Who Does What in Mohawk International

Mohawk International supports the entire international student experience touching every aspect of the student’s journey from prospect to student to graduate and beyond.

Recruitment

The Recruitment team of Market Specialists is responsible for creating relationships with student prospects and their families, as well as developing relationships with agents and partners in more than 60 countries around the world.

Each Market Specialist is responsible for recruitment in a defined region and deals directly with partners, institutions and students in that geographic area. They will typically visit their region several times per year, attending education fairs, meeting in person with students, partners and parents. They provide training and information for local agents and partners, and with their direct exposure to the market, they gain valuable insight into the appeal of our programs to students in their region.

The team works closely with student prospects who are considering studying at Mohawk, answering questions, providing information and generally making the application and decision-making process as easy and stress-free as possible.

Admissions

The already tricky college admissions process is further complicated by immigration demands, varying worldwide equivalencies, time zones and more, but our Admissions team is expert at working with agents, recruiters and students to ensure a smooth process.

The Admissions team reviews all applications determining if students have met admission requirements, and, when accepted, issuing Letters of Acceptance.

The team also assists with application status requests, processing of payments, refunds management and pre-arrival support inquiries.
International Student Services

WHAT:
Onboarding and settlement of new students/assisting returning students. Most international student inquiries should start here!

WHERE:
International Square (J137, Fennell Campus),
THE Square (satellite campuses)

CONTACT:
Email: international.services@mohawkcollege.ca
URL: www.mohawkcollege.ca/international-students/
contact-international/meet-international-
student-services-team

The International Student Services team is made up of Coaches, Advisors, Support Officers and a Triage Officer to help students upon arrival and throughout their journey at Mohawk College. This team ensures our new and returning students are welcomed, informed, supported and looked-out-for. There is an International Student Coach located at each campus.

The team assists international students with:

Registration/Timetable Help
• Check-in upon arrival
• Health insurance
• Change of address/phone number

Payment Services
• Fee payments
• Deferrals

Document Pickup Services
• Letter requests for Study Permit, Re-entry Visa and Work Visa

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

The Language & Culture Centre (LCC) provides a welcoming environment for international students and offers connections to the Mohawk and Hamilton communities.

With partners, the LCC team develops the orientation events that occur each term along with workshops and cultural activities (e.g. Diwali, Lunar New Year celebrations, etc.) and student appreciation events.

The team recruits and mentors a large and growing team of International volunteers so important in the success of our international students at Mohawk.

The LCC is also the hub of many activities and operations around Start-up (at the beginning of each semester.) The team helps ensure students are well taken care of, are greeted at the airport upon arrival in Canada, have the information they need and a place to go to find a friendly face.

Please follow the LCC on Twitter and Instagram for the latest news and events.

@MohawkLCC
@MohawkLCC

WHAT:
Cultural engagement, a friendly destination, social opportunities, fun events

WHERE:
J137, Fennell Campus

CONTACT:
Email: lcc@mohawkcollege.ca
URL: www.mohawkcollege.ca/LCC
English for Academic Purposes (GAS-EAP Program – 478/278)

The General Arts & Science – English for Academic Purposes (GAS – EAP) program is a post-secondary program that enables students to develop English language skills and the confidence to succeed in an academic setting.

A student may register for the EAP program directly or they may be directed to the program if they do not meet the English language requirements for their desired post-secondary program. If this occurs, students are placed into the appropriate level by the Program Coordinator.

EAP is available to both domestic students (program #278) and international students (program # 478) and is an 8-level, continuous intake program. Each EAP level is a 7-week, 21-hour course. At the higher levels of EAP, students have the opportunity to earn two post-secondary credits toward their diploma program.

The EAP team is responsible for teaching the EAP programs, registering and enrolling students, and providing cultural and extra-curricular activities for EAP students.

Please note: Students cannot be placed into EAP after they have already commenced their post-secondary program of studies, but can be referred to the Writing Centre.
Partnerships

As part of our commitment to building and supporting an international perspective, Mohawk College supports and seeks out partnerships, exchanges and dialogues with organizations and institutions all around the world.

