

International Student Guide

Guide for newly admitted international student at OCAD University

By

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Submitted to OCAD University

in partial fulfilment of the requirements

for the degree of

Master of Design

in

Inclusive Design

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Abstract

International Student Guide is motivated by my own experience as an international student pursuing studying in Canada. I suffered some inconvenience and challenges because there are too many differences between my home country and Canada, such as medical system, renting, transportation, etc. Also, I was not sure what I need to prepare for studying in Canada after I arrived here. I value my experience and design this project “OCAD UNIVERSITY International Student Guide” for potential international students and international students based on their needs to improve their experience studying at this unique Art & Design University. There are five parts of this guide, prepare documents, prepare for leaving, what to do after arrive, get help with academic and living in Toronto. Therefore, after international students get offer from OCAD they can follow the steps to prepare their trip to Canada. Also, after they arrived Canada this guide indicates what they need to get for living in Canada.

Acknowledgements

First and foremost, I would like to record my deepest gratitude to my principal supervisor, Sandy Kedey, a respectable, responsible and resourceful scholar, who has provided me valuable guidance in all stages of this project. Without her enlightening instruction, impressive kindness and patience, I could not have completed this design project.

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Last but not the least, I thank my parents, my boyfriend, Calvin, and relatives for their support and understanding.

Dedication

To: My mom – Lingli Wei

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1 Introduction

1.1 Background

In 2014, there were over 5 million students studied outside of their home countries (The state of international student mobility in 2015, 2015) and the number of international student will grow to eight million in 2025 (Maslen, 2012). Higher education internationalization become a global trend, and as of 2017, Canada's international students' population has been increased to 494,525 (Canadian Bureau for International Education, 2017), because of the quality of the Canadian education system, Canada's reputation as a tolerant and non-discriminatory society and Canada's reputation as a safe country. International students increase 119 percent from 2010 to 2017 (Canadian Bureau for International Education, 2017).

OCAD University, as the first professional art school in Canada, attracts more and more art students from all over the world. International enrolment has grown rapidly at OCAD University. The current undergraduate international students at

OCAD University is 12 percent and 25 percent of graduate students (OCAD, 2017). Projected international enrolment for Year 2019-2020 is expected to increase to 827, a 44 percent increase compared to 2017-2018 projection. It is in this context that it is important to understand how to support international students to pursue studying abroad since the country they go to are usually very different than their home country in which they flourish.

Table 1. Institutions projected enrolment of funding-eligible undergraduate enrolments for OCAD University

	Projected 2017-18	Projected 2018-19	Projected 2019-20
Undergraduate Full-time Headcounts	502	612	751
Masters Full-time Headcounts	48	65	76
Doctoral Full-time Headcounts	N/A	N/A	N/A
Total Enrolment Full-time Headcounts	550	677	827

1.2 Motivation and Problems

Why did I decide to design a guide of OCAD University? The answer is OCADU does not have one. When I received the offer of acceptance, from OCADU by email about how to register course, how to pay for tuition and how to participate orientation day, etc. This information was useful to me but was not enough. I did not have an organized list about what to do next, what should I prepare for leaving to a new country and if I brought enough document and personal belongings here. As an international student at OCAD University I could bring to this study my personal experience and my understanding of the associated communication challenges due to language barriers, cultural barriers, and socio-economic barriers, leading to unique information needs.

What resulted was a digital booklet which will be attached with the OCADU admitted offer sending to potential international students, the function of which is not only to guide international students in their next steps, it also plays an important role in attracting international students to choose OCADU. This valuable framework emerged from the user requirement analysis and is explained further in next Section.

1.3 Design approach and Methods

The design approach was based on Design Thinking concepts of Empathy, Creativity and Rationality (KANG, 2012). User requirements for the design were elicited empathically from a review of relevant literature, an environmental scan of International Students Guide from website, social media of different universities, as well as my own personal experiences as a student coming from a foreign country to undertake a Master program. Previous research was included to verify the importance of the guide. All conceivable design criteria for creating this guide were creatively listed out, and a subset of design components was selected through a MoSCoW ¹prioritization (DSDM, 2008) to be included in the design of this International Student Guide. In addition, personal method was used in this research to explore users need. In the next phase of the study this prototype will be evaluated for usability and user experience with international students.

¹ MoSCoW analysis involves the prioritization of offerings, functions and features based on Must-have, Should-have, Could-have and Would-have rankings.

2 Environmental Scan

There are three parts included in Environmental Scan. The first part is to know how international students prepare for studying in Canada by searching information online, website and YouTube. The second part is to analyze the context of international guide from different universities which decide the steps and the context included in this guide. In the end, criterion of design style guide will be considered in last part.

