your home.
- › Save water by turning faucets off when not in use and fixing faucets that drip.
- › Recycle any clothing or other items you're no longer using by donating them to a thrift store (Salvation Army, Renaissance, Village des valeurs, etc.).
- › Don't put toxic or hazardous waste (paint, batteries, etc.) in the sink, toilet or garbage. Keep an eye out for special waste collection times. There's a disposal container at HEC Montréal for batteries and electronic waste.

For more information, see the [HEC Montréal sustainable development website](#) (in French only) and the Recyc-Québec website.

5.3 ENJOY WINTER!

Winter is by turns delightful, detestable, worrying and enchanting. Whatever else it might do, winter elicits strong reactions, even among Quebecers. Let yourself be carried away by the magic of winter!

The best way to enjoy it is to learn about it and get ready for it. Check the Weather Network or Environment Canada weather reports regularly.

5.4 EXPLORING MONTREAL AND QUEBEC

The following sites are great places to start learning about Montreal and Quebec.

- › The "Activities and recreation" section of the City of Montreal's website.
- › The official tourism website for the government of Quebec: quebecoriginal.com/en

Looking for a cultural outing? Check the list of upcoming cultural and musical events in Quebec's major cities on voir.ca and the «Vitrine culturelle» website. Search for "Intercultural resources" on the School's website to find a complete list of resources offered by Student Services.

PART 5

LIVING IN MONTREAL AND QUEBEC

5.5 GETTING TO KNOW THE QUEBECKERS

The French language and Quebec's special history within Canada make it a unique place in North America. But who are Quebecers? If you are new to Quebec, you're sure to be interested in learning briefly about the fundamental values of Quebec society.

To learn more, visit:

immigration-quebec.gouv.qc.ca/en

- › **French is the language of work.** Quebec society is governed by the Charter of the French language, which makes French the official language of the province. Not only is French an essential tool for communication, but it also symbolizes people's common belonging to Quebec society.
- › **A free and democratic society.** The political system in Quebec is based on the freedom of expression and equal rights. Quebecers prefer to resolve conflicts by negotiation.
- › **A richly diverse society.** Everyone is free to choose his or her own lifestyle, opinions and religion – so long as other people's rights are respected, too. People are expected to get along together and to respect and tolerate differences.
- › **Political and religious power are separate.** The state and Quebec institutions are secular. Their decisions and actions are independent of religious authorities.
- › **Men and women have the same rights.** Whether they are in a common-law partnership, a civil union or a marriage, both spouses – of the same or different sexes – remain equal before the law. Parents share the same responsibilities for their children. Everyone is free to exercise their human rights and freedoms, with respect for the rights and freedoms of others and for the general good.
- › **A society based on the respect of the law.** Everyone has equal value and dignity and is entitled to legal protection. And everyone must respect the law, regardless of their personal convictions.

5.6 DEALING WITH CULTURE SHOCK

Whether you're from another country or another part of Canada, whether you're a first-time university student or are heading back to school after a lengthy break, you're apt to experience some culture shock and a certain amount of day-to-day stress. Do not hesitate to speak with an advisor at Student Services if you need any support.

Recognizing culture shock: Decreased motivation, problems concentrating, boredom, isolation, stomach aches, insomnia, or the opposite, a great need to sleep. All of these symptoms are normal reactions to cultural differences.

Adapting to cultural differences: The key to getting over culture shock is to make a conscious effort to adapt to and not judge the local culture. Be curious and try to familiarize yourself with this new lifestyle. Talk, share, and discover: the most important thing is to not isolate yourself.

In case of discouragement: If you're feeling discouraged, talk to a friend, a professor or a member of the Student Services team. We have lots of resources and are ready to support you. Don't try to go it alone – **come and see us!**

514 340-6075

PART 6

WORKING

6.1 LOOKING FOR A JOB OR INTERNSHIP

Whether you're looking for a seasonal or part-time job, a full-time position or an internship abroad, you can create job-alerts so that you'll be notified whenever a job that might interest you is posted on the macarriere.hec.ca portal.

Consult the schedule of events organized by Career Management Services (recruitment fairs, workshops, etc.): macarriere.hec.ca.

To find a part-time job on campus while you're going to school, visit [Students > Financing my studies > Study/work program](#).

The Careers section of the International Office – Europe (BIE) helps HEC Montréal graduating students and alumni look for jobs and internships in Europe. For more information: hec.ca/europe/mission.

6.2 WORKING ABROAD

INTERNSHIPS

To find out about the different types of internships, consult the Ma carrière portal and Career Management Services. The International Office – Europe (BIE) can also help you look for an internship in Europe.

If you are hoping to work in Europe after graduating, we strongly suggest a European internship during your studies if your study program allows.

Internships are usually mandatory for European business schools, whereas they aren't necessarily in Canada. European recruiters tend to look for professional experience in line with your university training.

Verify the necessary immigration documents to do an internship abroad (for example, a work permit for an internship).

