



Incoming Student Exchange Information 2022/23

The University of Alberta (UAlberta) welcomes exchange students from around the world every year. Our formal exchange agreements allow students from exchange partner universities to take courses for credit that can often be transferred back to their home institution degree programs. This document will guide you through the exchange application process and provide you with information to help you prepare for an exchange experience at UAlberta.

PLEASE NOTE that UAlberta has information dedicated for incoming exchange students on its website. Anytime there are differences between what is posted on that website and what you see in this document, then please know that the information in this document is up-to-date and correct, **NOT** the information you can see on the website.

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1. Am I eligible for an exchange to UAlberta?

You are eligible for an exchange to UAlberta if you satisfy **ALL** of the following, relevant conditions:

- 1) You are a student at an institution that has a **student exchange agreement** with UAlberta.
- 2) You need to be registered as a **full-time student** at your home institution at the time of your application **and** while you are on exchange at UAlberta.

- 3) You must be a **graduate / postgraduate-level student with grade results from at least one semester / term in your graduate / postgraduate program at the time of application** if you wish to participate in a graduate / postgraduate-level exchange (i.e., you cannot apply for a graduate / postgraduate-level exchange while you are still an undergraduate student or if you are in your first semester / term of a graduate / postgraduate program).
- 4) You have a **cumulative GPA** equivalent to at least 2.5 on a 4.0 scale unless you wish to take all or a majority of your courses in one of the following faculties:
 - a. The Alberta School of Business requires that you have a cumulative GPA of at least 2.8 on a 4.0 scale
 - b. The Faculty of Engineering requires that you have a cumulative GPA of at least 3.0 on a 4.0 scale.
- 5) Some faculties have **other, faculty-specific requirements** that you must satisfy:
 - a. The Alberta School of Business also requires that you:
 - i. have completed microeconomics and macroeconomics coursework at the time of application
 - ii. have completed at least 4 semesters in a business program by the time the exchange program starts
 - b. The Faculty of Engineering requires that you have completed at least 4 semesters in an engineering program by the time the exchange program starts.
 - c. The Faculty of Law requires that you be enrolled in a law program at your home institution.
 - d. The Faculty of Kinesiology, Sport, and Recreation requires that you be enrolled in a kinesiology, sport, recreation and/or physical education program at your home institution.
- 6) You need to satisfy the relevant [undergraduate English proficiency requirements](#) or [graduate / postgraduate English proficiency requirements](#). Please note that:
 - a. Some departments and faculties have higher English language proficiency requirements for graduate / postgraduate students than those shown through the link provided above. It is your responsibility to determine, before applying, the minimum English language proficiency requirements that you will need to demonstrate.
 - b. [Undergraduate students](#) and [graduate / postgraduate students](#) from certain countries or international universities may not have to demonstrate the minimum required English language proficiency.

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2. When can my exchange take place?

Unless the student exchange agreement with your home institution specifies otherwise, you can study at UAlberta on exchange only during our **Fall Term** (September – December), **Winter Term** (January – April) or for a **Full Year** (Fall + Winter Terms).

You **cannot** study at UAlberta during our Spring Term (May – June) or during our Summer Term (July – August).

You are strongly encouraged to participate in Transitions Orientation and any other orientation offered before the start of classes. Transitions Orientation usually happens in late August (for students with September start dates) and early January (for students with January start dates).

You'll also have access to a series of [Online Orientation modules](#) to help you prepare for your journey to and time at UAlberta. Module completion is voluntary and is meant to supplement - not replace - the in-person orientation we offer shortly before the start of classes each term (mentioned above). The Online Orientation modules are only accessible once you've been assigned a Campus Computing ID ("CCID") and you'll find an entry point to the modules in your Bear Tracks account.

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3. What deadlines do I have to meet?

If you want to be on exchange during our **Fall Term** or for the **Full Year**, then we should receive your **nomination sometime between January 15 and February 1** and **your application by MARCH 1** of the same year.

