Where to Direct International Students

For many services, international students can be directed to International Square where we offer dedicated support for our students from outside of Canada. All other services listed below are available to both domestic and international students.

**TYPE OF SUPPORT**

### Arrival and Onboarding of International Students

**Arrival Help**
- Check-in upon arrival
- Registration/timetable/health insurance questions
- Update Canadian address and phone number

**Payment Services**
- Fee payments
- Deferrals

**Document Pickup Services**
- Letter requests for Study Permit, Re-entry Visa and Work Visa (Requests are completed online - see link at right)

**Advising**
- Help with personal, social or community issues (students may be referred to the Counselling Centre, in particular Intercultural Counsellor Mona Fatjheh if necessary)¹
- Orientation to Mohawk College, the city of Hamilton and life in Canada (where to find restaurants, grocery stores, etc.)
- Withdrawals, program changes²
- General information related to immigration and permits
- Information about housing
- Help with navigating the Canadian learning environment (academic integrity, etc.)

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**DIRECT STUDENTS TO**

**International Square**

Room J137, Fennell Campus

Room A111, THE Square, Stoney Creek Campus

Room 120, Institute for Applied Health Sciences at McMaster

**More info:** https://www.mohawkcollege.ca/international-students/services-for-international-students/helpful-places/international-square

**Contact form:** https://www.mohawkcollege.ca/form/contact-international-team

**Letter Request form:** https://www.mohawkcollege.ca/form/letter-request-form

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¹ If students are experiencing mental health issues or anxiety, refer them to Counselling Services.

² If students require advice on creating an academic plan to navigate their program direct them to their Student Success Advisor.
Advisors

Program Changes, Withdrawals, Study Permit Questions

- Information about changing programs and program options should a first choice not be available
- Help with withdrawing
- Assistance with study permit questions relating to program/study changes

Direct the student to International Square (see page 1 for contact information) for assistance from the Advisors.

International Coaches

Orientation to Mohawk College, the Canadian Learning Environment, the City of Hamilton and Life in Canada (where to find Restaurants, Grocery Stores)

- Information about cultural, social and recreational activities
- Help with personal, social or community issues
- Help with navigating Canadian education environment (e.g. academic integrity issues, deferrals, etc.)

Coaches in International Square and THE Square help students to integrate into the Mohawk and Hamilton communities. At the satellite campuses, the International Coach is the first point of contact for students within International Student Services.

Direct the student to International Square (see page 1 for contact information) or THE Square at the satellite campuses, for assistance from the Coaches.
TYPE OF SUPPORT

Academic and Personal Counselling
Help with academic, personal, career, and intercultural issues affecting mental health and well-being
Counselling on culture shock, social pressures, etc.

DIRECT STUDENTS TO

Counselling Services
Call 905-575-2211 or email counselling@mohawkcollege.ca to book an appointment.

More info: https://www.mohawkcollege.ca/student-life-at-mohawk/counselling

Mona Fathieh is the Intercultural Counsellor who counsels international students on such issues as culture shock and transitions to Canada. She also provides mental health workshops on topics such as managing worries, power of perception, and more.

Faculty can also request Mona Fathieh to visit their class to provide an overview of her services for international students and/or a mini-wellness presentation. Contact: mona.fathieh@mohawkcollege.ca

To make an appointment with Mona, students are advised to use the general counselling email and phone number and request Mona.

TYPE OF SUPPORT

Research Assistance
Help with locating research resources to complete assignments
Assistance with citing sources, proper referencing
Access to resources (online and hardcopy videos, books, magazines, journals)

DIRECT STUDENTS TO

Library
https://library.mohawkcollege.ca

Note: Faculty may also request a librarian to come to their classroom to speak about research skills and academic integrity.
Student and Graduate Employment

Fennell Campus
Room F114
Phone: 905-575-2176

Institute for Applied Health Sciences at McMaster
Room 116

Stoney Creek Campus for Skilled Trades
Room A113


Hussam Eldib is a Career Advisor who works specifically with international students on career-related issues such as working in Canada, work permits, how to apply for a job, and career choices.

To make an appointment with a Career Advisor, students log into MyMohawk and make an appointment through CareerReady.
Peer Mentoring

Mentoring/friendship to help with acclimatizing to Canadian environment

Help with navigating Mohawk and Hamilton

The Student Connect International Peer Mentoring Program

https://www.mohawkcollege.ca/international-students/services-for-international-students/getting-involved/peer-mentoring

Unlike peer tutoring, the peer mentoring service called The Student Connect International Peer Mentoring Program provides a friendly student/peer (with at least a semester's experience at Mohawk) to help international students acclimatize to Mohawk and the Canadian environment.

Language & Culture Centre

Room J137, Fennell Campus

The Language & Culture Centre (LCC) is the destination for meeting new friends, getting involved through volunteer experiences, joining social and cultural events and participating in short term ESL programming.

https://www.mohawkcollege.ca/LCC
Academic Guidance

Initial advice on course selection; changing programs; withdrawals

Referrals to Program Coordinator for program specific advising

Information about Academic Status, program pathways, transfers

Help with Academic Improvement and Success Plans

Referrals to specialized support services

Guidance on college policies and procedures

Support in transitioning to college life

Student Success Advisors

Student Success Advisors (SSAs) assist students with navigating their program and help them to be successful in their studies.

- Via e-mail, drop-in or scheduled appointments
- In person, in groups, in workshops, online or over the phone

See a list of Student Success Advisors with contact information:

There isn’t a single SSA dedicated to international students; all students, both domestic and international, can contact the SSA for their program area.

Note: Unlike Advisors in International Square who assist students with the process of changing programs and understanding any implications for studying in Canada (e.g. permit limitations, etc.), Student Success Advisors can help students navigate their program by co-creating an academic plan.
Learning Support Centre offers:

- Writing Centre
- Math Centre
- Peer Tutors
- PASS program
- Bounce Back program
- Rebound program

For more information visit the LSC webpage:
https://www.mohawkcollege.ca/student-life-at-mohawk/academics/learning-support-centre

Registered students and confirmed applicants who know or suspect they have a disability should contact Accessible Learning Services as soon as possible particularly if the services of Sign Language Interpreters, Computerized Note Takers, or access to alternative format are required.

More info: https://www.mohawkcollege.ca/student-life-at-mohawk/accessible-learning-services
**Type of Support**

**Technical Support**

Help with technical issues such as login difficulties, wi-fi access, issues accessing MyMohawk, eLearn, Office365, etc.

Equipment loans such as laptops

Tips on how to use software used in coursework

**Direct Students To**

**IT Service Desk**

Students can access 24/7 tech help via phone, email or live chat by contacting the IT Service Desk: https://www.mohawkcollege.ca/about-mohawk/campuses/facilities-and-departments/information-technology-service-desk

**Email:** helpdesk@mohawkcollege.ca

**Library TECH BAR**

Students can get tips on how to use eLearn, software, etc. from the Library TECH BAR - online, via live chat or by appointment: https://www.mohawkcollege.ca/student-life/library/about-us/locations-hours/library-tech-bars

**Email:** tech.bar@mohawkcollege.ca

**More info:** https://www.mohawkcollege.ca/student-life-at-mohawk/student-technical-support

**Type of Support**

**Health Issues**

Illness, injury, etc.

**Direct Students To**

**The Health Centre**

A multi-disciplinary team of healthcare professionals provides health services. International students have health services covered by Guard.me insurance.

**More info:** https://www.mohawkcollege.ca/student-life-at-mohawk/health-centre

**Email:** healthcentre@mohawkcollege.ca

**Phone:** 289-237-6538
Room C109, Fennell Campus