



Services aux étudiants
HEC MONTRÉAL

Student Guide



hec.ca/studentguide

PART I – WHEN YOU ARRIVE..... 3

- 1.1 Getting to HEC Montréal..... 3
- 1.2 Campus maps 3
- 1.3 Orientation days..... 3
- 1.4 First steps 4
- 1.5 Living in Montreal 6
- 1.6 Transportation and travel..... 9

PART II – STUDYING AT HEC MONTRÉAL..... 12

- 2.1 Essential tools 12
- 2.2 Choosing your courses and registering 13
- 2.3 Evaluation and grading system 14
- 2.4 Your professors' expectations..... 16
- 2.5 Preparing for exams 16
- 2.6 Watch out for plagiarism! 17
- 2.7 Resources to help you succeed..... 17
- 2.8 Student financial assistance..... 18
- 2.9 Rules and regulations and policies 20

PART III – LIFE OUTSIDE THE CLASSROOM 21

- 3.1 Sports complex..... 21
- 3.2 Elite sports 21
- 3.3 Student associations..... 21
- 3.4 Volunteering 21
- 3.5 Safety and security 21

PART IV – HEALTH AND WELL-BEING .. 23

- 4.1 Health insurance is essential 23
- 4.2 Health insurance for international students..... 23
- 4.3 Supplementary insurance 24
- 4.4 What should I do if I get sick? 24
- 4.5 Other resources 25

PART V – LIVING IN MONTREAL AND IN QUEBEC..... 27

- 5.1 A safe city 27
- 5.2 We care about the environment!..... 27
- 5.3 Enjoy winter! 27
- 5.4 Exploring Montreal and Quebec 28
- 5.5 Get to know Quebecers 28
- 5.6 Culture shock 28

PART VI – WORKING..... 29

- 6.1 Looking for a job or internship 29
- 6.2 Working in Canada 29
- 6.3 Working abroad..... 29

PART VII – DIRECTORY OF SERVICES .. 30

- 7.1 Telephone numbers 30
- 7.2 Directory of services 30

This guide is intended to meet the needs of all new HEC Montréal students. Whether you are making the transition from college to university, returning to school or studying for the first time in Quebec or even in Canada, whether you are enrolled in a regular program or here as an exchange student, this guide is for you. You'll find it packed full of useful information. It's a clear, simple-to-use reference that will help you easily locate all kinds of resources on our [website](#).

Read on and enjoy!

The Student Services team

1.1 Getting to HEC Montréal

- ▶ See our map of the HEC Montréal campus on [Google Maps](#) and our suggested route, or design [your own itinerary](#).
- ▶ The Office of Sustainable Development suggests that you use public transit, carpooling and biking to get around. For more information, see the "[Transportation](#)" section of this guide.
- ▶ It's easy to walk between the Côte-Ste-Catherine and Decelles [buildings](#) (10 minutes), or you can take either the 51 or 119 [bus](#).

1.2 Campus maps

To find a classroom or meeting room, the sports centre or any other location on campus, see:

- ▶ the HEC Montréal [map](#)
- ▶ the Université de Montréal [map](#) (in French)

1.3 Orientation days

To get you started on the right foot, Student Services holds orientation days before classes begin. During orientation, you'll be able to:

- ▶ meet fellow students
- ▶ look for accommodation or roommates
- ▶ submit your immigration papers
- ▶ find out what tools you'll need for your classes
- ▶ learn about the educational system (professors' expectations, grading, etc.)
- ▶ tour the campus with a student guide
- ▶ get personalized assistance and ... have fun!

If you are an international student, this is the time to submit your immigration papers. These orientation days are a valuable opportunity to help you get adjusted. You'll receive an e-mail inviting you to sign up.

For information on the schedule and other details:

- ▶ [students enrolled in a regular program](#)
- ▶ [exchange students](#)

Questions about orientation days? Write to us!

- ▶ students enrolled in a regular program: sae.accueil@hec.ca
- ▶ exchange students: incoming@hec.ca



1.4 First steps

1.4.1 Conditional admission

You must submit the documents listed in your letter of admission (transcripts, diplomas, etc.).

1.4.2 Proof of status in Quebec

If you are a new student at HEC Montréal, you must provide proof of your status in Quebec.

If you are a Canadian citizen or permanent resident, the Registrar's Office will adjust your tuition invoice accordingly, on presentation of proof. See [this website](#) for information on the documents to be submitted.

If you are an international exchange student, the documents required as proof of your status in Quebec depend on how long you are staying in Canada (more or less than 6 months). See [this website](#) for more details. If you have any questions, write us at incoming@hec.ca.

If you are an international student enrolled in a regular program, you will have to submit the following documents during orientation days:

- ▶ your certificat d'acceptation du Québec (CAQ)
- ▶ your study permit

If you are an international student enrolled in a regular program and would like to know more about how to obtain the above documents, see our [website](#). For instance, you may have to take a medical exam, provide biometric data or ob-

tain a temporary resident visa ([TRV](#)). Note that this visa simply lets you enter the country, and does not give you any legal status in Canada. Additionally, if you are an international student **under 18**, you must also comply with [these rules](#).

You are responsible for ensuring that your CAQ, your study permit and your passport remain valid at all times while you are studying in Canada. If necessary, you can renew these documents from Canada.

Questions about immigration documents and how to renew them?

- ▶ Visit our [website](#)
- ▶ Write to sae.etrangers@hec.ca

References concerning immigration requirements:

- ▶ [Citizenship and Immigration Canada](#)
- ▶ [Ministère de l'Immigration, Diversité et Inclusion](#)

1.4.3 Health insurance (international students only)

Anyone staying in Quebec for any length of time must have health insurance. All international students* (regular and exchange students) are automatically covered by Sun Life health insurance, a private insurance plan required by HEC Montréal. The premium is automatically added to your invoice.

**If you are not an international student, see [section 4.1](#)*

The Admissions Department will issue you a health insurance card on presentation of proof that the premium has been paid. We encourage you to [pay](#) for it along with all your tuition fees before you arrive in Canada, so that you are covered right from the start. Students taking part in an exchange program will be informed of the applicable terms of payment by e-mail before they arrive.

Note that international students from some countries that have [reciprocity agreements](#) with Quebec can replace the Sun Life insurance with the Quebec government health insurance plan (Régime d'assurance maladie du Québec, or RAMQ). If you are eligible, you must obtain the appropriate form **before leaving for Canada**. Once you have [proof](#) of RAMQ insurance, bring it to the Admissions Department to have the Sun Life premium removed from your invoice. For more information on the [procedures](#) to follow, see the health insurance section on our website.

IMPORTANT! No other insurance (travel insurance, health insurance from your country, etc.) will be accepted by the School, even if it offers excellent coverage.

It is essential that you check your coverage carefully and think about your needs in terms of supplementary medical coverage. For more information, see section 4 of this guide, "[Health and well-being](#)."

1.4.4 Student card

You **must** have a student card, regardless of your program or how many courses you are taking. You will need it to borrow books from the library, use the computer laboratories, write exams and use the sports facilities. Check the [card issue dates](#) at the start of the fall semester.

1.4.5 Coop card

The School's stores are managed by the Coop HEC Montréal bookstore. As a member of the Coop HEC Montréal bookstore, you can get discounts on school supplies and other products

(computers, books and magazines, stationery, promotional HEC Montréal products, etc.). Get a Coop [membership card](#) along with your student card or drop in to one of the stores.

1.4.6 School supplies

Consult [ZoneCours](#) to find out what textbooks you will need. The Coop HEC Montréal bookstore is the perfect place to buy your school supplies. You can place your order [online](#), or go in person to one of the stores. If no required readings were assigned before the course starts, we recommend that you attend the first class before buying your textbooks.

Looking for used textbooks? Here are a few suggestions:

- The [Coop HEC Montréal](#) bookstore buys and sells used books at the store, at the start of each term.
- The "Achat et vente de livre HEC Montréal" Facebook group, run by HEC Montréal students (not by the School).
- The bulletin boards on the ground floor of the Côte-Sainte-Catherine building and in the cafeteria at the Decelles building.