Table 2. How to Prepare to Study Abroad in Canada

website	Ontario Canada	Top Universities	Canada Visa	The Student Room	EduCanada	EduCanada
what international student should prepare for studying in Canada	Register for your courses	Get ready for culture shock	Apply for a Study Permit	Student Visas	Accept your offer for study in Canada	Clear all paperwork with your home educational institution
	Pay your tuition fees	Don't be deterred by homesickness	Prepare Required Documents	Student Accommodation	Apply for a passport	Ensure all of your documents are in order and make photocopies to pack in your baggage
	Make travel arrangements	Get your finances in order	Packing	Canada's education system	Apply for immigration documents	Find out about Canada and the town or city where you will be living and studying
	Find a place to live	Learn about the Canadian university system	Money Matters	How much will it cost?	Book airline tickets	Contact your Canadian educational institution with any questions you may have
	Make banking arrangements	Pack plenty of warm clothes	Book or plan for an Airport Pickup/Transportation	Financial assistance	Buy travel and health insurance	
	Activate your university or college email account	Plan some trips		Working in Canada	Arrange accommodation in Canada	
	Bring essential documents			Living in Canada	Arrange transportation to/from the airport at home and in Canada	
	Other useful documents you should bring				Arrange your banking	
	Pack your belongings				Check baggage and customs limitations	

In terms of how international student prepare for studying in Canada, by searching on Google I gathered information from these five websites. From the Table 2, all websites mention Financial Matter, in which Banking Arrangement is mentioned twice and the others are Money Matters and Financial Assistance. Also, Packing is mentioned four times, which will be included in this design. In these websites, Ontario Canada, Edu Canada, Canada Visa and The Student Room are more logical for preparing students for their abroad study after they get offer from university. While the steps in these three websites only cover pre-preparation for studying in Canada. The information from Top Universities cares more about students' mental health and life outside of study compare with the other four websites.

YouTube was chosen as an important resource because of its highly view number and large number of attention of young-age-group. An international student Youtuber, 25 to -25, posts videos about his experience and tips studying in Canada. He posted 18 videos and the average views of 18k is not a small number because of around 494k international students studying in Canada in 2017.

(Canadian Bureau for International Education, 2017) "Part time Job scenario in Canada for International students" is the most popular video. "How to Save

Money as a Student in Canada”, “Student Monthly Expenses in Canada | Can you cover your living expenses by working part-time?” and “11 Things an international student should do after arriving in Canada” are viewed around 50 thousand. It is not hard to see Financial Issue is significantly concerned by international students. Also, “Things international students should do after arriving in Canada” gets a large number of views and the comments (25, 2017) of this video, “very useful”, indicate that international students find this information noteworthy.

Table 3. Videos a Youtuber post all related his life as an international student

How to get your Driving License in Ontario, Canada? 1k views	BOXING DAY Everything you need to know 1.6k view	Things you should do after getting accepted into a Canadian University/College 4.6k views
Student Monthly Expenses in Canada Can you cover your living expenses by working part-time? 47k views	Resume Writing Tips for Part-time jobs in Canada 9.4k views	Factors to Consider While Looking for Part-time Jobs in Canada 4.8k views
List of things to carry to Canada as a Student 29k views	How to Save Money as a Student in Canada 53k views	Q&A Studying in Canada 4.2k views
Part time Job scenario in Canada for International students 99k views	How To Make The Most Of A University Career Fair? 976 views	11 Things an international student should do after arriving in Canada 47k views
Tips for moving out of a university apartment 717 views	How to choose your major in College / University 4.7k view	Factors to consider while applying to universities abroad! 2.8k views
My first ice hockey game! 625 views	Vlog #1,my first day in Thunderbay 2.6k views	Why I chose to study in Canada? 12k views

Many universities have international student guide on their website or pdf format, which provide information international student needs when they get admission offer from school. I conducted an environmental scan analyzing the information provided by these guides.

There are four universities in Toronto, University of Toronto, Ryerson University, York University and OCAU University. These four universities provide some information for international student on their website page. The information on U of T and Ryerson website are different with each other and the information they have are limited compared with York University and OCADU. While all the Universities think immigration information is important to international students and only Ryerson does not cover health insurance information.