We look for relationships that will support the development of global competencies such as work, internship and co-op opportunities for our students and professional development opportunities for faculty and staff.

WHAT:
Development of affiliations and opportunities with outside organizations that further the development of intercultural competencies for all Mohawk faculty, staff and students

WHERE:
J137, Fennell Campus

CONTACT:
Email:  Valentina Stagnani, Director, EAP, LCC and Short-Term Programs:
valentina.stagnani@mohawkcollege.ca
**Intercultural Counsellor – Mona Fathieh**

**WHAT:**
Mona Fathieh, Mohawk’s Intercultural Counsellor, helps students connect with the Mohawk community and provides tools, resources and support for students to meet academic and personal goals.

**WHERE:**
- Room C102, THE Square, Fennell Campus
- Room A111, THE Square, Stoney Creek Campus
- Room 121, THE Square, IAHS at McMaster

**TO BOOK AN APPOINTMENT CONTACT COUNSELLING SERVICES:**
- Email: counselling@mohawkcollege.ca
- URL: www.mohawkcollege.ca/student-life-at-mohawk/counselling
- Phone: 905-575-2211 (Fennell and Stoney Creek), 904-540-4247, ext. 6107, IAHS at McMaster

**Mona Fathieh** is the Intercultural Counsellor in the Mohawk College Counselling department, who deals specifically with issues relating to international students such as culture shock, loneliness and transitioning to Canada. Faculty can request Mona Fathieh to visit their class to share an overview of the services she offers for international students and/or to offer a mini-wellness presentation.

**CONTACT:** mona.fathieh@mohawkcollege.ca

Mohawk College students can see a counsellor for up to five sessions per semester (number of sessions can be extended due to circumstances), but when appropriate they can be referred to other college or community services to ensure they receive the best possible help.

**Typical responsibilities include:**
- Provide one-on-one clinical counselling for international students.
- Develop and deliver mental well-being workshops for students on topics such as managing worries, overcoming procrastination, power of perception and more.
International Student Career Advisor – Hussam Eldib

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.

Typical responsibilities include:

- Student career advising and coaching.
- Development and delivery of career-oriented workshops and job fairs.
- Liaison with community employers regarding hiring international students.

For information on working in Canada for international students, see: https://www.mohawkcollege.ca/international-students/welcome-to-mohawk/working-canada

WHAT:
Advice on career paths and options, workshops and orientations on career readiness, professional ethics and conduct, rights and responsibilities of employees, etc.

WHERE:
Room F114, Fennell Campus
Room 116, Institute for Applied Health Sciences at McMaster
Room A113, Stoney Creek Campus

TO BOOK AN APPOINTMENT
CONTACT STUDENT & GRADUATE EMPLOYMENT:
Email: hussam.eldib@mohawkcollege.ca
URL: www.mohawkcollege.ca/student-life-at-mohawk/employment/student-and-graduate-employment
Phone: 905-575-2176
International Faculty Leads

The Faculty Leads offer guidance and support to international students, identify opportunities for professional development for faculty, assist in finding strategies to promote international student success and retention, while working with their school, The Centre for Teaching & Learning (CTL) Teaching and Learning Consultant – International Education, Mohawk International, International Supports and Student Advisors.

Typical responsibilities include:

- Offer guidance to international students and faculty colleagues.
- Refer to Student Success Advisor or Coaches.
- Contribute to retention strategies.
- Monitor/troubleshoot international student academic issues.
- Identify/coordinate professional development opportunities for fellow faculty.
- Track issues to maintain picture of future support needs.

Teaching & Learning Consultant – International Education (CTL)

The Teaching & Learning Consultant develops and advances professional development (PD) opportunities for faculty to support international student success.

Typical responsibilities include:

- Develops intercultural competency capacity in the College.
- Identifies, develops and delivers PD to support the management of the diverse classroom and the success of international students.
- Liaises with Faculty Leads to determine professional development needs.
- Meets with faculty to develop strategies for managing the diverse classroom and enhancing the international student experience.