1.4.7 Laptops

Laptops (portable computers) are required for most HEC Montréal programs. We recommend that you use a computer running Windows software. If you already have a computer, it must meet certain minimal technical criteria – see the IT User Services [website](#) (in French) for more information. You can find a range of computers to meet your needs at the [Coop HEC Montréal](#) bookstore.

1.4.8 Lockers

Full-time students can have access to a locker in one of the two buildings. You must share your locker with another student. You can reserve a locker, for one term at a time, on [HEC en ligne](#) with your student number and the student number of the person with whom you plan to share the locker. You may use the locker from

the first day of the term. Remember to bring a lock, and don't leave any valuables in your locker.

1.4.9 Tuition fees

**Attention! This does not apply to exchange students.*

You **must** pay your tuition fees by the deadline; otherwise you will not have access to [HEC en ligne](#) and you will be charged an additional fee. For information on how to pay, deadlines and a breakdown of your tuition fees, see the [Frequently Asked Questions](#) (FAQ).

1.5 Living in Montreal

Montreal is one of Canada's most attractive cities for students. With activities year round coupled with a reasonable cost of living, it's a great place to live. In short, Montreal is a safe city, with an excellent quality of life!

1.5.1 Looking for housing

It's not hard to find a suitable, affordable place to live, if you know where to look!

Where to start? On our [website](#) you'll find a wide range of information and tips on looking for accommodation, as well as addresses for temporary accommodation for when you first arrive.

If you're an **international exchange student** at the School for one term, we have specific resources to help you find accommodation for **just five months**. For more information, see the [website](#) or write to logement@hec.ca.

We strongly recommend that you attend the orientation days at HEC Montréal before the start of classes before committing yourself to renting or sharing accommodation.

Some resources to check out before you start looking

- Read about Montreal's different neighbourhoods to see which one suits your needs: www.etudieramontreal.info/en
- Consult the housing ads for HEC Montréal students: [HEC en ligne](#) (Logement section of Student Services)
- Rent a room in the Université de Montréal [student residences](#) (in French) close to HEC Montréal (space is limited)
- Read the "[Guide du locataire](#)" from *Protégez-vous* magazine (for a charge; in French)
- Take a look at [Moving out on your own](#), a Government of Canada publication

Need help? Student Services are there for you. Write us at logement@hec.ca

[Map of Montreal neighbourhoods.](#)

Source: City of Montréal

HEC Montréal students generally look for housing near the 51 bus route and in the Plateau Mont-Royal neighbourhood.



1.5.2 Three housing options

Sharing an apartment. This is the most common arrangement for students. A number of roommates get together to sign the lease and share expenses (and housekeeping chores). To find a roommate or join an existing group of roommates, come to the workshops offered during orientation days.

Renting an apartment on your own. This is the most expensive option. When you sign a lease, it normally commits you to a 12-month period.

Renting a room. You can rent a closed room, generally furnished. You will have to share the bathroom and kitchen with the other tenants.

Why is sharing an apartment a good option?

- ▶ You'll save on monthly costs.
- ▶ You'll share the costs of setting up housekeeping.
- ▶ You'll meet new people and integrate more easily.

1.5.3 Housing terminology

Furnished or not? A furnished apartment generally includes a refrigerator, a stove, a table and chairs, as well as a bed and a desk in each room. Bedding and dishes are not usually supplied. A semi-furnished apartment has at least a refrigerator and a stove.

How many rooms? 1½, 2½, 3½, or 4½? The ½ is the bathroom, and the other number refers to the number of closed rooms. In some cases, though, a 4½ may consist of two double rooms and a bathroom.

Heat included? Who pays for heating, your landlord or you? That must be specified in your lease. To get an idea of the heating costs you can expect and the suggested payment plans (e.g. equal instalment plan), contact [Hydro-Québec](#) (electricity) or [Gaz Métro](#) (natural gas).

1.5.4 Tenants' rights and obligations in Quebec

A [lease](#) is an important and legally binding contract. If you have any questions or problems, the [Régie du logement du Québec](#) (Quebec rental board) is the source for information on your rights and obligations as a tenant in Quebec.

1.5.5 Furniture

To find out where to buy furniture, see our [housing](#) website. Buying used furniture is a good way to save money, but watch out for bedbugs in used mattresses and sofas! See the City of Montreal's website on [bedbugs](#) (in French).

1.5.6 Home insurance

Insuring your belongings is essential! This insurance is never included in the rent. Some banks offer home insurance including civil liability insurance. You can get a discount from TD Insurance through [Réseau HEC Montréal](#).

1.5.7 Telecommunications

For information on your different options when it comes to telephones, cell phones, Internet and television in Quebec, see the [Telecom-munications](#) section of the Immigrant Québec website (in French).

- ▶ A landline gives you unlimited local calls.
- ▶ Bandwidth consumption for an Internet account is generally measured in gigabytes (GB). Be careful! You'll be billed for any downloads exceeding the amount in your contract, and it can add up quickly. Keep track of how much you download to avoid any nasty surprises.

Before signing a cellphone contract, be sure to think about:

- ▶ The length of the contract and any cancellation fees;
- ▶ Whether you'll be billed by the second or the minute;

- ▶ Whether you'll be billed for incoming text messages;
- ▶ When evening and weekend rates begin;
- ▶ Rates for international and long-distance calls;
- ▶ The "unlimited incoming texts" option, monthly network access fees, voice messaging, call display, 911 charges ... and taxes!

A good website for comparing cellphone offers:
<http://www.comparecellular.com/>

Coop HEC Montréal offers a range of cellphone products and packages suited to students' needs.

1.5.8 Opening a bank account

It's not wise to walk around with lots of cash on you or to keep a large amount of it at home. For your own safety, it's best to open a bank account with a Canadian bank as soon as you arrive in Montreal, if you don't already have one.

For exchange students staying less than 6 months, it's difficult to open a bank account in Quebec for such a short time. You are better to use a credit or debit card or traveller's cheques. Feel free to ask for advice from an international exchange program advisor (incoming@hec.ca).

Before you open a bank account, check out these sites:

- ▶ [Account selector tool](#) from Financial Consumer Agency of Canada
- ▶ [Opening a Bank Account](#) from Canadian Bankers Association
- ▶ [Banking for Newcomers](#) to Canada from Canadian Bankers Association

To open a bank account:

- ▶ Make an appointment with the bank.
- ▶ If you are an international student, bring your passport and your study permit.
- ▶ Bring your letter of admission from the School.
- ▶ Bring proof of a permanent address (lease,

electricity, or telephone bill).

Most banks in Quebec have branches on Côte-des-Neiges close to HEC Montréal. Some of them offer special services for newcomers and may have partnerships with banks in other countries. Ask what is available.

Here is a list of the main Canadian banks:

- ▶ [Caisses Desjardins](#) du Québec
- ▶ [National Bank of Canada](#) (BNC);
- ▶ [Scotiabank](#);
- ▶ [Bank of Montreal](#) (BMO);
- ▶ [Canadian Imperial Bank of Commerce](#) (CIBC);
- ▶ [Laurentian Bank](#);
- ▶ [Royal Bank of Canada](#) (RBC);
- ▶ [Canada Trust / TD](#).

It is important to compare the banking services and student rates offered.

Special features of Canadian bank accounts

- ▶ Banks generally charge for routine transactions (withdrawals, deposits, direct payment in stores).
- ▶ There may be extra charges for using an automated teller machine (ATM) from another system instead of your regular bank's system.
- ▶ ATMs let you make withdrawals and, in most cases, deposits (cheques and cash). At the School there are National Bank and Caisses Desjardins ATMs.
- ▶ You can pay bills online through your bank's website.
- ▶ Having funds transferred from abroad involves high fees, depending on the charges set by the foreign bank.
- ▶ A cheque may be held by the bank for 5 to 30 days after it is deposited.

What's the difference between a debit card and a credit card? A debit card is issued by your bank and lets you make withdrawals or deposits and pay using [Interac](#) in stores. A credit card lets you make purchases on credit, i.e. put the



payment off until a later date. Credit cards often charge high interest rates, so it is advisable to pay off your balance every month. For more information on credit cards, see the Financial Consumer Agency of Canada ([FCAC](#)) website.