If you want to be on exchange during our **Winter Term**, then we should receive your **nomination sometime between July 15 and August 1** and **your application by SEPTEMBER 1** of the previous year.

We usually accept exchange nominations and applications past the deadlines named above; however, this is not recommended since it could negatively impact your ability to:

- 1) meet the April 30 deadline for guaranteed [on-campus housing](#) (only for exchange students with September start dates)
- 2) satisfy any [Government of Canada immigration requirements](#)
- 3) register in the courses you'd like to take before they fill up.

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4. What can I study?

Unless the student exchange agreement with your home institution specifies otherwise, you can take any courses you wish with the following exceptions:

- 1) Undergraduate students cannot take courses at the graduate / postgraduate level (usually numbered 500 or higher)
- 2) Graduate / postgraduate students cannot take courses at the undergraduate level.
- 3) Any courses described in [Bear Tracks](#) as being closed to exchange students (see below for more information about Bear Tracks).
- 4) [Courses with non-standard fees or in programs with non-standard fees](#)
- 5) [Alternate delivery sections of any UAlberta courses](#)
- 6) Courses from the Faculties of Extension, Medicine & Dentistry (with the exception of courses in the Departments of Biochemistry, Cell Biology and Physiology), Nursing, Pharmacy and Pharmaceutical Sciences, and Rehabilitation Medicine.
- 7) Many courses (if any at all) in our Departments of **Computing Science**, **Drama**, **Economics**, and (with the exception of History of Art, Design and Visual Culture -

HADVC – courses and ART 134 and DES 135) **Art and Design**. Courses in these departments are in extremely high demand and often fill up quickly.

- 8) Courses at the School of Library and Information Studies, Yukon University or the Bamfield Marine Sciences Centre.
- 9) SOC 399 (Field Placement in Criminology) and SOC 499 (Advanced Field Placement in Criminology).
- 10) BTM 441, BUS 101, BUS 201, BUS 301, FIN 430, FIN 436, FIN 440, MGTSC 312, SEM 310, SEM 441, SEM 470, and SEM 471. In addition, independent research, internship, study tour, competition, work experience, Honours (numbered 480) and Special Topic (numbered 488) courses in the Alberta School of Business are not open to exchange students.

Please note these other restrictions:

- 1) **There is no guarantee of registration in the courses you may want or need.** Some courses might not be offered even though they have been in the past, some courses may fill up even before you have a chance to register in them and/or UAlberta officials may determine that you don't have the necessary prerequisites for some courses. It's best to prepare a list of alternative courses in the event that some of your initial selections are unavailable.
- 2) If your home institution has a student exchange agreement with only one faculty at UAlberta you can expect to take courses only in that faculty.
- 3) Unless your exchange is to our Augustana Campus you should not plan to take courses there (i.e., avoid courses having course codes starting with "AU"). Augustana Campus is located in the town of Camrose, which is about 100 km south of Edmonton.
- 4) You can only take courses in our Faculties of Engineering; Law; or Kinesiology, Sport, and Recreation or in our Alberta School of Business if you are enrolled in one of those faculties while on exchange.
- 5) Undergraduate students can't take more than 15 credits worth of courses (typically 5 courses) per term while graduate / postgraduate students can't take more than 9 credits worth of courses (typically 3 courses) per term.
- 6) The majority of courses you take should be in the same faculty (for undergraduate students) or department (for graduate / postgraduate students).
- 7) Be realistic about your course selections. For example, if you are an undergraduate philosophy student who has successfully completed only one introductory level music course at your home institution, please don't think that you will be permitted to register in only advanced music courses while on exchange at UAlberta.
- 8) Exchange students cannot audit courses.
- 9) Undergraduate students cannot conduct research.
- 10) Graduate / Postgraduate students can take courses or conduct research, but not both.
- 11) Graduate / Postgraduate students wanting to conduct research will need to find a host supervisor at UAlberta **before** they submit their exchange application.

