We are here for your student throughout their journey at Western
TODAY'S AGENDA

➢ Western International & the IESC
➢ Student Life in Canada
➢ Cross- Cultural Adjustment & Culture Shock
➢ Advising and Support for International Students
➢ Frequently Asked Questions
➢ How parents and supporters can help
➢ Sharing Experiences - International Student Panel
Wrap-around support

The International & Exchange Student Centre (IESC) is here to help you settle in, thrive and succeed.

- Immigration Advising
- Social Connection
- Personal Well-being
- Career Development
- Community Links
- Skill Development
- and more!

Western International

iesc.uwo.ca
Meet the IESC team!

Meet the IESC team!

Sandra Pehilj
Heidi Liu
Francesca Mancuso
Jamie Hu
Kamaljeet Bindra
Laura Taron
Fabiana Tepedino
Where to find us

International & Graduate Affairs Building (IGAB), 2nd Floor
STUDENT LIFE IN CANADA

What are my academic and social interests?

What skills do I need to improve?

How can I connect my passions with a fulfilling career?

*Independence, Self-direction and Initiative* are key Canadian values
KEY SUPPORTS ON CAMPUS

- Academic Advisors
- Western Libraries
- Writing Support Services
- Learning Development & Success
- Career Support Services

+ many other services, peer support programs, clubs, & events

Learn more about these services and more during our Campus Partner Open House!
EXPERIENTIAL LEARNING

Research shows that…

- Working part-time
- Volunteering
- Extracurricular Activities

Do better academically
BENEFITS OF VOLUNTEERING

- Gaining Canadian "work" experience
- Developing “transferable” skills
- Self-discovery
- Making connections & networking (references)
- Cross-cultural learning
- Practicing conversational English & learning workplace slang
- Professional development opportunities
- Creating “ties” to Ontario (PR)
SUCCESSFUL STUDENTS

Balance academics and getting involved outside the classroom

Learning outcomes include…

- Leadership
- Communication
- Global citizenship
- Making personal connections
MANY OPTIONS!

Skills and Learning-based
• e.g., research, editing/writing for non-profits, technology, etc.

Recreation or Hobby Based
• e.g., volunteer instructor/coach, event photographer, referee etc.

Group Projects
• e.g., nursing home social team, food bank, community meal servers

Volunteering Abroad
• combining volunteering with travel
GLOBAL EXPERIENCES

• Exchange and Study Abroad
• International Internships
• Research opportunities
• International Week
• Global and Intercultural Engagement Honour
• The Undergraduate Awards

goabroad.uwo.ca
Who do we have in the room today?
What experiences do you or your student have with adjusting to a new culture?
THE W-CURVE OF CULTURAL ADJUSTMENT (KALVERO OBERG, 1960)

Figure 2. The W-Curve of Intercultural Sojournning

Based on Oberg (1960) and Gallahorn & Gallahorn (1963)
SYMPTOMS OF CULTURE SHOCK

- Disorientation
- Headaches
- Loneliness
- Change in appetite/weight
- Frustration
- Stomach problems
- Homesickness
- Sleep problems & fatigue
- Lack of concentration

Physical symptoms can often be the result of stress, anxiety or even depression
Need help? Someone to listen? Feeling homesick? Immigration questions?
Come talk to us.
In person or virtual. Drop-in hours are available too!
INTERNATIONAL STUDENT ADVISING

• Immigration Advising
  • Study & work permits, visitor visas, work regulations, etc.
• Cultural adjustment and personal issues
• Financial concerns
• Academic concerns
• Referrals to Student Health Services, Student Case Management, and other on-campus resources
• Appointments, Information Sessions, Drop-In Q&As
WHO DO WE HELP?

Anyone who identifies as international

• Students on a study permit (full or part-time degree)
• Canadian citizens who have been living abroad
• New Permanent Residents
• Refugees
• Exchange students
• Students of the Western English Language Centre
• Visiting researchers and students
• Spouses/partners of international students
• Faculty & staff
Fall 2023 Advising

Advising Appointments (online or in person)
- iesc.uwo.ca/appointment

Drop-In Support
- In person Monday to Friday 1-4 pm, IGAB 2nd floor
- Virtual Immigration FAQ every Friday 9:30-10:30 am