1.5.9 Daycare

The website of the Quebec [Ministère de la Famille](#) is full of useful information (in French) for parents. For more information on daycare centres and to find one near you, you can also consult the [Ma garderie](#) website (in French). Full-time students who are parents can contact the HEC Montréal daycare centre, or [Centre de la Petite Enfance](#) (CPE). Looking for a babysitter? Check [SOS Sitter](#).

1.6 Transportation and travel

1.6.1 Getting around in Montreal

The [Transportation](#) section of the City of Montreal website gives you the best options for getting around in Montreal and its suburbs at a glance, as shown below (in French).

You can also use the following tools to find the best itinerary for any destination, with just a few clicks:

- On foot, bike, by public transport and by car: [Google Maps](#).
- By public transit with the Société de transport de Montréal: [Tous azimuts](#)

1.6.2 Public transit in Montréal

The Société de transport de Montréal ([STM](#)) website has all kinds of useful information on public transit in Montreal. In the “Advice for passengers” section, you’ll find details on:

- The “Between stops” service for women travelling alone at night
- Getting around in winter

Useful tools

- [Planning your trips](#)
- [Checking schedules](#). The STM also offers free mobile apps for checking schedules.

Public transit	Bike	On foot	Car considerations
Metro	Biking in Montréal	Underground network (RESO)	Snow removal
Bus	Planning your itinerary	Pedestrian malls	Speed limits
Suburban train	BIXI	The great outdoors – in the city	Parking
Taxi	Bike paths		
Carpooling and car sharing	Bikes in figures		
Adapted transport	Safety		

1.6.3 OPUS card

An [OPUS card](#) is a chip card on which you can load all types of STM transit fares. The card is used by all the transit corporations in Greater Montreal. You can recharge your OPUS card in metro stations, and at some authorized points of sale. See the [Fares](#) section of the STM website for more information.

1.6.4 Reduced fares

If you are under age 26, are a full-time student and live in Montreal, you are eligible for [reduced public transit fares](#). At the start of the school year, a Société de transport de Montréal (STM) representative will be at the School to issue OPUS cards. See our [website](#) for the specific dates.

1.6.5 Biking in Montreal

With its huge network of bike paths and its Bixi self-serve bikes, Montréal is a great city for getting around on two wheels. Check the [map of Bixi stations](#) near the campus. Remember, though, that the *Highway Code* applies to cyclists, too, and you could get a ticket if you break the rules. We strongly recommend that you wear a helmet.

If you're looking to buy a new or used bike, ask Student Services for advice.

Watch out for thieves! You should get yourself a very good lock (U-shape style). It's also not a good idea to park your bike near a metro station.

1.6.6 Bike racks on campus

At the Côte-Sainte-Catherine building, there are bike racks in the indoor parking lot (access via chemin Côte-Sainte-Catherine) and along the path between the School and the Université de Montréal Faculty of Design. At the Decelles building, the racks are located next to the building on the avenue Jean-Brillant side. Lots of racks are also available at the Université de Montréal, at 3200 avenue Jean-Brillant. For

more information on bikes and the School, see [this link](#) (in French).

1.6.7 Parking

There is an indoor parking lot at the [Côte-Sainte-Catherine building](#) (space is limited). For information on hours and rates, see the Coop HEC Montréal [website](#) under "Stationnement" (in French). There is also a parking lot managed by the [Université de Montréal](#) (in French) on avenue Louis-Colin.

1.6.8 Travelling in Quebec

For advice on getting around in Quebec, see this [Quebec government website](#) for information on travel by car, bus, plane, bike and boat.

1.6.9 Travel insurance (for trips outside Quebec)

Before leaving Quebec, make sure you check your health insurance coverage. Even the slightest health problem (food poisoning, a fracture, etc.) outside Quebec and Canada (and in the United States!) could run up thousands of dollars in costs.



Does your health insurance cover you when you are travelling outside Quebec?

- ▶ *If you are covered by the RAMQ:* The RAMQ does not reimburse you for all health services received outside Quebec. Some services are not covered at all. For information on RAMQ exclusions and limitations when travelling outside of Quebec or Canada, see the "[Temporary Stays Outside Québec](#)" section of the RAMQ website.
- ▶ *If you are covered by Sun Life:* Your insurance includes 60 days' [minimal coverage](#) for emergencies while travelling outside Quebec.
- ▶ *If you are covered by health insurance from another Canadian province:* Check your coverage with your provincial health insurance authorities.

Where can you buy travel insurance?

To make sure you are properly covered when travelling outside Quebec, you will probably have to take out travel insurance. Ask Student Services for advice.

HEC Montréal students group healthcare plan

- ▶ The [HEC Montréal students group healthcare plan](#) (Régime collectif de soins de santé des étudiants de HEC Montréal) offered by your student association and administered by ASÉQ offers coverage of 120 days per trip abroad, in addition to trip interruption and cancellation insurance in case of medical emergencies, if you are covered by a health insurance plan for the entire length of the trip. During a foreign exchange program or an internship that is part of your studies, you can benefit from travel insurance for the entire length of the program. In addition, the first 120 days of your trip and the first 120 days after the program or internship are also covered.

TAKE NOTE! Some conditions apply. International exchange students and international students insured with Sun Life are not eligible for this insurance. International students insured by the RAMQ must apply directly to the ASEQ.

For more information on the HEC Montréal students group healthcare plan offered by your student association, see [this link](#).

Caisse des Français de l'étranger (CFE)

- ▶ If you are a student from France, you can purchase full protection for all your travel outside Quebec and around the world from the [CFE](#).

1.6.10 Visas for the United States

If you are an international student, you may [need a visa](#) to cross the US border. Check the laws applying to citizens of your country, and remember that it can take some time to obtain a visa for the United States.



For complete information on your study program, click on the “[Current student](#)” link on the home page of the HEC Montréal website and on the “[My program](#)” link. You’ll find some basic information below, but it’s essential to check the specifics of your program.

2.1 Essential tools

There are plenty of technological resources at your disposal, which you can access directly from the School’s [home page](#). To connect, you will need a user name (your student number, as indicated in your letter of admission) and a temporary password. You will have to change your temporary password after using it for the first time. See the [information security](#) portal (in French) for the School’s rules in this respect. There are also [tips](#) to help you manage your passwords.

My HEC Montréal
My profile (HEC en ligne)
My courses (ZoneCours)
My WebMail
My Web agenda
My career

2.1.1 Your profile (HEC en ligne)

“My profile” ([HEC en ligne](#)) is the online link that lets you consult your student file and conduct different operations, such as:

- Consult your invoice and transcripts
- Choose your courses
- Consult your attestation of enrolment (useful when applying for an OPUS card)
- Update your personal information (change of address, emergency contact, etc.)
- Update your password
- Check student housing ads
- Reserve a locker
- Download your income tax receipts

Some [tips](#) (in French) are available to help you make the best use of this tool.

Important! Update your emergency contacts and telephone numbers in Montreal in the “Contacts en cas d’urgence” section of your personal [HEC en ligne](#) file.

2.1.2 Your courses (ZoneCours)

[ZoneCours](#) is an essential tool that you will be using every day for your courses. You’ll find course outlines, assigned and recommended readings in electronic format (if they are available), announcements by your professors and a space for submitting assignments, if your professor allows it. For more information, see the [ZoneCours](#) website.

2.1.3 Webmail

The “My WebMail” application lets you access your @hec.ca e-mails from any workstation with Internet access. For more information on Webmail, see the [tips](#) (in French).

Your HEC e-mail address. You are assigned an e-mail address when you are admitted to the School. You will receive all your messages from the School at this address, so it’s important to set up your [HEC Montréal e-mail](#) as soon as possible.

2.1.4 Web agenda

This tool lets you organize your timetable and set up appointments by consulting other students’ agendas. Your classes and exams are also automatically entered on it. You can access your agenda from any workstation with Internet access. For more information, see the [tips](#) (in French).

2.1.5 Wi-Fi

You can use the [wireless network](#) to access your HEC Montréal web applications in all School buildings. For more information, click on the wireless network connection procedure as listed above.

2.1.6 Help centre

The Technology help centre offers computer support for students, employees and faculty. You can contact the centre at 514-340-6063 or soutien.ti@hec.ca, or come in person to the service counter on Floor 3 of the Côte-Sainte-Catherine building, near the South elevators, room 3.820.