You can access a **list of courses in any given subject area taught at UAlberta** at any time.

The process to do so is as follows:

1. Go to <https://apps.ualberta.ca/catalogue>.
2. On the left side of the page, you'll see a listing of UAlberta faculties. You can click on the name of any faculty to see the different subject areas it teaches.
3. Some subject areas may be taught in more than one faculty. For example, psychology is taught in both the Faculty of Arts and in the Faculty of Science.
4. When you find a subject area that interests you make note of its subject "code". For example, the subject code for psychology is "PSYCO".

5. Go back to <https://apps.ualberta.ca/catalogue>.
6. On the right side of the page you'll see a box for "Course Catalogue". In the "Course Search" section of the box enter the subject code in the field for "Subject" and then click on the green "Go To" button.
7. You will be taken to a complete list of all courses with the relevant subject code. The list will also include a brief description of each course.

To see if any **courses that interest you *might* be offered when you plan on being at UAlberta on exchange** please use the following procedure:

1. Go to www.ualberta.ca
2. Click on the search / magnifying glass symbol near the top right corner of the screen.
3. Click on "Bear Tracks" in the "Quick Links" column near the left side of the screen.
4. Click on "Guest Sign In".
5. Click on the tile for "Class Search Ugrd/Grad".
6. Confirm that you are "not a robot" and click on the green "Click here to continue" button.
7. Click on "Undergrad & Grad Classes" on the left side of the screen.
8. Click on the term or first term for which you've applied. Depending on when you are applying for an exchange you may not see the term or first term when you will actually be at UAlberta on exchange. Course listings and schedules for the upcoming school year are not typically updated until March or April of the previous school year at the earliest. If you don't see the term or first term when you would actually be at UAlberta on exchange then click on the closest Winter or Fall term instead.
9. You will then be taken to a new screen where you will need to enter the course code and number (e.g., "PSYCO 104") in the search bar near the top of the screen and then hit the green search button next to the search bar at the right.
10. If the course is/was offered then it will be shown on the resulting screen. Clicking on the course information shown will take you to a new page where you can find more information including course schedules, names of instructors, etc.

There is no requirement that UAlberta instructors post **detailed course syllabi or descriptions** online but many do. There are 3 ways that you might acquire course syllabi or descriptions:

WAY #1:

1. Go to <https://apps.ualberta.ca/catalogue>.
2. On the right side of the page, you'll see a box for "Course Catalogue". In the "Course Search" section of the box enter the subject code of the relevant course (e.g., "PSYCO") in the field for "Subject" and then click on the green "Go To" button.
3. You will be taken to a complete list of all courses with the relevant subject code. Click on the grey "View Available Classes" button for the course (e.g., "PSYCO 104") that interests you.
4. Near the top of the screen, you *might* see a button for "Historical Syllabi". Clicking on it will take you to a page that *might* have syllabi that you can download and then view.

WAY #2:

1. Go to www.ualberta.ca
2. Click on the search / magnifying glass symbol near the top right corner of the screen.
3. Click on "Bear Tracks" in the "Quick Links" column near the left side of the screen.
4. Click on "Guest Sign In".
5. Click on the tile for "Class Search Ugrd/Grad".
6. Confirm that you are "not a robot" and click on the green "Click here to continue" button.
7. Click on "Undergrad & Grad Classes" on the left side of the screen.