Workshops & Information Sessions
- events.westernu.ca/events/iesc

Office Hours & Reception
- Monday to Friday, 9 am - 4:00 pm
- Phone: 519-661-2111 ext. 89309
- Email: iesc@uwo.ca
INTERNATIONAL ARRIVAL SUPPORT

Finding Housing
- On-Campus housing
- Off-Campus housing
- Temporary accommodations

How to Get Here
- How to get to London
- How to get to Western
- London public transit

Health Care & Wellness
- UHIP (University Health Insurance Plan)
- Physical and mental health services
- Health care providers and extended health insurance

Money & Banking
- Tips to prepare before you arrive
- Expenses to expect when you arrive
- Banking information

Arrival & Settling In
- When you should arrive
- Setting up your home (Utilities, Mobile Phones, Internet)
- Programs to help your transition

Western Basics
- Key services for new students
- Fees & tuition and your Western Identity
- Course registration, Student Center, OWL, Western ONECard, bus pass

iesc.uwo.ca/new_students
New Student Orientation Modules

➔ Available online!
- Western and Canadian Academic Culture
- Health, Insurance, and Wellness
- ...and much more!

iesc.uwo.ca/new_students
Find your way as a new student with the help of a Peer Guide.

Upper year undergraduate and graduate students help you get settled, make friends, learn about London and more.

Western International

iesc.uwo.ca/peer
Practice your English. Learn new things. Find support.

Join the English Conversation Program!
Weekly informal groups to connect with others & practice English outside the classroom.
Support for Spouses, Partners & Families

- Tea & Information Sessions weekly
- Connect to the community
- Advising support
- Programs and events
Make friends.
Have Fun!
Get Involved.
Stay Connected.

- Global Café
- Social Events & Trips
- Spousal & Family Support
- Volunteer Opportunities
- Weekly Network Email

Western International
Everyone is welcome!

Connect with other Western students at this weekly drop-in. Cultural celebrations, holidays, special events & more!

Thursdays, 3 pm - 5 pm
Starting September 7

iesc.uwo.ca/programs/global_cafe.html
SOCIAL OPPORTUNITIES AND TRIPS

- Picnics and nature walks
- Cultural celebrations
- Potluck dinners and lunches
- London & Western sporting events

- Niagara Falls
- Blueberry picking
- Snow tubing
- Winter shopping
- Maple syrup farm
- .... and more!
yourlondoncalling.ca

Welcome Students. Explore Your London.
FREQUENTLY ASKED QUESTIONS

• Can you tell me _____ about my student? [Registrar.uwo.ca/resources](Registrar.uwo.ca/resources) How Do I? > Release of Information

• Is campus a safe place? What about the city of London?

• What if my loved one becomes ill?
HEALTH CARE & WELLNESS

• All international students are automatically enrolled in the University Health Insurance Plan (UHIP)

• Full-time undergraduate and graduate students are also enrolled in extended health insurance plans

• In addition to regular health care, these plans cover some medical expenses including:
  • Prescriptions, Dental care, Eye Care, etc.

iesc.uwo.ca/new_students/health_care_and_wellness
## HEALTH PLANS

### Student Health Plans

<table>
<thead>
<tr>
<th>Type of Expense</th>
<th>UHIP</th>
<th>USC Purple Care/SOGS Benefit Plan (Health &amp; Dental Plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital visits</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>X-ray</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Doctor Appointments</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Surgery</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Dentist appointments</td>
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<td>Yes</td>
</tr>
<tr>
<td>Optometrist appointments</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Eyeglasses/contact lenses</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
HEALTH CARE & WELLNESS

• Free mental health counselling is available on campus

• Counselling can help with:
  • Homesickness and cultural adjustment
  • Stress and anxiety
  • Grief and trauma
  • Improving coping skills
  • Reducing feelings of being overwhelmed
  • Discovering personal strengths
  • On- and off-campus resources
  • Succeeding at university

uwo.ca/health/psych
HOW YOU CAN HELP

Encourage your student to:
- ask for help when they need it
- make use of all the incredible supports on campus
- focus on academics, but also invest time in other things
- explore their interests and participate in programming across campus
- observe and ask questions (“I don’t know if this is okay, but…”)
- say hello to at least one new person every day & share their culture
- connect with international students who have been in Canada a while

Remind them that:
- their first year is all about learning how to learn
- that mistakes are inevitable and okay. Learn from mistakes when they happen
- checking (and reading) their Western email is essential