6.3 WORKING IN CANADA AS AN INTERNATIONAL STUDENT



International students have the ability to work off-campus without having to obtain a work permit, but only under certain conditions. For more complete information on all the different types of permits and the necessary steps to take, visit: [International student > Regular international student > Life in Montréal > Working in Canada](#).

Remember that exchange students at the School cannot work during their stay in Canada. However, the International Experience Canada program gives some students a chance to work after their exchange. For more information, see: [International student > Incoming Exchange Student](#)

If you are an international student enrolled in a regular program, you can apply for a post-graduation work permit and extend your stay in Canada by 8 to 36 months. For more information: cic.gc.ca/francais/etudier/travailler-post.asp.

PART 7

INTERNATIONAL STUDENTS: SUPPORT DURING YOUR STUDIES



7.1 ADAPTING TO YOUR NEW LIFE IN QUEBEC

Student Services offer every student a welcoming support service to help them adapt to their new academic, social, or cultural environment. However, difficulties in adapting and integrating do not stop at the start of classes, and this experience develops differently for each individual student. At any point in your studies, you may meet with an advisor if you have any questions or difficulties, whatever the reason may be. Do not hesitate to come see us!

7.2 MAINTAINING A LEGAL STATUS

Your certificat d'acceptation du Québec (CAQ) and your study permit must be valid from the first to the last day of the trimester. If this is not the case, the Registrar could cancel your registered courses for the trimester in question.

It is **your responsibility** to make sure that all of your papers are valid throughout your time in Canada and to familiarize yourself with your immigration documents. Pay particular attention to the expiration dates. Be on the lookout for any changes concerning matters of immigration, etc.

7.3 RENEWING IMMIGRATION DOCUMENTS

Your CAQ and your study permit are valid for a given period and program of study. Furthermore, these documents must be valid for the whole duration of your study program. You must thus make sure to renew them if your length of stay must be extended, or if you changed programs or educational establishments.

It is highly recommended that you start the renewal process three months before your documents expire in order to avoid any unforeseen troubles that are out of your control.

Student Services offer regular information workshops for international students regarding immigration documents. Consult the activities calendar on our [website](#) (in French only) to find out when they take place.

To learn more about renewing your documents, type the word “renewing” into the search bar on the School’s website. [International students > Regular international student > Life in Montreal > Immigration \(extend your stay\).](#)

PART 8

CONTACT US

8.1 TELEPHONE NUMBERS

A list of useful telephone numbers is available on the School website: hec.ca/en/contact_us

You will also find employees' and professors' telephone and office numbers in the "[Personnel Directory](#)" which you can find by clicking the link "My HEC Montreal" on the School's homepage.

8.2 DIRECTORY OF SERVICES

HEC Montréal has all kinds of resources for students. The following are just some of the most popular ones.

Quick contacts

311 : City of Montreal

811 : Info Santé

911 : Emergencies

Services	Offered Services	Contact Information
Myriam and J.-Robert Ouimet library	Help with finding books and other resources and with research, photocopies and printing	Côte-Sainte-Catherine, 2nd floor 514 340-6220 hec.ca/en/library
International Office – Europe (BIE)	Advice on finding internships and employment in Europe	relationsentreprises.europe@hec.ca hecmontreal-europe.com
Mathematics and Statistics Help Centre	Placement tests, support, workshops	Côte-Sainte-Catherine, 4.635 514 340-6011 hec.ca/cams
Technical assistance centre IT User Services	Support for technology offered at HEC Montréal	Côte-Sainte-Catherine, 3.820 514 340-6063 soutien.ti@hec.ca
Business language training centre	English, French and Spanish tests, workshops, language learning support	Côte-Sainte-Catherine, 3.725 514 340-6000, line 2037 formationenlangues@hec.ca hec.ca/qualitecomm
CEPSUM Université de Montréal physical education and sports centre	Your on-campus sports centre! Sports clubs, classes, training, courts, sports events	2100, boul. Édouard-Montpetit 514 343-6150 cepsum.umontreal.ca
Zone Info – Registrar office	The Info Zone is your first point of contact: choice of courses, tuition fees, student files, etc.	Decelles, 2.260 514 340-6000 hec.ca > Registrar
Coop HEC Montréal Cafeterias	Food on campus: choice of hot meals, salad bar, à la carte sandwiches, fast food and breakfasts	Decelles 514 340-2056 Côte-Sainte-Catherine 514 340-5630 coophec.com → service de restauration