Table 4. University of Toronto International Student Guide

University of Toronto International Student Guide				
Immigration	Health Insurance	Canadian Incoming Tax	Student Life and International Events	Build your Co-Curricular Record

Table 5. Ryerson University International Students Support

Ryerson University International Students Support			
View Coming Events	Orientation & Let's Talk	New to Canada	Immigration Support
GlobalLinks	WUSC	Get Help from Your Advisor	Life in Canada

Table 6. York University International Students Official Website Page

York University International Students Official Website Page			
Newsfeed	Important Reminders	Student Engagement Opportunities	Contact information for UHIP & Immigration
Events	Arriving at York	Immigration	Work and Finance
Health Insurance and Health Care	International Student Support	Other Community Resources	Safety & Security Services

Table 7. OCAD University International Students Official Website Page

OCAD University International Students Official Website Page		
Canadian permit & Visas	Employment	Living in Toronto
Health & Medicals	Academic Success	After OCADU
Tuition & Finances	Campus Living	

International student guides of University of Ottawa is discussed in this part as a case study. The Table 8 below is the structure of the University of Ottawa International Student Guide which include five steps leading international students easily adaption overseas life in Canada. Five steps follow the timeline since students get their offer from University of Ottawa, what to do before they leave, departure checklist, things they need to do after they arrive in Ottawa and essential tips for success which almost cover all the information international students need.

Table 8. University of Ottawa international student Guide Structure

University of Ottawa				
Step1 What to do right now	Step2 What to do before you leave	Step3 Departure Checklist	Step4 Arrival in Ottawa	Step5 Essential tips for success
Check your name	Join the Facebook Group	What to Bring with You	Getting to Campus	Meet with a Mentor at the International Student Success Centre

Respond to your Offer of Admission	Housing	Climate and Clothes	Attend International Orientation	Meet with an Academic Advisor
Apply for Immigration Documents	Be Aware of the Academic Calendar	Find Temporary Accommodation	Attend your Faculty Information Session	Visit the Academic Writing Help Centre
	Register for Courses	Register for the International Orientation	Participate in Welcome Week	Meet with a Mentor from your Faculty
	Student Email		Bank Account	Get Involved and Meet New People
	Finances		Pick up your Student Card	
	Health Insurance(UHIP)		Pick up your U-pass	
	Join the Buddy Program		Health Services	
	Order your Student Card Online		Print your UHIP Card	
			Free Store	

There are 17 frequently asked questions about how to study abroad on Topuniversities Website. Eight questions are related to what to do after gaining a letter of acceptance and the rest of the questions are focus on how to choose/apply school. Due to this, this guide mainly focuses on the steps after international students get offer, I list the eight questions related to this research. From my experience, after gaining a letter of acceptance from OCADU the first question is if I should accept it. Because most of international students apply to more than one overseas university. Therefore, this guide not only play a role to

guide international student what they need to prepare for studying abroad, it is also representative of school. After I decided to accept it, I followed the steps from the school email to accept offer and paid for tuition deposit. I still not sure what other documents I need to prepare. I asked my friends who was already studying abroad and search on internet gathering these information. During this time, I was confused about the process as I didn't have any official guideline from the school. From my experience, all these questions I asked myself and information I seek before I came to Canada was not readily available and only available through a search online.

Table 9. Eight Frequently asked questions about how to study abroad

After gaining a letter of acceptance, what do I do next?	Do I need to apply for a student visa?
How much does it cost to study abroad?	Can I get financial aid to study abroad?
Where can I find study abroad scholarships?	Where will I live during my study abroad program?
Can I work while studying abroad?	Further questions?

3 Literature review

This section presents a first level review of literature, focusing on the experiences of international students studying abroad in English dominated countries. My personal experiences as an international student studying in Canada helped in experiencing the obstacles these international students face and the information

they seek. Design components for the design of a guide-based information system were elicited from this review.

Worldwide research indicates what the experiences of international student undertaking overseas study experiences are variable. (Pam Roberts, Duncan Boldy, Katie Dunworth, 2015) After international students move to a new country, international students face greater adjustment challenges than local students due to language barrier, academic writing, culture shock, financial problems, friendship, etc.

3.1 Language barrier

International students who choose to study in Canada are usually the brightest students in their home countries and are also very motivated students. Most international students may face English proficiency problem. For example, in China, even though most of Chinese students study English more than ten years and their grammar and vocabulary is adequate for their overseas life, they still have hard time with conversational English, e.g. pun and phrases. (Wan, 2001) Language barrier contributes heavily to the success of specifically, international graduate students (Andrade, 2006).

While Universities require international students to meet the minimum language proficiency, many of them do not have adequate practice with the usage of English. (Kuo, 2011) Language deficiency is the major academic obstacle to international students who experienced more serious academic difficulties.

(Antanaitis, 1990) Some international students never have experience taking English lecture course, which lead to that international students having a hard time to understanding lectures, taking notes, taking part in class discussions, and writing papers. (Huntley, 1993) In addition, international students need to adapt to various accents and teaching styles of professors. This cause international students to spend more time and energy compared to their native peers.