8. Click on the term or first term for which you've applied. Depending on when you are applying for an exchange you may not see the term or first term when you will actually be at UAlberta on exchange. Course listings and schedules for the upcoming school year are not typically updated until March or April of the previous school year at the earliest. If you don't see the term or first term when you would actually be at UAlberta on exchange then click on the closest Winter or Fall term instead.
9. You will then be taken to a new screen where you will need to click on "Additional ways to search" (it is in green font under the search bar).
10. An "Additional ways to search" dialog box will open up on your screen. Click in the bar under "Available Subjects".
11. Select your desired subject from those listed.
12. Click on the green "Search" button.
13. The resulting screen will only show the first 50 courses in that subject area. The top of the list will typically start with the lowest-level courses (i.e., courses offered to first-year undergraduate students) and then continue to the highest-level courses offered (i.e., courses offered at the Masters or PhD level and usually numbered 500 or higher). You may have to use some of the filters on the left side of the screen to see more courses beyond the first 50.
14. Clicking on any course shown will take you to a screen with the instructor's name. There may be more than one instructor for the course you are viewing or the course might not yet have instructor(s) assigned (and in that case you would need to keep looking once or twice a week until you see that the instructor(s) have been assigned).
15. You should make note of all instructor names you see.
16. Next, you would go back to www.ualberta.ca
17. Click on the search / magnifying glass symbol near the top right corner of the screen.
18. Click on "Find a Person" in the "Quick Links" column near the left side of the screen.
19. On the resulting screen you could input the name of the instructor and the instructor's contact email (and other information) will then appear. You could then send an email directly to the instructor requesting that he or she send you the relevant syllabus.

WAY #3:

1. Go to www.ualberta.ca
2. Click on the search / magnifying glass symbol near the top right corner of the screen.
3. Type the course code and number (e.g., "PSYCO 104") in the orange search bar near the top of the page and then click on the green search symbol at the right end of the orange search bar.
4. Doing so might bring up a search result with a former or current instructor name.
5. You should make note of all instructor names you see.
6. Next, you would go back to www.ualberta.ca
7. Click on the search / magnifying glass symbol near the top right corner of the screen.
8. Click on "Find a Person" in the "Quick Links" column near the left side of the screen.
9. On the resulting screen you could input the name of the instructor and the instructor's contact email (and other information) will then appear. You could then send an email directly to the instructor requesting that he or she send you the relevant syllabus.

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5. How do I apply?

STEP #1: Get nominated for exchange by your home institution **and** get confirmation from your home institution that you've been nominated. Your nomination must include:

- 1) Your full name as it appears on your passport
- 2) Your level of studies (i.e., undergraduate or graduate / postgraduate)
- 3) A brief description of what you study at your home institution
- 4) Your intended area(s) of study while on exchange at UAlberta
- 5) The requested duration of your exchange (i.e., Fall Term, Winter Term or **Full Year**)
- 6) An email address at which you can be contacted

If your nomination is accepted and you have a **documented disability affecting mobility, vision, hearing, learning and/or physical or mental health**, then you will need to [register with our Academic Success Centre](#) as soon as possible. As part of your registration be sure to identify yourself as an international student who is currently applying for an exchange experience at UAlberta. Personnel from the Academic Success Centre will arrange an online Skype conversation with you to assess the functional impact of your disability. You may be asked to provide a description, in English, of the disability from any disability services office at your institution or a medical professional who may be currently assisting you. We encourage exchange students to utilize the accommodations for success that UAlberta recommends and can offer once your assessment is complete.

Acceptance of your nomination does not guarantee that you will be accepted for an exchange. Although it doesn't happen often, your nomination could be accepted but your exchange application may later be rejected by the UAlberta faculty or department in which you wish to take all or the majority of your courses.

STEP #2: Prepare and submit your application:

Undergraduate students must:

1. Refer to the "University of Alberta UNDERGRADUATE Incoming Exchange Application Guide 2022-2023" document for application instructions.

Graduate / Postgraduate students must:

1. Complete an "[Application for Visiting Graduate Student](#)" form
2. Complete a "[Permission to Participate Form](#)"
3. Make a photocopy of the photograph / personal information page(s) of your passport
4. Gather official transcripts showing ALL post-secondary work already completed (INCLUDING your undergraduate work) AND that you are presently taking. Official transcripts must contain an official seal or signature AND must be in English.
5. Obtain a demonstration, as required, of the [minimum required English language proficiency](#)
6. Also check below, in the part entitled, "Other information about exchange applications at the graduate / postgraduate level", for other considerations that might be relevant for your application.
7. Send the relevant Exchange Programs Coordinator at UAlberta all of your application documents (described above) as **pdf files attached to an email and at one time only**. In other words, please wait until you have all required documents before you send us your exchange application. Also, please spend some time to review the pdf files **before** sending them to us to make sure they are legible and complete.