PART 8

CONTACT US

Services	Offered Services	Contact Information
Coop HEC Montréal Restaurant Le Cercle	Fine dining on campus: table d'hôte or à la carte menu	Côte-Sainte-Catherine 514 340-7170 coophec.com → Services alimentaires
Coop HEC Montréal University bookstore	School and computer supplies, literature, mobile phones, gift ideas, stationery, student cards, Coop cards, HEC Montréal gear	Decelles, 2nd floor Côte-Sainte-Catherine, rez-de-chaussée 514 340-6400 coophec.com
International Exchange Program	Passport to the World international exchange program	CSC, RJ.111 514 340-6840 hec.ca/en/international_student/international_exchange/index.html
Student Services Financial aid	Financial aid, loans and scholarships, advice for managing your budget	Decelles, 5.120 514 340-6165 Current student > financing studies > work
Student Services Student life	Getting involved, list and description of student associations and interest groups Support for new students and integration, housing, cultural activities, information on CAQ, study permits, health insurance	Côte-Sainte-Catherine Building, RJ.711 514 340-6075 Integration, international students and others information : sae.accueil@hec.ca Student associations : vie.associative@hec.ca Student Services > Contact us
Student Services Support for students with disabilities	Needs analysis, service plan, support	Decelles, 5.120 514 340-6166 sae.soutienhandicap@hec.ca Students > Support and resources > Support for disabled students
Student Services Psychological support	To help you manage stress, depression, bereavement, anxiety and other issues you can't handle on your own	Decelles, 5.120 514 340-6166 sae.soutien@hec.ca Students > Support and resources > Psychological support
Career Management Service	Career counselling, CV writing, job search and interview strategies, job and internship offers	Decelles, 5.440 514 340-6169 macarriere.hec.ca
Security Service	Computer etching, lost and found, security questions, emergency measures	Côte-Sainte-Catherine, rez-de-chaussée Decelles, 2nd floor 514 340-6611 hec.ca/en/security

APPENDICES**BUILDINGS**

It is easy to move between the Côtes Sainte-Catherine building and the Decelles building on foot (10 minutes) or by taking buses #51 or #119.

THE CÔTE SAINTE-CATHERINE BUILDING

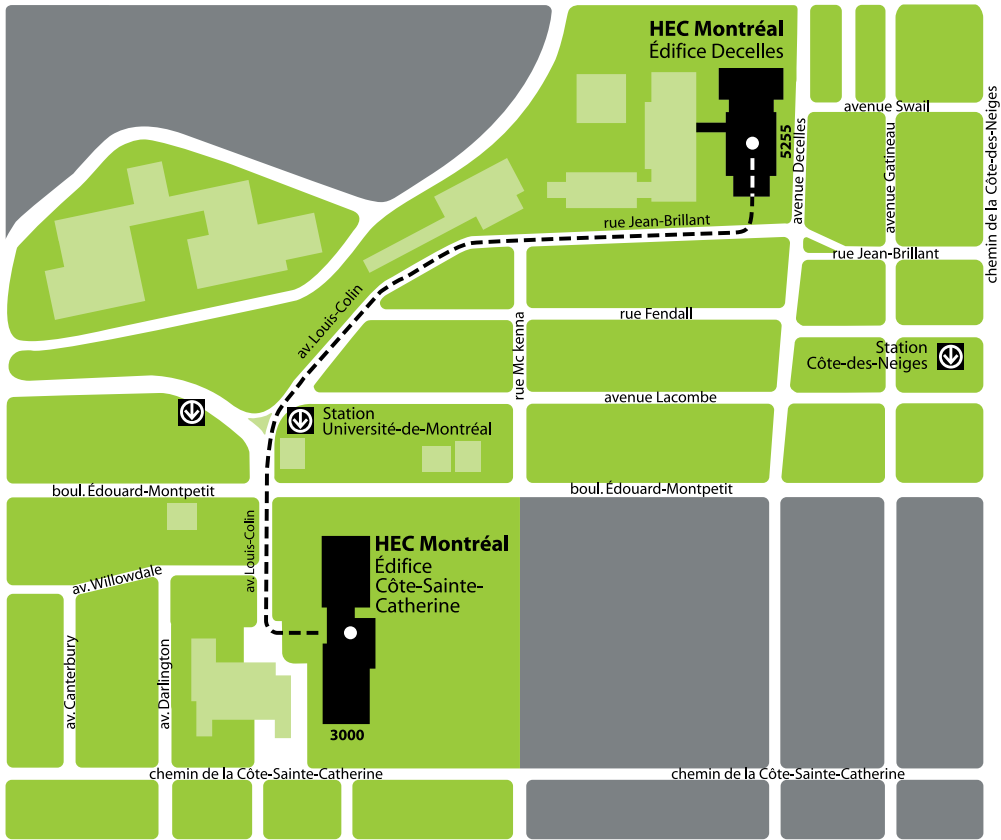
Classrooms are primarily located on the 1st floor and are organized by colored sections. The majority of the rooms are named after a company.

THE DECELLES BUILDING

Classrooms are located on the 3rd, and 4th floors. The majority of the rooms are named after a city in Quebec.

Find a floorplan of each building at hec.ca/campus

CAMPUS MAP



Our team is here to serve you

We hope you will find this guide useful, no matter where you are in your studies or personal life. If you have any questions that we haven't answered or think we could help you in any way, feel free to contact a member of our team. We are committed to your success and well-being.

The Student Services team

Telephone: 514 340-6075