2.1.7 Printing and binding

The [Coop HEC Montréal](#) has a number of pay-per-use photocopiers and printers (black-and-white and colour) and a binding service.

2.1.8 Reserving a study room

There are study rooms available on Floor 1 and in the library of the Côte-Sainte-Catherine building and on Floors 3 and 4 of the Decelles building. You cannot reserve a study room for more than four hours a day. See [here](#) for more information.

2.2 Choosing your courses and registering

2.2.1 Choosing your courses and registering

In some programs, you have no choice about the courses you take in your first term, and you will be automatically registered in them by the Registrar's Office (e.g.: preparatory year, 1st year of the BBA, 1st term of the MBA).

Otherwise, follow these three steps*:

- ▶ Check the structure of your study program (mandatory courses, optional courses, prerequisites, etc.) on the Current student / [Your program] / Structure page.
- ▶ Plan your course timetable by consulting the courses available on the [course portal](#).
- ▶ Go to [HEC en ligne](#) to register for the courses you want to take. A [video](#) is available to help you (in French).

* **Exchange students** at the School should consult [this link](#) to help them and choose and register for courses. Questions? Send an e-mail to incoming@hec.ca.

Academic calendar and deadlines

You must check and respect the [deadlines](#) for registration. You can register for only one term at a time, but you should plan your timetable for the whole year. The information is available!

How many courses should you take?

If you are receiving financial assistance or have a study permit in Canada, you are legally obliged to study full-time. See the "Studies" section of the [rules and regulations for your program](#) for information on how many credits you must take to be considered a full-time student.

Access to HEC en ligne

Don't be surprised if you can't consult the courses you are registered for through [HEC en ligne](#) after the registration period. This is normal. The system will be down for about two weeks to allow the School to adjust the courses offered to reflect registration requests. You will be able to access the system after this period to add courses or update your choices.

Need help?

- ▶ To register for courses:
 - First of all, watch these short [videos](#) (in French). If you can't find the answer there, contact the Registrar's Office.
- ▶ For course selection:
 - First of all, see the Current student / [Your program] / Structure page. For some programs, the courses in the 1st term are all mandatory and you have no selection to make.
 - If you can't find the answer there, contact your program administrator; for the MSc, you can ask the academic supervisor for your specialization.

Locating resources

See section 7, [Directory of services](#), to find what you're looking for.

2.2.2 Changing courses

If you want to add or withdraw from a course, you must do so through [HEC en ligne](#) by the deadline shown in the [academic calendar](#).

If you are on the waiting list for a course:

- ▶ Make sure that the course doesn't conflict with the timetable for another course in which you are already registered.
- ▶ Check [HEC en ligne](#) regularly, and be patient – everything can still change up until the 2nd class.
- ▶ We suggest that you attend the 1st class of the course, but remember that this does not guarantee you a place.

See the [video](#) for help with changing courses (in French).

*** Does not apply to the preparatory year, the first year of the BBA or the first term of the MBA, since all courses are mandatory.**

2.2.3 Withdrawing from a course

You've started a course, but now you want to withdraw? All course withdrawals* must be done through [HEC en ligne](#) by the [deadline](#):

- ▶ If you withdraw from a course during the "withdrawal with reimbursement" period, it will not be shown on your transcript and you will be reimbursed.
- ▶ If you withdraw from a course during the "withdrawal without reimbursement" period, it will be shown on your transcript with the comment "AB" and will have no effect on your GPA. Be careful! You will receive a mark of E (fail) on any course you withdraw from after the deadline.

See the [video](#) for help with course withdrawals (in French).

Remember! If you are receiving aid from the Quebec government Student Financial Assistance (AFE) plan or if you are an international student, check the repercussions of withdrawing from a course before you proceed.

*** Does not apply to the preparatory year, the first year of the BBA or the first term of the MBA, since all courses are mandatory.**

2.2.4 Taking the language proficiency tests required by HEC Montréal

In some study programs, you must meet certain language requirements before you can be awarded your diploma. See the "Language of studies" section of the [rules and regulations for your program](#)*. It is strongly recommended that you register for the language proficiency tests as soon as possible. See the test schedules on the Business language training centre ([Centre de formation en langues des affaires](#)) website.

*** Does not apply to exchange students at the School**

Do you have a disability? You can take advantage of special arrangements for taking these tests. Contact the support section of Student Services (see section 7, [Directory of services](#)).

2.3 Evaluation and grading system

Each course has its own means of evaluation, which may include mid-term and final examinations, individual and group assignments, and quizzes. You will be evaluated several times, at different moments and in different ways during your studies.

How will you be graded in each course?

- ▶ For each of your evaluations (examinations, assignments, quizzes, etc.), you will usually receive a mark out of 10, 20 or 100.
- ▶ At the end of the term, your professor will add up your different marks and give you a grade out of 100.
- ▶ The professor will convert this number grade into a letter grade **using his or her own con-**

version scale. The best grades will receive a grade of A+ or A and the lowest grades will get a **passing grade** (C or D, depending on the level) or an E, for failures.

- Your relative position in comparison with the course objectives will determine your grade. The passing grade will vary from one course to another, depending on this ranking and the professor's marking scale.

How is your GPA calculated?

To calculate your GPA, your letter grades are converted back to numerical values on a scale of 0 to 4.3, according to the above chart. Each grade out of 4.3 is then weighted by the number of credits in the course. Lastly, the total number of points is divided by the total number of credits you have earned.

Course failure. When you repeat a course, only your most recent grade counts toward your GPA. Requirements relating to repeating courses depend on the program. See the "Evaluation" section of your program's [rules and regulations](#). In some programs, a second failure can lead to expulsion. If you are having trouble in your courses, do not hesitate to contact the resources available to help you (see [section 2.7](#)).

GPA required to earn your degree. See the letter grade scale table above and the "Conditions for Continuation, Promotion, Dismissal, Suspension and Expulsion" section of your program's [rules and regulations](#).

Letter grades

Undergraduate				Graduate (DESS, MSc, MBA, and PhD)			
Required GPA	Grade	Value	Description	Grade	Value	Description	Required GPA
	A+	4.3	Exceptional	A+	4.3	Exceptional	
	A	4.0	Excellent	A	4.0	Excellent	
	A-	3.7	Excellent	A-	3.7	Very good	
	B+	3.3	Very good	B+	3.3	Good	
	B	3.0	Very good	B	3.0	Good	
	B-	2.7	Very good	B-	2.7	Good	
	C+	2.3	Good	C+	2.3	Fair	
	C	2.0	Good	C	2.0	Fair	
	C-	1.7	Fair	E or F	0	Failure	
Passing grade	D+	1.3	Fair				Passing grade
	D	1.0	Fair				
	E or F	0	Failure				

N.B. A graduate student enrolled in an undergraduate course will be evaluated according to requirements for his level of study.

2.4 Your professors' expectations

Whether you are making the transition from college to university, returning to school after a number of years or studying for the first time in Quebec or even in Canada, you're probably wondering what your professors expect from their students. The purpose of this section is to help you understand your role as a student at HEC Montréal.

2.4.1 Getting ready for classes

Before each class, check the assigned readings on ZoneCours. The readings may be in French, English or Spanish, depending on your program of study. Working sporadically and cramming at the last minute are not the way to go!

2.4.2 Varied teaching methods

HEC Montréal professors use different teaching methods: lectures, case studies, class debates, simulations, etc. Class participation is important too, and you may even be graded for it. Professors want you to speak up and express well-considered opinions, and to show interest and initiative. They expect a lot of interaction, and want ideas to be analyzed and critiqued constructively.

2.4.3 Attendance is important

One of the best ways to guarantee your success is to attend class regularly. Although the professor may not be taking attendance, you are required to be there. Professors are entitled to refuse you admission to the class, in fact, if you miss the first two classes. Only consistent attendance and regular work will earn you satisfactory results.

2.4.4 Hard work

A three-credit course normally means three class hours per week and six hours of individual work. These times can vary, depending on whether you are at the undergraduate, master's or doctoral level. For instance, a BBA student taking 15 credits has to be in the classroom

for 15 hours a week. Does that not seem like very much? Are you used to longer classes? Be careful! Don't forget the readings, assignments and team meetings outside of course time that can easily add up to another 30 hours a week for a student taking 15 credits, for example. Don't underestimate the workload you'll have to handle. This often comes as a surprise, late in the term, for new students.