Other information about exchange applications at the graduate / postgraduate level:

- 1) **PLEASE NOTE** that some UAlberta departments won't make graduate / postgraduate course determinations for the time you may wish to be at UAlberta on exchange until **after** you may have to make some financial and other commitments related to the exchange. Unfortunately, you might eventually discover that you have no desire to register in any of the courses offered. If you are admitted for the exchange before knowing the course options open to you (i.e., before course options in your destination department at UAlberta are advertised on Bear Tracks AND before you know that you can register in courses that interest you), then you should pause and seriously consider if it's a good idea to proceed with the application knowing the financial risks you might encounter.
- 2) Whenever you are asked to provide your name, please be sure to provide your full name exactly as it appears in your passport.
- 3) Should you choose to demonstrate the required English language proficiency with test results from an approved external testing organization (like TOEFL, IELTS, etc.), then you would need to have the results sent directly to your home institution's exchange office. Your exchange office would have to stamp the results with an official university seal before you provide them to UAlberta. **Please do not have test results mailed directly to UAlberta from the approved external testing organization.**
- 4) Test results used to demonstrate English language proficiency must not be more than 2 years old at the time of application.
- 5) You will need to be assigned to a "home department" at UAlberta. Therefore, at least a majority of the courses you list in your application documents should be selected from one department only. Also, the courses listed on your "Application for Visiting Graduate Student" form and "Permission to Participate Form" need to be the same and in the same order. Finally, the first course listed on your "Application for Visiting Graduate Student" form and "Permission to Participate Form" needs to be a course from the department where you intend to take the majority of your courses.
- 6) If you wish to conduct research while on exchange will need to indicate that you wish to enrol in only "RSCH 900" on your "Application for Visiting Graduate Student" form and "Permission to Participate Form" **along with writing the name of your UAlberta host supervisor.**
- 7) Additional application materials may be required for certain programs and/or courses and will be requested upon receipt of your application.
- 8) **Please only submit what you are asked to submit and nothing more.**

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6. How will I find out if my exchange application has been accepted and how long will I have to wait for the decision?

After you submit a complete and error-free application, it can take up to **6 to 8 weeks after the application deadline** for it to be processed and for an official letter of admission to be released. **Some faculties and departments are slower at making admission decisions.**

Students applying for an exchange to UAlberta will be issued a student ID number, a computing ID (called a "CCID") and a password, often before official letters of admission are released. The

CCID and password will give you access to a ualberta.ca email account and a [Bear Tracks](#) account. Official letters of admission may be available through one or both of these accounts or, if you are an undergraduate student, through your UAlberta Launchpad Status Page, and you are advised to check all of these locations 2 – 3 times per week for it. Official letters of admission may also be mailed as hard copies directly to you or to the Exchange Officer at your home institution or emailed to your Exchange Officer. Notices of Rejection would be issued in one of the ways mentioned above as well.

Whenever possible, you should **NOT** make financial or other commitments for the exchange (like purchasing airline tickets) until you have your official letter of admission from UAlberta AND until you have satisfied any [Government of Canada immigration requirements](#).

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7. Where can I find information about course registration and transcripts?

UAlberta uses an interactive web-based service for students called [Bear Tracks](#). You can use Bear Tracks to do the following and more:

- search UAlberta course listings
- register in courses
- view your class timetable
- pay most fees that you have been assessed
- view your financial holds
- check your exam schedule
- order your official academic transcript

Sometime during your exchange application work or after submitting your application, you will be emailed the computing ID (called a “CCID”) and password that you will need for course registration. **You are responsible for registering in courses on [Bear Tracks](#) after you have been officially admitted to UAlberta** (however, we will provide some assistance and advice if you encounter difficulties). You can access the “User Guide” (from a link near the bottom of the screen in [Bear Tracks](#)) for an explanation regarding how to build a schedule of classes.

