NEW INTERNATIONAL STUDENT GUIDE

for the Durham Campus

TRENT UNIVERSITY

TRENT INTERNATIONAL

FALL 2023

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TRENT UNIVERSITY

TRENT INTERNATIONAL

WELCOME

TO TRENT UNIVERSITY

WELCOME TO TRENT

Congratulations on your acceptance to Trent University! You are just a few months away from joining one of the top universities in Canada, and the #1 undergraduate University in Ontario!

Whether you have chosen Trent because of our vibrant international community, or because of our well-earned reputation as a leader in research and teaching excellence, the Trent community looks forward to welcoming you and assisting you in making Trent your home away from home. We are counting down the days to meet you in-person or virtually, and we want to help you to start your journey in the best way possible.

This guide has everything you need to prepare for Trent. You will find information about:

- Preparing for Canada
- Paying your fees
- Student life
- Academics
- Trent Services

ACCEPT YOUR OFFER

Your first step is accepting your offer at Trent by the date indicated on your Letter of Acceptance.

- If you used a “direct” application, you should email your response (accept or decline an offer) to our Admissions Office.
- If you applied through the OUAC (105 or 101 applications), you should post your decision on your OUAC account.

June 15, is the admissions deadline for Fall 2023.

CLAIM TRENT ID

Once you have been forwarded your letter of acceptance, you can then claim your Trent I.D.

We will now begin communicating important updates through your Trent email!

TRENT INTERNATIONAL

YOUR HOME AWAY FROM HOME!

Trent International is the central support office for all international students at Trent. At Trent International it's our job to provide the additional support that international students may need, in order to be successful throughout their academic journeys. We know it is challenging to leave your family and the comforts of home and come to a new country to study, and we want you to know that TI is your family and part of your circle of care here in Canada. We offer the following services:

- Immigration and Academic Advising
- Health Insurance Administration (UHIP)
- Study Abroad Opportunities
- English as a Second Language (ESL)
- Scholarships, Awards, and Bursaries
- International Student-Specific workshops
- Pre-arrival, safe arrival, orientation and transition support

CONTACT US

Peterborough: Champlain College 302 (CC302)
Durham: 779 King Street Oshawa
Email: international@trentu.ca
Phone: 1.705.748.1314

Find out office ours on our website!

Health Insurance: uhip@trentu.ca
Orientation: internationalorientation@trentu.ca
Study Abroad: studyabroad@trentu.ca
English as a Second Language: esl@trentu.ca
Immigration inquiries: internationaladvising@trentu.ca
Academic inquiries: internationaladvising@trentu.ca
Global Ambassador: globalambassador@trentu.ca

Visit our Virtual Front Desk: Operating Monday and Wednesday, 2:00pm - 4:00pm and Tuesday and Thursday, 09:00am - 12:00pm ET.
Join here and use passcode: 756478

IMMIGRATION BASICS

OBTAINING A TEMPORARY RESIDENT VISA/ETA & STUDY PERMIT

Most international students require both a Temporary Resident Visa (TRV)/ electronic Travel Authorization (eTA), your entry document, and a Study Permit, your status document.

WHEN TO APPLY

Apply for your study permit online as soon as you receive your letter of acceptance. Study permit processing times vary at different visa offices. In some countries, processing times can take up to 4 months or longer. You can learn more about the application process and processing times on the Immigration, Refugees, and Citizenship Canada (IRCC) Website. Do note, you can begin your program online from outside Canada, even if your study permit, TRV, or eTA have not yet been processed. *Do note there is risk: if you start your studies online and are later denied your study permit, you will not be granted a refund past the refund deadline.

HOW DO I APPLY?

Applications can be submitted online or by paper. We highly recommend applying online. Visit the IRCC guide on applying for a study permit.

WHEN SHOULD I ARRIVE?

As the Canadian borders are closed for non-essential travel, only students registered in courses can enter Canada at this time. We recommend arriving a maximum of 30 days prior to the start of classes.

WHICH DOCUMENTS DO I REQUIRE TO ENTER CANADA?

1. Official Acceptance Letter from Trent
2. Passport
3. Proof of Funds
4. Port of Entry (POE) Letter of Introduction
5. Temporary Resident Visa (TRV) or Electronic Travel Authorization (eTA) (if applicable)
6. Medical Examination (if applicable)
7. Your address in Canada
8. Immunization record
9. Other COVID-19 related requirements

SAFE ARRIVAL SUPPORT

Planning on arriving in Canada? Visit our Safe Arrival webpage for a comprehensive guide on Safe Arrival in Canada or email our team at safearrival@trentu.ca.

KNOW YOUR STUDY PERMIT CONDITIONS

As a study permit holder, there are a number of conditions you need to meet. If you don't meet these conditions, you may lose your student status and study permit. You may also have to leave Canada. It's your responsibility to know and understand these conditions and meet them.

HAVE IMMIGRATION QUESTIONS?

Email us at internationaladvising@trentu.ca

GET READY FOR ORIENTATION

Welcome to Trent!

PRE-ARRIVAL WEBINARS

Check your Trent email often to learn more about the various pre-arrival webinars and sessions we have to support you arrival and start at Trent! You can also find upcoming Trent Advantage Webinars here.