2.4.5 Teamwork calls for good management

Teamwork is very important at HEC Montréal. In business, when you're dealing with complex problems, finding answers is often a combined effort, and there's rarely only one solution. So if you're good at individual work, it might take some adjusting to work well with your teammates. You'll have to listen to and respect each other's viewpoints, but also find your own place on the team. You can also take advantage of this kind of exercise to socialize with students from other backgrounds and learn about their cultures.

2.4.6 Behaviour in class

It's up to every student to exhibit proper behaviour and attitudes so as not to disrupt classes and exams, as explained in the [Code of Conduct for Students](#). Discreetly getting up to go to the bathroom is tolerated, for example, but arriving late, letting your telephone ring or surfing the Web during class are not.

2.5 Preparing for exams

2.5.1 Managing pressure and stress

Like all good athletes, students sometimes need a bit of stress and pressure to perform well. At exam time, however, the stress might take over, or the pressure to succeed might become too much to handle. For others, the idea of failing might be very painful and seriously damaging to their self-image. To help manage stress and

the pressure you may be feeling, don't hesitate to call on the [resources](#) available.

2.5.2 Materials authorized during exams

Make sure that the materials you take in for exams meet the School's rules! You are not normally allowed to use any electronic or telecommunications devices (e.g., a cellphone). For more information, click on [Current student](#) on the home page of the HEC Montréal website and select your program. Then see the "Exams" link on the left-hand side.

► Calculators

Consult the list of [calculators](#) and numeric keypads allowed during exams. If you have one of these models, come to the Registrar's information counter early in the term to have a sticker put on attesting that it has been approved.

► Dictionaries

In some situations, for exchange students at the School for one term for instance, students may be allowed to use a printed translation dictionary. If this applies to you, speak to the Registrar.

2.6 Watch out for plagiarism!

One of the objectives of HEC Montréal is to develop students' autonomy, creativity and honesty, as well as their sense of responsibility. To protect students and to encourage them to adhere to these shared values, the School has a zero-tolerance plagiarism policy. Appropriating another person's work or not citing your sources in an assignment without prior approval constitute plagiarism. During exams, using unauthorized materials, communicating with other people and copying your neighbours' work are other examples of plagiarism.

Plagiarism is a fraudulent act with **serious consequences** – ranging from a warning to a mark of 0 for the assignment or exam up to expul-

sion from the School. Make sure to familiarize yourself with the [Citing your sources](#) guide on how to properly cite sources and the rules on intellectual integrity (section 12 of the [rules and regulations governing student conduct](#) for your program) so as to avoid penalties.

2.7 Resources to help you succeed

2.7.1 Your professor

Your professors are partners in your success, but they aren't the only ones responsible for it. They're there to help you on your way. Don't expect them to do the work for you, nor to be available for last-minute requests. Even if professors make themselves available and may be friendly and understanding, they will be no less demanding, and you shouldn't misinterpret that as a chance to obtain favours or extensions on your work. Don't hesitate to ask your professors for advice during class breaks or at the end of a class, or by e-mail. If you think a more in-depth conversation is necessary, ask if you can make an appointment.

2.7.2 The Myriam and J.-Robert Ouimet library

The School's [library](#) abounds with resources to help you with your studies. At the beginning of the school year, the library offers workshops on literature research that are highly recommended. During exams, it has extended hours. The staff at the [reference desk](#) and the liaison librarians are there to help you with your research.

2.7.3 The Mathematics Help Centre (CAM)

The [Mathematics Help Centre](#) can help you consolidate your math knowledge. It offers refresher sessions at the beginning of every term that cover the basic mathematical principles necessary to understand quantitative courses.

2.7.4 The French and academic writing help centre (CAF)

The [French and academic writing help centre](#) (Centre d'aide en français et en rédaction universitaire) offers a number of free workshops (preparing for Orthogram tests, organizing your academic work, improving reading strategies, agreement of past participles, etc.) and individual assistance for students having difficulty writing assignments, theses or dissertations in French.

2.7.5 The business language training centre (CFLA)

Fluency in business languages is sure to open doors for you on every continent. The Business language training centre ([Centre de formation en langue des affaires](#)) is there to help you.

2.7.6 Individual support

Have you failed a course? Is a poor mark on a midterm making you think about withdrawing? Are you worried that your grades might end up putting you on academic probation? Come talk it over with an advisor in your program. They'll be happy to help. See the [Directory of services](#) in section 7.

For students in the BBA preparatory year, you can also contact the prep year co-ordinator for any other questions not directly related to your program.

2.7.7 Career management advice

Whatever your motivation for studying at HEC Montréal, it's important to be aware of it. Your decision to study business, or to study in a foreign country, might be influenced by familial or personal factors. When you make this choice, it's important to know to what extent it is a matter of personal interests and tastes or family obligations, and how much importance you place on the career opportunities that such a diploma represents. Need some help seeing your choices

clearly? Come talk to an advisor with our [Career Management Service](#).

2.7.8 Support for students with disabilities

There is [support](#) available for students with disabilities. Come talk to an advisor **at the start of the term**, who will draw up a service plan reflecting your needs to help you with your studies. To make an appointment, write to sae.integration@hec.ca or call 514-340-6166.

2.8 Student financial assistance

2.8.1 Government programs

Are you a Quebec resident? The Quebec government's Student Financial Assistance (AFE) unit offers programs to help you integrate and give you financial support during your studies, through:

- ▶ loans and bursaries for full-time students
- ▶ loans for part-time students

For information on eligibility criteria and how to apply, see the [AFE website](#). It also has a simulation calculator to help you figure out how much you could receive.

The financial assistance advisors with the School's Student Services can guide you, so don't be afraid to ask for help. You'll find their contact information in the [Directory of services](#) section.

If you are a **student with a disability** and a Quebec resident, you may also be eligible for special financial assistance. For more information, see sae.integration@hec.ca.

Are you a student from another Canadian province? See the [Canlearn](#) website for information on the financial assistance you may be entitled to from your province of origin.

Are you an international student? Before leaving home, you must ensure you have the financial resources to complete your studies at

HEC Montréal. Some countries grant scholarships to their citizens who come to study in Quebec. For information on this kind of assistance, consult the Canadian embassy or consulate in your country.

In addition, many international organizations, like the Agence universitaire de la Francophonie ([AUF](#)), offer scholarships for international students. Research the opportunities available to you online.

2.8.2 Scholarships and bursaries from HEC Montréal

Thanks to the generous donors of the [Fondation HEC Montréal](#), there are many scholarships and bursaries available. Admission scholarships and many other merit scholarships are awarded by the program administrations, with no need to apply. You will normally be notified with your offer of admission.

For other scholarships (leadership, encouragement, athletic, entrepreneurship, needs-based bursaries, etc.), you can apply during the appropriate periods (you must have earned a minimum number of credits). Note that very few scholarships are available for undergraduate international students and part-time students. On the other hand, in the MSc and PhD programs, there are scholarships specifically for international students (admission scholarships, research grants and scholarships covering differential tuition fees). See our list of scholarships and bursaries from other organizations.

For more information:

- ▶ See the [list of scholarships](#), the [MSc scholarships](#) website and the [PhD scholarships and funding](#) website
- ▶ Write to bourses@hec.ca, info-bourses.msc@hec.ca or info.bourses-phd@hec.ca.

2.8.3 A budget is essential!

The first step in good financial management is a detailed budget.

Some advice

- ▶ Think about your spending habits.
- ▶ Analyze and evaluate your personal expenses in detail.
- ▶ Draw up your budget for the whole school year.
- ▶ Stick to your budget.
- ▶ Think about whether you can work part-time during your studies, if your income isn't enough to meet your basic needs.
- ▶ Don't rely on credit.

Some tools for managing your budget

There is no shortage of information out there on keeping your finances in order. Here are some useful resources to help you budget.

