

## Answers based on questions asked during 2019 webinar

\* This list was made in order to provide additional information to documents already provided, such as “ [“What you should know before your arrival”](#) and “[How to Succeed in Your studies](#)”. Therefore, if this list does not include your question, the answer can be found in these documents.

### Webinar

#### **Q: How do we download this presentation?**

A: The presentation is available on Youtube (Webinar French immersion Université Laval 2019)

### Arrival and departure

#### **Q: At what time will exams take place on the last day?**

A: Final exams take place during the last day, from 8:30 am to noon. You are free to go after you are finished taking your exams.

However, take note that the exams with accommodations will take place during the afternoon. Therefore, if you require accommodations for exams, do not expect to be free to go before 3:30pm.

### Admission (Status-IDUL-Placement test)

#### **Q: When will I receive my IDUL (ULaval personal identification code)?**

R: You will receive your IDUL by email. Look also in your junk mail. If you don't receive your IDUL before your arrival, no worry, we will give it to you on the first day of class.

#### **Q: You have mentioned that we need to create our student ID card before April 29th, but should we not get our ULaval ID first?**

A: Yes. Once you receive your IDUL, you create your student card and your ULaval PIN code (NIP). [LINK](#) . If you create your student card after April 29<sup>th</sup> or June 24<sup>th</sup>, you will receive your student card during the first week or so.

#### **Q: When will we receive the email regarding the placement test?**

A: Most placement tests for the Spring semester (Été 1<sup>ère</sup> période) have already been sent. Please check your email box and your junk mail. If you did not receive it, please contact us. For the Summer semester (Été 2<sup>e</sup> période), the placement test will be sent to you in the next weeks.

#### **Q: Am I able to retake the placement test?**

A: No.

#### **Q: Should I study hard for my placement test?**

A: The placement test is an “instant picture” of your French level. You could be put in an inadequate level if study before your placement test.

#### **Q: Emails have been sent to me in French and I am a beginner. What could I do if I don't understand?**

A: First, you can try to “Google translate” it. ☺

Then, if you still don't understand or have questions, please contact the École de langues office. **Toll free:** 1 877 606-1122, poste 402321, **email:** [elul@elul.ulaval.ca](mailto:elul@elul.ulaval.ca)

#### **Q: Should I send the form “Special needs” even if I don't have any.**

A: Yes.

#### **Q: How are the groups determined?**

A: Students are divided by French level.

## **Residences**

**Q: If I need to have mail forwarded to the campus before I get there, what is the address?**

A: Pavillon Alphonse-Marie-Parent, 2255, rue de l'Université, Université Laval, Québec (Québec), G1V 0A7, Canada

**Q: When do we know what building and residence we are assigned to?**

A: When you check in. Based on availabilities, students will stay in Parent Pavilion or Lacerte Pavilion.

**Q: Can friends go into your dorm?**

A: Université Laval students are free to visit you.

**Q: Is there a curfew?**

A: No, but Université Laval French immersion program have strict rules concerning class attendance and punctuality.

**Q: Can I rent a microwave?**

A: Yes, you can rent one (8\$/week, one month leasing minimum). Ask to the front desk when you will arrive. Microwaves are also available in the community kitchen.

**Q: When the shuttle drops us off at the university residence, do we check in there or do we have to go somewhere else for that?**

A: You check in at the building (Pavillon Alphonse-Marie-Parent), where the shuttle drop you off.

**Q: Are there guided tours?**

A: Residence staff offers a residence tour on Sunday afternoon. French monitors organize Vieux-Québec tour and a campus tour during the first week.

## **PEPS (Sport Center)**

**Q: Do you have to buy a pass?**

A: Access to the Sport center (swimming pool, track, courts) is free for French immersion students with student card. However, the fitness room is available for a fee (27,50\$/monthly, 12,25\$/weekly).

**Q: Can I rent equipment: short, towel, ball, racquet, etc.?**

A: Yes, you can [rent equipment](#) at an affordable price.

## **Sociocultural activities**

**Q: Does Explore funding include paid activities?**

A: No. Explore funding covers workshops and more than 70 optional activities.

**Q: How do we select workshops in advance if we do not know our level until arrival?**

A: You should choose your workshops according to the highest level you think you have.

**Q: How fancy is fancy for the farewell night?**

A: Example: an evening dress, pants, shirt, tie and jacket.

**Q: Can we rent bikes or cars?**

A: Yes. There are a bike rental ([Coop Roue-Libre](#)) and a car rental ([Discount](#)) on the campus.

**Q: Are weekends free other than the paid activities?**

A: Yes.

## **Credits**

**Q: Will the credits we receive in this program benefit us in our current schooling program?**

A: Yes, depending of your home university credit politic.

**Q: Is there a copy of the credit transfer form in English?**

A: No, but you can ask to our staff to help you, if needed.

**Q: How to determine if I am in the credit or non-credit program?**

A: Students decided when they registered. Explore is a credited program. Visit our [website](#).

## **What to bring**

**Q: Is it recommended to bring a laptop or not?**

A: Not mandatory, but useful.

## **Insurance**

**Q: What company do you recommend for the insurance of our room?**

A: Generally, your home insurance covers your residence room. We recommend you to valid with your insurance provider before your arrival.

## **City transit (RTC)**

**Q: I received an email regarding a certificate for a student rate for RTC but there was no attachment. What do I need to do?**

A: Please, do not take care of this message since it does not apply for students who spend only one semester here.

**Q: Is there a special fare for the 5-week semester students?**

A: No, but if you are registered for both 5-week semesters (1<sup>st</sup> and 2<sup>nd</sup> 2019 summer period), you are admissible to RTC student fees.

**Q: Should we get a bus pass?**

A: Depending of your needs. Consult the RTC's [Fare schedule](#)

## **Explore program**

### **Explore-Registration**

**Q: I sent my documents, paid the fee but I've got no confirmation. When will I know if my registration is completed?**

R: You will know that your registration is complete when the registrar office contacts you to explain how to log on our platforms. If you have sent all your documents and have paid the fees, you can also check your status online. "Completed with fees" or "Completed without fees" mean that your application has been accepted and you are currently enrolled. If anything is missing, we will contact you by email, so you do not have to worry.

### **Explore- Residence**

**Q: What day should we leave the residence?**

A: Explore students have their room paid for 35 nights. If you stay longer than 35 nights, you will have to pay for the extra night(s) and notify the residences office (\$15,98 per additional night).

### **Explore- Meal allowance**

Explore students receive \$700 cash on the first day and have to manage their budget for the entire semester. As the meal allowance is received in cash, you can use your money wherever you want.

### **Explore- Credits**

**Q: Is explore a credited program?**

A: Yes.