Daily English sometimes not easy to international students because of different culture. Due to lacking of living oversea experience, students do even know how to order coffee and food. Also, greeting with others and English manner are not familiar to international student.

3.3 Culture Shock

Students attending universities in a culture different from their own have to struggle with social life and educational organisations. (Yuefang Zhou, Divya

Jindal-Snape, Keith Topping & John Todman, 2008) Even though students aware of the difference in advance, they still face many challenges.

4 Personas method

Personas are a critical method for orienting design, which are especially useful when constraints large development teams or divers' users, etc. (Tara Matthews, Tejinder Judge, Stephen Whittaker) It is an inclusive way to broader beneficial impact and recognize the interconnectedness of users. Also, by using this method designers immerse themselves to the design project which make design meet users' needs more appropriately. Usually two to seven is enough to address the needs of entire user base. (Eisenberg, 2006) For this project three personas will be used, a graduate student, an undergraduate student and a disabled graduate student.

The first one is a girl who just got admitted offer of Drawing&Painting from OCADU. Her name is Vanshika, 18 years old, India girl. She loves drawing and she want to be a painter. She was not sure if she need to bring all her supplies for drawing to Canada or buy these stuffs once she arrives in Canada. She was not sure what courses she needs to take and which courses were optional to

graduate, if she was required to study some software. In terms of high tuition fee, she wanted to know if there are scholarships she could have apply to and the last thing is she was not sure is what clothes she need to bring to Canada since she has never been to Toronto before.

Table 10. Persona 1

Name	Vanshika	Her need of going to study in Canada
Age	18	I should bring my own brush and supplements or buy them in Canada?
Nationality	India	What software I will study?
Program	Drawing & Painting	If there are some scholarship I can apply?
		What clothes I should bring there?

The Second person is a Chinese, Jerry, who got offer of digital future program from OCADU. Because he already got his bachelor degree. He wanted to know if he could work during the time he studying in Canada. The chance of exhibiting his work attractive to him and if this program and school will provide internship. Before he came to Canada he wanted to know more information about

accommodation and he did not want to find a place to live after he arrives at Canada.

Table 11. Persona 2

Name	Jerry	His need of going to study in Canada
Age	23	The chance to show his work in exhibition
Nationality	China	If this program provides internship chance to him
Program	Digital	Accommodation
	Future	Work

The third girl, Amy, who comes from Mexico. She got offer from Inclusive Design program. But she was not sure if school buildings are accessible or not due since she requires the utility of a wheelchair. Since she is out of school for so many years she is a little worried about writing a thesis. She cared more about what community she can join during her academic year.