You can **only register for courses once you have been officially admitted to UAlberta** (i.e., once you have your official letter of admission for the exchange) **AND you are advised to do so as soon as you are admitted** since some UAlberta courses can fill up quickly!

Course listings and schedules for the upcoming school year are typically updated in March or April of the previous school year.

You are strongly urged to bring a hard copy of your latest official transcript from your home institution with you to UAlberta. You may need it if you have to change your course selections at the start of your exchange.

Generally, a 3-credit course = 39 hours of total lecture time and 3-credit courses are offered at 3 hours / week over a 13-week term.

The UAlberta Grading System is described in the following chart:

Description	Letter Grade	Grade Point Value
Excellent	A+	4.0
	A	4.0
	A-	3.7
Good	B+	3.3
	B	3.0
	B-	2.7
Satisfactory	C+	2.3
	C	2.0
	C-	1.7
Poor	D+	1.3
Minimal Pass	D	1.0
Failure	F	0.0

Official grades are usually ready by early February for Fall Term courses and in the middle of June for Winter Term and Full Year courses.

UAlberta transcripts are **NOT** automatically mailed after the completion of a student's exchange. You must [order transcripts](#) on [Bear Tracks](#) before you return home.

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8. Where can I live?

You can [apply online](#) for **on-campus housing** once you have been issued a student ID number, a CCID and a password and before receiving an official letter of admission from UAlberta.

You must submit an application fee when applying for housing (which **will not be reimbursed** if you later discover that your application for exchange has been rejected).

On-campus accommodation is guaranteed to all exchange students who start in September and apply by the **April 30 deadline**. For students starting their exchanges in January, guaranteed housing is not available; however, there are usually less applications for housing at that time.

There are also **off-campus housing** opportunities available throughout Edmonton. If you wish to set up your own accommodations, one service you may choose to use to help you do so could be the [Students' Union housing registry](#).

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9. What do I need to know about health insurance requirements for my exchange?

UAlberta requires all incoming exchange students to enroll in the [University of Alberta Health Insurance Plan \(UAHIP\)](#). UAHIP is a mandatory health insurance that is similar to the [Alberta Health Care Insurance Plan \(AHCIP\)](#) provided by the Government of Alberta. AHCIP provides

coverage for students residing in Alberta for longer than 12 months and UAHIP is for students who will stay in Alberta for 12 months or less.

The details of the UAHIP plan can change from year to year and might not yet be known for the period during which you plan to be here on exchange (coverage details are usually finalized sometime in August every year). When the details are known, you'll be able to find out about them through the UAHIP brochure we provide [on our webpage describing UAHIP](#). In the meantime, please note the following potential limitations about UAHIP so that you can ensure that you have appropriate health insurance coverage prior to arriving in Alberta:

- 1) Prescription medication has a certain maximum coverage per calendar year. In the past, it has only been covered up to \$500.
- 2) Regular dental care services (e.g., checkups, cleanings, fillings, x-rays, etc.), eyeglasses, and frames or contact lenses are not covered. In addition, we recommend that you are up to date with any immunizations / vaccinations that you may need prior to your arrival as some are not covered by the plan.
- 3) UAHIP might not provide you with sufficient coverage for any existing medical conditions (e.g., diabetes, cancer, etc.) that you might have.
- 4) It will not provide you with coverage while you are in transit on your way to and from your exchange at UAlberta. The purchase of traveler's health insurance is recommended.
- 5) It might not cover all of your medical needs for travel outside of Alberta during your exchange.

You are encouraged to acquire supplementary coverage for your exchange before you leave home, as options for purchase in Canada will be limited.