- ▶ [Étudier à Montréal sans se ruiner](#), published by Ulysse
- ▶ [Making a budget and sticking to it](#), published by the Financial Consumer Agency of Canada
- ▶ [Tes affaires](#), a bilingual website of the Autorité des marchés financières, with useful financial tips and tools for students
- ▶ [Canlearn](#), a federal government website with an online budget planner
- ▶ The website of the [Canadian Banking Association](#), with information and advice on understanding the financial world
- ▶ The “[Mon budget](#)” section of the bilingual SOS Dettes website, to help you regain control of your personal finances

Bargain hunting in Montreal

As a student, you'll be eligible for different discounts, some of them thanks to your HEC Montréal student card. For more information and for tips on finding deals in Montreal, ask Student Services.

2.9 Rules and regulations and policies

As an HEC Montréal student, you must be familiar with the [rules and policies](#) that apply to you. Some of the most important ones are outlined below.

2.9.1 Code of Conduct for HEC Montréal Students

All students must conduct themselves in such a manner that does not interfere with the safe and secure pursuit of studies or work that is intrinsic to the collegiality of an academic environment. Faculty and students must co-operate to maintain a climate that lends itself to a quality learning experience.

2.9.2 Rules and regulations for HEC Montréal students

Rules and regulations are drawn up for each program and explain what is expected of students in the course of their studies

2.9.3 Plagiarism and fraud

Respect for students' intellectual integrity is a key value at HEC Montréal and the School does everything possible to ensure that its graduates learn to think for themselves. Please refer to section 12 in the rules and regulations for students in your program.

2.9.4 Protection of students' personal information

HEC Montréal is committed to protecting students' personal information in accordance with Quebec legislation, and so will not provide any information concerning you without your authorization. That means we can't even answer questions from your family! For more information, refer to section 19 of the rules and regulations for students in your program.

2.9.5 Computer security

You must limit your use of the School's computer resources to the purposes for which they were intended, and respect the limits on access. Take the time to familiarize yourself with section 18 of the rules and regulations for students in your program and be sure to follow those rules.

2.9.6 Language policy

HEC Montréal is a French-language institution and its communications are governed by this policy. Don't be surprised to find that signage and displays in the School are only in French.

The [Business language training centre](#) offers a variety of resources to help non-Francophone students learn French.

2.9.7 Student activities and alcohol

It is important to remember your responsibilities when participating in student activities.



3.1 Sports complex

The [CEPSUM](#), the physical education and sports complex, is **your campus sports centre**. You have access to a variety of activities and classes, room/court reservations, a training gym and more, all at a special student rate! Watch for registration dates.

3.2 Elite sports

The [Carabins](#), also known as **Les Bleus**, is the name of the different sports teams on campus. There are nearly 400 student athletes on campus, in 17 teams covering 10 sports. The Carabins teams work with a highly acclaimed student athletics program and attract thousands of passionate fans, full of enthusiasm and proud to show their colours. Would you like to join a team, or cheer them on? Check it out!

3.3 Student associations

There are lots of [student associations](#) at HEC Montréal, and student life is vibrant. There's something for everyone: interuniversity competitions, arts, journalism, social activism, sustainable development, socio-professional activities and so on. Don't be shy about getting involved! It's a good way to make your integration into the School easier.

3.4 Volunteering

Volunteering is an enriching experience and one that will be valued by future employers, even if you dedicate only a few hours to your volunteer work. For a list of organizations looking for volunteers, contact the [Action bénévole communautaire](#) (ABC) student group or visit the [Volunteer Bureau of Montreal](#) website. The [HEC Montréal Foundation](#) is always looking for volunteers, too, to help prepare for its different activities. Write to [Fondation HEC Montréal](#) if you're interested.

3.5 Safety and security

3.5.1 Security Service

The Security Service co-ordinates all operations relating to the safety and security of people and property at HEC Montréal. There is a security desk at the main entrance of each building.

For information on computer etching, lost and found, and a few basic safety rules to follow, see the [Security Service](#) website.

To contact a security officer, call 514-340-6611. In an emergency, call 911.

3.5.2 Closures

It is very rare for the School to close completely. In an emergency, such as a major power failure, consult the School's [Security Service](#) page to see whether any classes and exams have been cancelled.



The School is open during the following hours:

- Monday to Friday: 7 a.m. to 11 p.m.
- Saturday and Sunday: 7 a.m. to 6 p.m.

3.5.3 Emergencies

HEC Montréal makes every effort to ensure a safe environment on its campus. See the [Security Service](#) page for procedures to follow during a medical emergency, fire, power outage, evacuation or any other situation.

Important! Update your emergency contacts and telephone numbers in Montreal in the “Contacts en cas d’urgence” section of your personal [HEC en ligne](#) file.

4.1 Health insurance is essential

Anyone living in Quebec, for any length of time whatsoever, must have health insurance.

- ▶ **Quebec students** are covered by the provincial health insurance plan (RAMQ).
- ▶ **Canadian students from other provinces** must check with their provincial governments before leaving home to make sure they are covered while in Quebec.
- ▶ **International students** must subscribe to the Sun Life plan. In some cases, the Sun Life insurance can be replaced by the Quebec health insurance plan (RAMQ). **IMPORTANT!** No other insurance (travel insurance, health insurance from your country, etc.) will be accepted by the School, even if it offers excellent coverage.

4.2 Health insurance for international students

4.2.1 Sun Life health insurance

All international students (regular and exchange programs) are automatically signed up for this insurance and billed for the premium when they register for courses. After you have [paid](#) the premium, you can pick up your health insurance card from the Admissions Department.

We encourage you to [pay](#) this premium along with all your tuition fees before you arrive in Canada, so that you will be covered immediately. Exchange students will be informed of the terms of payment applicable to them by e-mail before they arrive.

Sun Life coverage

The insurance covers medical and hospital expenses, prescription drugs, laboratory tests, ambulance, certain paramedical treatments, vision examinations, and includes travel insurance. In addition, the contract provides \$3,000 in life insurance and \$5,000 in accidental death or mutilation insurance. See the [brochure](#) for details.

For more information on your insurance plan, to view your claims or submit a claim online and download the My Sun Life mobile app that lets you submit claims from your smartphone, go to the [Sun Life website](#). You will need your contract number (50658), access code (your student number) and a password.

4.2.2 RAMQ health insurance

Note that international students from some countries that have [reciprocity agreements](#) with Quebec can replace the Sun Life insurance with the Quebec government health insurance plan (Régime d'assurance maladie du Québec, or RAMQ). If you are eligible, you must obtain the appropriate form **before leaving for Canada**. Once you have [proof](#) of RAMQ insurance, bring it to the Admissions Department to have the Sun Life premium removed from your invoice. For more information on the [procedures](#) to follow, see the health insurance section on our website.

RAMQ coverage

RAMQ health insurance covers only medical and hospital expenses and, in some cases, prescription drugs. The RAMQ does not cover dental or vision care and does not cover you outside Quebec. For more information on your insurance plan, see the [RAMQ website](#).

4.2.3 Your responsibility

You are responsible for understanding what your health insurance plan covers (and what it doesn't), properly evaluating your needs and, if applicable, obtaining supplementary insurance

For more information on health insurance for international students, see:

- ▶ [international students in a regular program of study](#)
- ▶ [exchange students](#)

4.3 Supplementary insurance

Since compulsory health insurance (RAMQ, Sun Life or your provincial plan) does not generally cover dental or vision care or health care outside of Canada, it may be a good idea to take out supplementary health insurance.

How can you get supplementary insurance?

To help you choose, consult the resources offered by Student Services. Here are two options that could be useful.

HEC Montréal student group healthcare plan

Your student association offers the [HEC Montréal student group healthcare plan](#), administered by the Alliance pour la santé étudiante au Québec (ASEQ).

- ▶ If you are a **Canadian citizen or a permanent resident**, this insurance will automatically be added to your tuition fees.
- ▶ If you are an **international student in a regular program and you are insured by the RAMQ**, you will automatically be enrolled for dental coverage and you can request to enroll in the health coverage portion.
- ▶ If you are an **international exchange student or an international student insured with Sun Life**, you are not eligible for this insurance.

Find out about ASEQ as soon as the school year starts by consulting its [website](#) or calling 514-789-8715 or toll-free at 1-877-789-8715.