Table 12. Persona 3

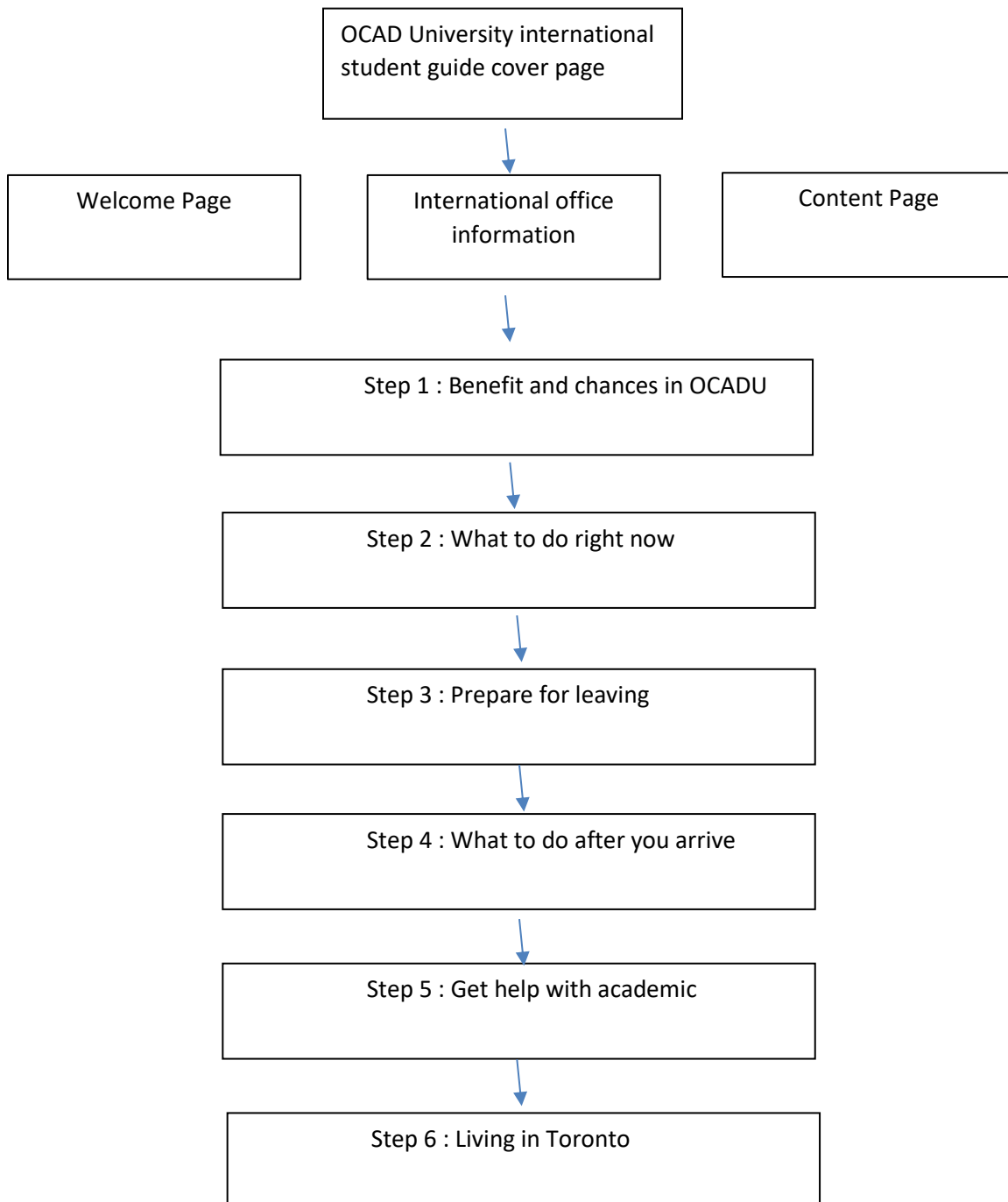
Name	Amy	His need of going to study in Canada
Age	35	If the school buildings are accessible or not
Nationality	Mexico	Community in School
Program	Inclusive Design	Academic English

5 Design of the OCADU International Student Guide

5.1 What component should include in this design

From the environmental scan, not hard to see Financial Matter, Packing, Health Wellness (including insurance), life except studying time, work and living cost in Toronto are significant points international students care about. According to literature review, I find language barrier and culture shock is also a big problem for international students. To narrow down this guide to OCAD University personas method was used to get what international student going to OCADU need to prepare. Design for international student going to study OCADU this diversity group, art supplement, scholarships, exhibition chance, internship chance, school accessible information and communities in OCADU are necessary information.

5.2 Visual flow of the Design Prototype

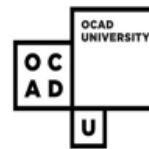


5.3 Description of the Prototype Guide

There are six main steps in this Guide: Benefit and chances in OCADU, Prepare for your documents, Prepare for leaving, What to do after you arrive, Get help with academic and Living in Toronto. Also, the Welcome page and international student office information will be included in this guide ahead of the step pages. There are several subordinate steps in each main step including some hyperlink where students can find more comprehensive information. OCADU International Student Guide is devoted to improving every single feature to offer users the best experience.

5.3.1 Cover page

The cover page includes the name of the guide, OCADU logo and international office information.



International student guide

INTERNATIONAL OFFICE

Phone: 416-977-6000, Ext. 3842

Email: international@ocadu.ca

Figure 1. Prototype welcome Page

5.3.2 Welcome page

This page is to welcome potential international students to make them feel honored and accepted by Canada's largest and oldest educational institution for art and design. Also, this page shows OCAD University longing for new international students joining this art and design community.



Welcome to Canada's largest and oldest educational institution for art and design!

INTERNATIONAL STUDENT GUIDE/INTRODUCTION

Figure 2. Prototype Welcome Page

5.3.3 International office information page

This page provides more information about what services international office provide to students including hyperlinks where international students can get accurate and comprehensive information about what service international office provide to international students.



THE INTERNATIONAL OFFICE

International Student Services ensures international students, exchange students and all students wishing to make meaningful global connections have access to innovative services, programs and activities that are responsive to their needs and assist them in becoming successful practitioners in the fields of art and design.

International Student Services offers support, information and referrals pertaining to the following:

- Adjusting to life in Canada.
- [Immigration matters](#) (referrals to government information on study permits and work permits).
- [On- and off-campus employment for international students](#).
- [Emergency bursary funds for international students](#).
- [University Health Insurance Plan \(UHIP\)](#).
- [Student exchange and study-abroad opportunities](#).

