The Student Success Office offers several programs and services for international students. The following is a list of services and programs organized by pre-arrival (i.e. incoming students before they arrive on campus), new students (i.e. first days and weeks on campus) and current students. These supports are designed to ease the transition to life in Canada and at Waterloo while increasing cross-cultural awareness. For questions about any of the following programs or services, please email ssointl@uwaterloo.ca

**Pre-arrival**

If you receive questions from incoming international students before they arrive on campus, the following resources can help:

- **International student guide** – Digital guide for incoming international students with information about coming to Canada, living in Waterloo, paying tuition, and more.
- **Airport bus pick-up service** – Airport pick-up service in the Fall and Winter terms from Toronto Pearson Airport to the University of Waterloo.
- **International pre-arrival communications** - Ongoing emails to incoming international students throughout the summer with transition information (i.e. setting up UWaterloo email, course selection, finances etc.).
- **Applying for documents** – Immigration information for new students including explanations, tips and links for applying for documents including study permits and co-op work permits.
- **Online information for new international students** – International Student Experience website (uwaterloo.ca/ise) includes information for international students about opening a bank account, bringing family, health and wellness, etc.
- **Global Representative Program** - Incoming international students can connect online with Waterloo students from their home country prior to arriving on campus. Students can ask questions about what it is like to study at Waterloo, how life in Canada is different from their home country, what to expect when you get to Waterloo, etc.
New Students
If you receive questions from new international students after they arrive on campus, the following resources can help:

- **International graduate student session at Graduate Orientation (September 5)** – International graduate students will become more familiar with key cultural traditions and processes in Canada, know where to go for support, and feel comfortable managing their cultural transition.
- **International Student Newsletter** - A monthly newsletter for current international students. International graduate students are automatically subscribed after Orientation through to convocation. Provides information about immigration, advisor tips, events and opportunities. ([July 2017 sample International Student Connection – Grad](#))
- **International Student Advising**
  - Available via email, drop-in hours, or appointment for advising related to immigration, health insurance, and cultural adjustment. Immigration advising is also provided to family members inside of Canada.
  - Online **immigration resources for current students**, including International Student Guide, and how to apply for and renew documents.

Current Students
If you receive questions from current international students who are looking for support, the following resources can help:

- **International Student Advising** – same as above
- **English Conversation Circles** – Students can learn English conversation strategies and tips in a group setting while exploring various aspects of Canadian culture.
- **Winterloo** - Students are offered care packages that include resources for mental health wellness and information about events and programs in KW area during winter break. A weekly email and an invitation to a closed Facebook group helps to build community amongst students staying in Waterloo for the holiday break (December-January).
- **International and Canadian Student Network (ICSN)**, a Federation of Students service supported by the SSO – students are invited to attend events like Babble Cafe (for graduate students) or Throwback Thursday (for undergraduate students).