You may ask to **unsubscribe from this insurance plan** under certain conditions, so long as you do so **by the deadline**. Before unsubscribing, keep in mind that the RAMQ covers only the minimum. It is up to you to evaluate your needs correctly. Moreover, the travel insurance

that comes with this supplementary insurance is very attractive. Make an informed choice!

Caisse des Français de l'étranger (CFE)

- ▶ HEC Montréal has a partnership with the Caisse des Français de l'étranger (CFE) that allows French students the same coverage as they would have with the CPAM in France, which can be supplemented by your parents' "*mutuelle*" or the CFE insurance. Your medical care, as in France, is covered worldwide, including when you return to France (not offered by the RAMQ) and during any internships you may do in France. The CFE offers many benefits, and the cost depends on the care covered while you are abroad. For more information, consult the [CFE](#) website.

4.4 What should I do if I get sick?

Consult the [Santé Montréal Portal](#) maintained by the Quebec government for information on the resources available in Montreal.

Start by calling [Info-Santé](#), at 811, a professional health consultation service accessible 24 hours a day, 7 days a week. The nurse will be happy to answer routine health questions and will direct you to the proper resource in the health and social services system.

For a simple health problem or if you need advice on any over-the-counter or prescription medication, ask your pharmacist! Two pharmacies are open 24 hours a day, 7 days a week, on the island of Montreal, the branches of which are near HEC Montréal:

Pharmaprix 5122, chemin de la Côte-des-Neiges 514-737-4415
Pharmacie Jean Coutu 305, rue Sherbrooke Ouest 514-285-2646

To find other pharmacies in Montreal, check the [list of resources](#).

For a medical consultation, we recommend that you go to the [Centre de santé et de consultation psychologique](#) on campus, which offers walk-in medical consultations, family physicians, physiotherapy, nutrition counselling, vaccinations, etc. The [campus dental clinic](#) is also a useful resource to keep in mind.

For a medical consultation you can also go to one of the network clinics. Most of them are open for walk-in appointments seven days a week, including holidays. They do blood tests on site and have access to nearby x-ray clinics. These clinics are open 12 hours a day on weekdays and 8 hours a day on weekends.

- It is important to contact the clinic first to check its hours and availability.
- Find a clinic: [Bonjour Santé](#) and the [Santé Montréal](#) portal.

[Local community health centres](#), or CLSCs, offer a range of health services. If you want to be tested for pregnancy or for a sexually transmitted disease, go to a CLSC or a clinic.

- [Find a CLSC](#) near you.
- The clinic [l'Actuel](#) on boulevard de Maisonneuve East is a good resource.

In an emergency, when your life or someone else's is in danger and you need treatment quickly, go to the closest hospital emergency clinic or call an ambulance by dialing [911](#).

- [Hospitals with emergency clinics](#)
- [St. Mary's Hospital Centre](#) is the closest to HEC Montréal and it accepts our international students' Sun Life health insurance cards.

4.4.1 How do you pay for these services?

To receive medical care in a clinic or hospital, you must present your health insurance card. In general, when you use your RAMQ card, you should not have to pay for anything. With Sun Life, it is often necessary to pay up front and afterwards file a refund claim with the insurance company. Some clinics accept the Sun Life card;

it is a good idea to ask in advance!

4.5 Other resources

4.5.1 Psychological support

Are you having one bad day after another? Are you having trouble concentrating and getting things done because you're so worried? Are you feeling stressed out or drinking more than you should? Everybody can use an extra hand once in a while. Don't be afraid to consult one of our professionals if you are going through a rough time on your own or with your family or studies. Our psychological consultation services are confidential, easily accessible and affordable (student rates for second-line services). To make an appointment with a psychologist, write to sae.psychologie@hec.ca or call 514-340-6166.

Are you in distress? Contact one of these resources right away!

- [Tel-Aide](#) : 514-935-1101;
- [Multi-Écoute](#) (in several languages): 514-737-3604
- [Gai-Écoute](#): 1-888-505-1010
- [Centre de prévention du suicide](#): 1-866-AP-PELLE (1-866-277-3553) (in French)
- [Centre de crise Tracom](#): 514-483-3033 (in French)
- [Urgence Toxicomanie](#): 514-288-1515 (in French)

4.5.2 Ma santé au sommet

Your health and well-being are important! Take care of yourself. A healthy lifestyle is an essential factor in your academic success. [Ma Santé au sommet](#) is a program run by the CEPSUM to contribute to the physical, psychological and social well-being of the university community. Check out its website for recipes and other tips to keep you in excellent health.

4.5.3 LGBT community

Montreal is known worldwide as an open-minded city, particularly when it comes to sexual orientation. Click here [for more information](#).

For some of you, discovering Montreal and Quebec will be part of the fun. You can expect some lovely surprises! But it's also challenging to adapt to a new place, and the adjustment won't always be easy. To help you make the transition, Student Services offers various resources and we're here if you need assistance. Come see us!

5.1 A safe city

Montreal is known as a very safe city. As in any large city, though, you do need to take some precautions. To keep yourself and your belongings safe, we recommend that you:

- ▶ Lock your apartment and car doors.
- ▶ Never leave any valuables where someone could take them – in a bag, on a table, in a locker or cubby or in a car. Even under lock and key, visible objects are tempting to thieves.
- ▶ Lock your bike to a bike rack. Please don't use lamp posts, fences or other similar items – it's not allowed.
- ▶ Don't open your door to strangers who come by unexpectedly.

You can dial 311 to call for information about the city of Montreal and various city services.

5.2 We care about the environment!

In Quebec, we think that a healthy environment makes life better for everyone and that we all have to pitch in. Here are a few simple things to add to your everyday routine:

- ▶ Throw rubbish in trash cans, BUT RECYCLE paper, metal, glass and plastic by putting them in the appropriate bins, even at home (Montrealers can pick up a recycling bin from their Ecoquartier office (www.eco-quartiers.org).
- ▶ Save energy by shutting off lights and turning the heat down at night or before leaving your home.
- ▶ Save water by turning faucets off when not in use and fixing faucets that drip.

- ▶ Recycle any clothing or other items you're no longer using by donating them to a thrift store (Salvation Army, Renaissance, Village des valeurs, etc.).
- ▶ Don't put toxic or hazardous waste (paint, batteries, etc.) in the sink, toilet or garbage. Keep an eye out for special waste collection times. There's a disposal container at HEC Montréal for batteries and electronic waste.

For more information, see the HEC Montréal [sustainable development](#) website and the [Recyc-Québec](#) website.

5.3 Enjoy winter!

Winter is by turns delightful, detestable, worrying and enchanting. Whatever else it might do, winter elicits strong reactions, even among Quebecers. Let yourself be carried away by the magic of winter!

The best way to enjoy it is to learn about it and get ready for it. Check the [Weather Network](#) or [Environment Canada](#) weather reports regularly.

For some tips on enjoying winter, consult the international student services websites of [HEC Montréal](#) and [Université de Montréal](#).



5.4 Exploring Montreal and Quebec

The following sites are great places to start learning about Montreal and Quebec.

- ▶ The “[Activities and recreation](#)” section of the city of Montreal website.
- ▶ The [official tourism website](#) for the government of Quebec

Looking for a cultural outing? Check the list of upcoming cultural and musical events in Quebec’s major cities on the [Voir](#) and [Vitrine culturelle](#) sites.

You’ll find more information on the Student Services website.

5.5 Get to know Quebecers

The French language and Quebec’s special history within Canada make it a unique place in North America. But who are Quebecers? If you are new to Quebec, you’re sure to be interested in learning briefly about the [fundamental values](#) of Quebec society.

In short,

- ▶ **French is the language of work.** Quebec society is governed by the *Charter of the French language*, which makes French the official language of the province. Not only is French an essential tool for communication, but it also symbolizes people’s common belonging to Quebec society.
- ▶ **A free and democratic society.** The political system in Quebec is based on the freedom of expression and equal rights. Quebecers prefer to resolve conflicts by negotiation.
- ▶ **A richly diverse society.** Everyone is free to choose his or her own lifestyle, opinions and religion – so long as other people’s rights are respected, too. People are expected to get along together and to respect and tolerate differences.
- ▶ **Political and religious power are separate.** The state and Quebec institutions are secular.

Their decisions and actions are independent of religious authorities.