Office Location

230 Richmond Street West, Main Floor

Toronto, ON

Hours

Monday to Friday, 9:00 a.m. to 5:00 p.m.

INTERNATIONAL STUDENT GUIDE/ INTRODUCTION

Figure 3. International office information

5.3.4 Step 1

Step 1 is to show international students the benefit and chances they can get from OCADU. In this part, international student will know the chances to exhibit their art and design work. Also, the scholarship and Award are international students care about too. Accessibility information is included in this part to show OCAD University is committed to providing a working and learning environment that is accessible and inclusive to all persons and provide services that respect the dignity, confidentiality and independence of persons with disabilities. Communities and Events information are provided in this part too.



1. Benefit and chances in OCADU

1. [Exhibit your art and design work at OCADU gallery.](#) There are 10 places to show your work.
2. [Scholarship and Award.](#) There are different amount of scholarships and award providing for international student.
3. [Accessibility.](#) OCAD U is committed to providing a working and learning environment that is accessible and inclusive to all persons and provide services that respect the dignity, confidentiality and independence of persons with disabilities.
4. [Communities and Events.](#) There are the students groups you can join in and you also can start your own groups.

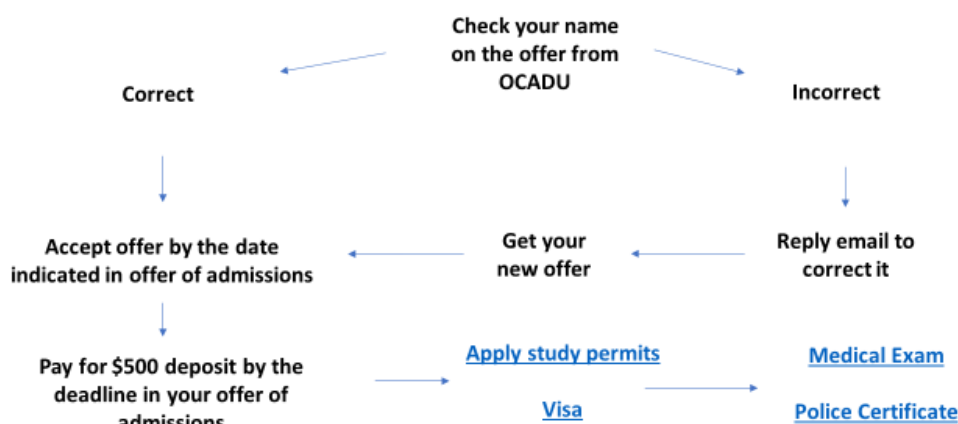
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Figure 4. Step 1

5.3.5 Step2

Step 2 is “what to do right now” After a potential international student get offer from OCADU, the first they need to do is check the name on the offer. If it is not correct, they will not get their study Visa. Usually universities give student some time to think about if they will take the offer. If students decide they want to take offer they should pay the \$500 deposit and then start to apply study permit.

2.What to do right now



INTERNATIONAL STUDENT GUIDE / 5

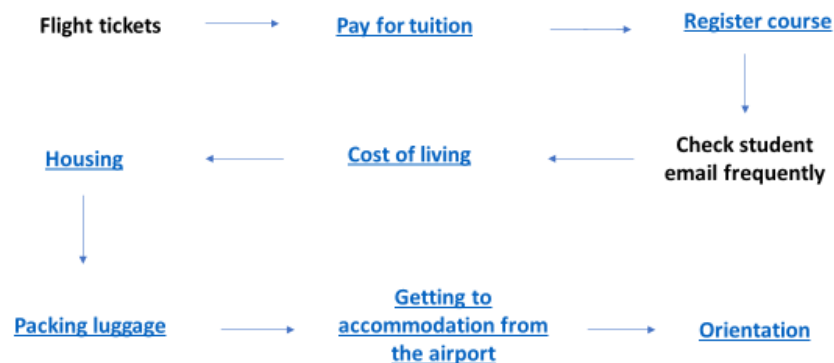
Figure 5. Step2

5.3.6 Step 3

Step 3 is “Prepare for leaving”. After international students get study permits they can start to prepare for their trip to Toronto. The First thing need is to sort out their travel arrangements, it is usually more economical to buy flight ticket further ahead. After that they need to pay for tuition fee and register the course they will be taking. Checking student email is always important for international students because most of the important information international student get are in student emails. It is important to know cost of living and prepare financial instruments for studying oversea. Provide information about packing luggage,

international students will not confuse what they should bring. The other two important things they need to prepare is how to get to accommodation from airport, register and go to orientation.