As soon as possible after your arrival to UAlberta we encourage you **to set up a Canadian bank account**. Any reimbursements for UAHIP claims will need to be deposited electronically into a Canadian bank account.

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10. What will it cost and are scholarships available?

There are 3 types of fees that all exchange students must pay to UAlberta:

- 1) [University of Alberta Health Insurance Plan \(UAHIP\)](#). (Coverage by an insurance plan - other than the Alberta Health Care Insurance Plan - will **NOT** allow you to be exempted from UAHIP).
- 2) [U-Pass](#) is for public transit for UAlberta students.
- 3) If you choose to take courses for which there are fees called "[exclusions to regulated tuition and program fees](#)" then you will be required to pay such fees.

There are [different ways to pay your fees](#) including through your [Bear Tracks](#) account.

UAlberta provides cost estimates for [undergraduate](#) and [graduate / postgraduate](#) students showing **other expenses** that you can expect to have.

Your UAlberta transcript will not be released until you've paid all of your UAlberta fees. Also, late payments will accrue interest charges.

[UAlberta administers some scholarships on behalf of the Government of Canada](#) for exchange students that are citizens of certain countries. You need to apply for any for which you might be eligible by the UAlberta (not Government of Canada) deadlines indicated.

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11. What should I do if I will arrive late after the start of classes or decide to cancel my exchange?

Should it become apparent that you will **arrive late** after the start of classes then immediately:

- 1) Send the relevant UAlberta Exchange Programs Coordinator an email that explains the situation and includes notice of your expected arrival date.
- 2) Contact all of your UAlberta professors/instructors directly to advise them of the situation and find out if there's any way you can mitigate the impact of your late arrival by, for example, gaining access to course resources, journal articles, etc. so that you can start your academic work before you arrive.
- 3) Contact Residence Services directly at housing@ualberta.ca to inform them and ask what they would have you do to secure any on-campus housing arrangements you may have made.

Depending on how late your arrival turns out to be you may want to consider either cancelling your exchange or trying to defer it. To be clear, a deferral might not be possible but it's definitely something we can explore.

Should you decide to **cancel your exchange or attempt to defer it** you will need to inform:

- 1) The relevant UAlberta Exchange Programs Coordinator
- 2) Your home institution exchange officer
- 3) Any other individual or group at UAlberta (e.g., Residence Services if you've made on-campus housing arrangements) or at your home institution with whom you've made financial or other types of exchange-related commitments.

Failure to inform the people and groups listed above about your exchange cancellation could result in a situation in which you are still charged fees (and any related interest) for the exchange.

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12. Who can I contact for help?

When contacting anyone at UAlberta for help please be sure to:

- 1) Do so from your ualberta.ca email account once it has been assigned to you
- 2) Provide your full name as it appears in your passport
- 3) State your UAlberta student ID number once it has been assigned to you
- 4) Identify yourself as an incoming exchange student applicant (before you are accepted for the exchange) or as an incoming exchange student (after you are accepted for the exchange)
- 5) Mention the name of your home institution

For questions about or assistance with:

- 1) **Courses and course registration** please contact a student advisor or academic advisor in the [faculty or department](#) that is home to the course in question.
- 2) **On-campus housing** please contact Residence Services at housing@ualberta.ca.
- 3) **Canadian immigration issues (like required vaccinations, study permits, work permits, visas, etc.)** please contact one of our International Student Services advisors by booking an appointment through [I-Advise](#).
- 4) **UAHIP and health insurance** please contact one of our International Visiting Student Program advisors at uahip@ualberta.ca.
- 5) **Setting up a Canadian bank account** please contact one of our International Student Services advisors by booking an appointment through [I-Advise](#).
- 6) **All other matters**, please contact the relevant UAlberta Exchange Programs Coordinator. If you don't know who that person is then please contact Mr. Michal Guzowski, the UAlberta Exchange Programs Coordinator for university-wide exchange agreements, at michal.guzowski@ualberta.ca.

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