- ▶ **Men and women have the same rights.** Whether they are in a common-law partnership, a civil union or a marriage, both spouses – of the same or different sexes – remain equal before the law. Parents share the same responsibilities for their children. Everyone is free to exercise their human rights and freedoms, with respect for the rights and freedoms of others and for the general good.
- ▶ **A society based on the respect of the law.** Everyone has equal value and dignity and is entitled to legal protection. And everyone must respect the law, regardless of their personal convictions.

Consult our [website](#) for more information on Quebec and Quebecers and to learn more about this part of the country where you are going to be studying. We hope it will help you adjust to where you will be living and make the most of your stay.

5.6 Culture shock

Whether you’re from another country or another part of Canada, whether you’re a first-time university student or are heading back to school after a lengthy break, you’re apt to experience some culture shock and a certain amount of day-to-day stress. This may affect you in a variety of ways: lack of motivation, difficulty concentrating, alcohol or drug abuse, eating disorders, stomach aches, migraines, insomnia or drowsiness. It’s not always easy to cope with these symptoms, especially when your family is far away and you’re having trouble navigating your new surroundings. Although it’s perfectly normal to run into such problems, it’s best to be on the lookout for them and not allow them to get out of hand. If you’re feeling discouraged, talk to a friend, a professor or a member of the Student Services team. We have lots of resources and are ready to support you. Don’t try to go it alone – come and see us!

6.1 Looking for a job or internship

Whether you're looking for a seasonal or part-time job, a full-time position or an internship abroad, you can create job-alerts so that you'll be notified whenever a job that might interest you is posted on the [Ma carrière](#) portal. You can also consult the schedule of events organized by [Career Management Services](#) (recruitment fairs, workshops, etc.).

To find a part-time job on campus while you're going to school, visit the Student Services' [website](#).

The [Careers](#) section of the International Office – Europe (BIE) helps HEC Montréal graduating students and alumni look for jobs and internships in Europe. Visit their website for more information.

6.2 Working in Canada

International students must hold a valid authorisation to work in Canada. You can read about working in Canada, the different types of permits and how to apply in the [Working in Canada](#) section of the Student Services website.

Remember that **exchange students** at the School cannot work during their stay in Canada. However, the [International Experience Canada](#) program gives some students a chance to work after their exchange. For more information, see [Working in Canada](#) for exchange students.

If you are an international student enrolled in a regular program, you can apply for a post-graduation work permit and extend your stay in Canada by 8 to 36 months. For more information:

- ▶ [Working after graduation](#) from HEC Montréal Student Services
- ▶ [Stay in Canada after graduation](#) from Citizenship and Immigration Canada

6.3 Working abroad

6.3.1 Internships

To find out about the different types of internships, consult the [Ma carrière](#) portal and [Career Management Services](#). The [International Office - Europe](#) (BIE) can also help you look for an internship in Europe.

If you are hoping to work in Europe after graduating, we strongly suggest a European internship during your studies if your study program allows. Internships are usually mandatory for European business schools, whereas they aren't necessarily in Canada. European recruiters tend to look for professional experience in line with your university training.

You will need an internship work permit in order to do an internship abroad. Ask at Student Services.

7 Contact Information

7.1 Telephone numbers

A list of [useful telephone numbers](#) is available on the School website. You will also find employees' and professors' telephone and office numbers in the [Personnel Directory](#) accessible from the School's home page.

7.2 Directory of services

HEC Montréal has all kinds of resources for students. The following are just some of the most popular ones. Also, here is the complete list of [School departments and websites](#).

Quick contacts

311 : City of Montreal

811 : Info Santé

911 : Emergencies

Department	Services offered	Where to find them
Myriam and J.-Robert Ouimet library	Help with finding books and other resources and with research, photocopies and printing	Côte-Sainte-Catherine, Floor 2 514-340-6220 hec.ca/biblio
International Office – Europe (BIE)	Advice on finding internships and employment in Europe	relationsentreprises.europe@hec.ca
Mathematics help centre	Validation of authorized calculators, placement tests, support, workshops	Côte-Sainte-Catherine, 4.635 514-340-6897 hec.ca/cam cam@hec.ca
Technical assistance centre IT User Services	Support for technology offered at HEC Montréal	Côte-Sainte-Catherine, 3.820 514-340-6063 soutien.ti@hec.ca
Business language training centre	English, French and Spanish tests, workshops, language learning support	Côte-Sainte-Catherine, 3.725 514-340-6000, ext. 2037 hec.ca/qualitecomm
CEPSUM Université de Montréal physical education and sports centre	Your on-campus sports centre! Sports clubs, classes, training, courts, sports events	2100, boul. Édouard-Montpetit 514-343-6150 cepsum.umontreal.ca
Registrar's Office – Information counter	Official documents, payment of tuition fees and mandatory health insurance	Decelles, 2.260 514-340-6151 Registrar's Office
Coop HEC Montréal Cafeterias	Food on campus: choice of hot meals, salad bar, à la carte sandwiches, fast food and breakfasts	Decelles 514-340-2056 Côte-Sainte-Catherine 514-340-5630 coophec.com → Service de Restauration

Department	Services offered	Where to find them
Coop HEC Montréal Le Cercle restaurant	Fine dining on campus: table d'hôte or à la carte menu	Côte-Sainte-Catherine 514-340-7170 coophec.com → Service de Restauration
Coop HEC Montréal University bookstore	School and computer supplies, literature, telephones, gift ideas, stationery, student cards, Coop cards	Decelles, Floor 2 Côte-Sainte-Catherine, ground floor 514-340-6400 coophec.com
Coop HEC Montréal HEC Montréal Collection store	HEC Montréal logo clothing and items	Côte-Sainte-Catherine, ground floor 514-340-6400 coophec.com
Academic Advising BBA Program Office	Questions on program structure, academic advice, internship approval	Decelles, 5.380 (By appointment) 514-340-6140 baa@hec.ca
Academic Advising Certificate Program Office	Questions on program structure, academic advice	Decelles, 5.380 (By appointment) 514-340-6143 certificat@hec.ca
Academic Advising DESS, short graduate programs and professional master's programs	Questions on program structure, academic advice	514-340-6136 des@hec.ca
Academic Advising MBA program	Questions on program structure, academic advice	514-340-6957 mba@hec.ca
MSc programs	Questions on registration and graduation	514-340-6000, ext. 2955 msc@hec.ca
Academic Advising PhD programs	Questions on program structure, academic advice, scholarships	514-340-6264 phd@hec.ca
MSc specialization supervisors	Questions on program structure, academic advice	Specialization supervisors
Student Services International Student Affairs Office (ISA)	Passport to the World international exchange program	Decelles, 5.260 514-340-3595 International exchange students incoming@hec.ca
Student Services Financial aid	Financial aid, loans and scholarships, advice	Decelles, 5.200 514-340-6165 Financing my Studies

PARTIE VII
Directory
of services

Department	Services offered	Where to find them
Student Services Student life	Getting involved, list and description of student associations and interest groups Information on study permits, help with adapting and integrating, cultural activities, etc.	Côte-Sainte-Catherine, RJ.802 514-340-6437 vie.etudiante@hec.ca Student associations Côte-Sainte-Catherine, RJ 711 514-340-6075 International students
Student Services Support for students with disabilities	Needs analysis, service plan, support	Décelles, 5.200 514-340-6166 sae.integration@hec.ca Psychological support and well-being
Student Services Psychological support	To help you manage stress, depression, bereavement, anxiety and other issues you can't handle on your own	Décelles, 5.120 514-340-6166 sae.psychologie@hec.ca Psychological support and well-being
Career Management Service	Career counselling, CV writing, job search and interview strategies, job and internship offers	Décelles, 5.440 514-340-6169 Career Management Service
Security Service	Computer etching, lost and found, security questions, emergency measures	Côte-Sainte-Catherine, ground floor Décelles, Floor 2 514-340-6611 Security Service
Admissions Registrar's Office	Presenting your immigration and admission documents	Décelles, 5.120 514-340-6151 Registrar's Office



Our team is here to serve you

We hope you will find this guide useful, no matter where you are in your studies or personal life. If you have any questions that we haven't answered or think we could help you in any way, feel free to contact a member of our team.

We are committed to your success and well-being.

The Student Services team