3.Prepare for leaving



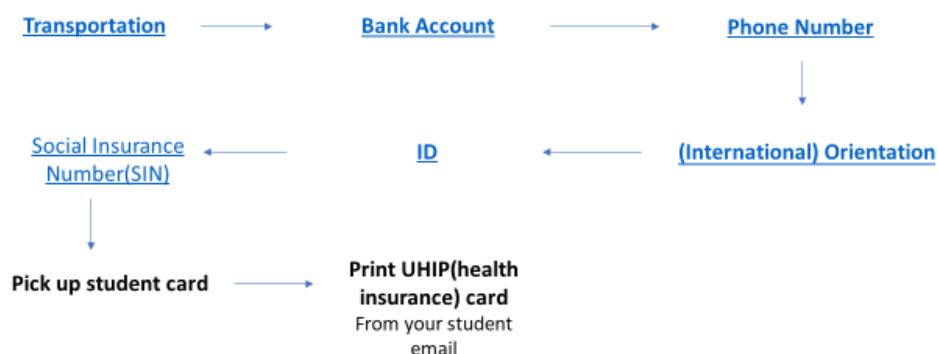
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Figure 6. Step3

5.3.7 Step4

There are a couple of things international students need to do after they arrive Canada. The first thing is to get to familiar with transportation. As that they will need to learn how to navigate city, to get bank account, phone number and social insurance number.

4. What to do after arriving



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Figure 7. Step4

5.3.8 Step5

The Step5 is help international students be successful in their academic life.

5. Get help with academic

- [First-year Student Support](#)
- [Improve your English](#)
- [First-generation Program](#)
- [Graduate Student Support](#)
- [Academic Advising](#)
- Book appointment with your professor when you need. You can find professor email on course outline to connect with or you can directly send email to your professor by canvas.

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Figure 8. Step 5

5.3.9 Step6

The last step is to help international students have a good experience when they studying in Canada.

6. Living in Toronto

- [Events in School](#)
- Tax
- Build up your Career
- Take care of your wellness
- [Statutory holidays](#)
- [Garbage classification](#)



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Figure 9. Step 6

There are the details of every steps.

Cost of living in Toronto

Item	Price
Housing	\$500+/ month
Phone Number	\$25+/ month
Subway/ bus	\$3+/ trip
Grocery shopping	Supermarket flyer
Restaurant	\$10+/ person
Car	\$200+/month
Car insurance	\$1538/ year(Median Ontario cost)
Gym	\$10+/ month
Movie	\$15+/ ticket
Other reference	Numbeo
	Expatisitan

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Figure 10. Cost of Living in Toronto

Housing

Housing Tips

- [When to start looking](#)
- [How to start your search](#)
- Take account if the place you rent has furniture or not

Short-term housing

- [Airbnb](#)
- Hotel ([Expedia](#), [Booking](#), [TripAdvisor](#))

Type of housing

- Condo (A new "luxury" apartment building usually with amenities, like gym and party rooms)
- Apartment(Usually no amenities)
- House

Long-term housing

- [Housing information](#)

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Figure 11. Housing Information



Packing luggage

Before you start packing

- Verify your luggage restrictions with your airline
- Check the items [Canadian Border Services Agency \(CBSA\)](#) does not permit through Customs
- Think about how much cash you need to bring and [check how much you can bring to Canada](#)

Documents you should bring

- Passport with valid Temporary Resident Visa (TRV) inside or Electronic Travel Authorization (eTA) approval
- Study permit
- Letter of Acceptance from OCAD University
- Driver license or International Driver's license, driving insurance records, and Vehicle Registration and Insurance Papers if you plan to drive in Canada

Item you should pack

- Cell phone
- Money
- Weather appropriate clothes
- Computer
- [Medications](#) you may need for the first few months
- a credit card (if needed)
- a plug adapter OR a transformer for using electricity in Canada if you are bringing electrical appliances
- Sheets and pillow (if the place you live does not have)

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Figure 12. Packing Luggage



Getting ready checklist

By taxi

By carpool

By public transport

Connect the Pearson airport WIFI to google how to take public transport to get your accommodation

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Figure 13. Getting ready checklist



Transportation

TTC : SUBWAY / BUS

- **Where to buy tickets/ tokens?**
[Subway station or some other place](#)
- **How much of the tickets?**
[\\$3/ticket and pass price](#)
- **How to navigate city by TTC?**
Google map or [TTC map](#)
- **If I need to transfer a bus or subway I need to buy another ticket?**
No, if it's a one-way continuous trip. Take a [transfer](#) at subway station or when you get on bus you need to ask driver for transfer.

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Figure 14. Transportation



Bank account

Things you need to think about when you choose a bank account.

- **Fees.** Most of the bank provide free student accounts.
- **New account promotions.**
- **Customer service.**
- **Branch availability.**
- **Compare different credit card.**
- **Online banking features.** You might need online bank to pay your bill, e-transfer money to others. Make sure your bank is equipped to process. Also you need a easy understand feature of your account statement.

Banks in Canada

- TD Bank
- BMO Bank
- Scotia Bank
- RBC Bank
- ...

What you need to get a bank account

- ID
- Address
- Phone number
- Email address

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Figure 15. Bank Account



Phone number

Things you need to think about when you choose a wireless company.

- Different month plan.
- Regional Coverage
- Customer service.
- Price of overseas phone call You maybe need to call your relatives in your home country

[Wireless Carrier in Canada](#)

- Rogers
- Fido
- Telus
- Wind
- Mobilicity/Chart
- Koodo

What you need to get a phone number

- ID
- Address

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Figure 16. Phone Number



ID

What is your valid ID in Canada?

- Passport
- [Ontario Photo Card](#)
- Driver license

Why you need to get a Ontario photo card or driver license?

- Easy to bring with
- Some place only take Ontario issued ID.
- If your apply an VISA you will not have an ID to get your passport from Canada post.
- In case you lost your passport.

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Figure 17. ID



Social Insurance Number(SIN)

What is SIN number?

A Social Insurance Number (SIN) is a 9-digit number that you need to work and be paid in Canada and access government programs and benefits. You must apply for a SIN if you plan to work in Canada.

What should I bring to apply it?

- ID
- Study permit

Where you can apply it?

- You can apply for a SIN in person at a [Service Canada Office](#). Your SIN will be issued the day you apply.

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Figure 18. SIN



Tax

“In Canada, income tax is administered by the Canada Revenue Agency (CRA). The Canadian income tax year is from January 1 to December 31. If you owe income tax, you must pay it by April 30 for the previous calendar year. Late submissions are accepted, but there may be a penalty.

If you are employed in Canada, your employer will deduct income tax from your wages and send this money to the CRA. In order to deduct the proper amount of income tax from your wages, your employer will ask you to complete the form TD-1. Employers will deduct an amount from each pay cheque for Canada Pension Plan (CPP) and Employment Insurance (EI).” From UBC

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Figure 19. TAX



Build up your Career

Tools & Resources

- [Your Creative Career](#)
- [Reflection & Goal Setting](#)
- [Cover Letters](#)
- [Résumé Content](#)
- [The Step-By-Step Application Package](#)

Online Portfolios

- [Interview Skills](#)
- [Disability and Entering the Workforce](#)
- [Volunteerism](#)
- [Graduate School](#)
- [External Websites & Resources](#)
- [Lather. Rinse. Repeat.](#)

Job Opportunities

- [Talent Network](#)

Workshops and info sessions

- [Fairs and Events](#)

Main office

49 McCaul Street, Rm 112.

Please use your student card for access.

Weekdays, 8:30 a.m. to 4:30 p.m.

careerdevelopment@ocadu.ca

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Figure 20. Build up your Career



Take care of your wellness

Visit a doctor

- **School wellness Center** Call school wellness center to book an appointment and bring your student card with you. No fee will be charge.
- **Clinic Doctor** Search the clinic online make sure they take UHIP insurance. If they are walk-in clinic you don't need to book an appointment. But don't forget to bring your UHIP card. Otherwise you need to book an appointment.
- **Hospital** Usually they take emergency patient and the waiting time will be a little long than clinic. If you are not in emergency situation, clinic is better for you.

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Figure 21. Take Care of Your Wellness

6 Conclusion

6.1 Bridging the information gaps

It's important to recognize needs of the users, this is the context and the goal in Inclusive Design. This project is produced according to the lived experiences of myself, an international student studying at OCAD University, with outcomes from literature review, for figuring out international students' needs which would help them have a better experience studying at OCAD University. Based on design considerations derived from user requirements, environmental scan of international student guide from other school and website, a prototype guide for OCAD University was conceived and built. As an inclusive designer, I choose accessible PowerPoint format to present my guide, in which international students can also search the information they need by press the Ctrl+F on keyboard.

6.2 Next Steps

Next step of this guide will be refined by international students testing to see if there are more needs that are to be met and a YouTube video in an interview format will be created to provide an public information for all the international students who want to go to OCAD. A video interviewing officer who work at international student office will be more attractive and it is also a good way to advertise OCAD University on social media.

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