TRENT INTERNATIONAL WELCOME SESSION - AUGUST 18 AND 25

The Trent International Welcome Session is part of Trent International Orientation (TIO). Join us this August 18 and 25, 2023. We will cover the most important topics relevant to you as an international student at Trent:

- Trent international services
- Immigration
- Health insurance
- Staying scam smart
- A live chat to answer your questions

TRENT ORIENTATION - DURHAM GTA CAMPUS

Orientation is YOUR first introduction to Trent University! Orientation events and activities are designed to help you transition to your new campus at Trent University Durham GTA. Within the Orientation events, you will have opportunities to connect with other incoming students, learn about campus services and facilities, meet your new faculty and staff, and experience what Trent has to offers. Click here for more information. If you have any questions regarding orientation, please contact Chris Nelan, Coordinator, Student Life at christophernelan@trentu.ca.

TRENT INTERNATIONAL ORIENTATION (TIO)

During Orientation, you will also have opportunities to meet with other international students, upper-year international students, and connect with our International Orientation Team. You can look forward to sessions on your first steps in Ontario, transitioning to life in Canada, and various international social events! Watch your Trent email for invites and registration.

Learn more about interational orientation on our website here.

STUDENT LIFE

TRENT DURHAM STUDENT ASSOCIATION (TDSA)

The Trent Durham Student Association (TDSA) is a for-students, by-students nonprofit dedicated to representing the interests of its members from services to advocacy. Every Trent University Durham-GTA undergraduate is a member of the association. Membership includes access to student-run clubs, a health/dental plan, jobs, conferences, networking events, committee positions, and so much more. It also means the opportunity to make meaningful change on our campus, our community, and beyond.

Learn more about the TDSA on their website.

TDSA OFFICE HOURS

Monday	10:00am - 6:00pm
Tuesday	10:00am - 6:00pm
Wednesday	10:00am - 6:00pm
Thursday	10:00am - 6:00pm
Friday	10:00am - 3:00pm

CLUBS AND GROUPS

- Trent Durham Anthropology
- Best Buddies
- Blooming Minds
- CHYS Group
- Trent Durham Film Club
- Literature Club
- Muslim Student Association
- Trent Business Durham
- Social Work Society
- Trent English Student Society of Oshawa
- Trent Indian Student Society
- Trent Durham Pride Club
- Philosophy Club

ACADEMIC MENTORING PROGRAM STUDY GROUPS

- Interdisciplinary Study Group
- CHYS Study Group
- BBA Study Group
- Silent Study Group
- General PSYC Study Group
- PSYC-3015 Study Group

TDA
Trent Durham Anthropology

TESSO
Trent English Student Society of Oshawa

TISS
Trent Indian Student Society

TBD
Trent Business Durham

TDMSA
Trent Durham Muslim Student Association

TDFC
Trent Durham Film Club

TBM
Trent Blooming Minds

STUDENT LIFE

PEER HEALTH EDUCATORS

We are a diverse team of students, like you, aimed at building a healthier, happier, and more inclusive student community. Our mission is to encourage students to come together to foster personal growth and community well-being. Click here to learn more about us.

Email us: durhamhealth@trentu.ca

PEER SUPPORT PROGRAM

Peer Support is an important service the Trent Durham Student Association offers. This is a confidential and non-judgmental opportunity to talk that comes in many forms from one-on-one conversation to group activities.

Online one-on-one appointments can be made by messaging any of our social media platforms or by emailing anyone on the executive team available on our executive web page.

Click here to learn more about it.

LEADERSHIP PROGRAM

The program is designed to offer students opportunities to learn different leadership strategies and communication. It also recognizes students for the current leadership initiatives that they take on as they progress through their academics.

Click here to learn more about it.

GLOBAL AMBASSADOR PROGRAM

Our goal is to help you to have a smooth transition to life at Trent and in Canada. The Global Ambassador Program pairs you with an upper-year international student who will be your ambassador pre-arrival, and during your first year of university! Your ambassador will contact you once you have accepted your offer at Trent through your Trent email. Have questions about the Global Ambassador Program? Email us at globalambassador@trentu.ca.

GYM MEMBERSHIP

Students at Trent University Durham GTA can opt-in to a Level 2 Fitness membership with the City of Oshawa this fall. The membership gives you access to cardio and strength training equipment, indoor running/walking track, swimming pools, and ice skating at:

- The Oshawa Civic Centre
- The Legends Centre
- The South Oshawa Community Centre
- Donevan Recreation Complex

ATHLETICS AND RECREATION

The Trent Durham Student Association (TDSA) organizes a variety of free intramural programs. Such as Soccer, Basketball, Volleyball.

Click here for more information

STUDY ABROAD PEER MENTORING

Connects exchange students at Trent! For more details contact the Trent study Abroad Program.

TUTOR POSTING BOARD

A centralized online listing of tutors-for-hire and free departmental supports.

Click on the name of each program for more info

UNDERSTANDING YOUR ACADEMICS

Undergraduate

5 x 4 = 20

Credits | Academic Year | Total credits (Honours)

HONOURS DEGREE [4 YEARS]

- 20 credits to complete
- 4 years of full-time study (Sept-April)
- Required for entrance into post-graduate studies

GENERAL DEGREE [3 YEARS]

- 15 credits to complete
- 3 years of full-time study (Sept-April)
- Professional or specialty programs are not offered as General Degrees

ACADEMIC YEAR/TERM

Academic Year: September to April
Term: Half of the Academic Year (Fall Term/WinterTerm)
Mandatory Terms: Fall Term, Winter Term
Optional Term: Summer Term (scheduled break)

CREDIT

The academic value of a course. Courses are typically 0.5 credits (marked as H in a course code) or 1.0 credit (marked by Y in the course code)
Ex: ADMN1000H or IDST1000Y
>1.0 credit means one credit towards your total 15 or 20 credits required to complete your degree

COURSES

A class offered on a specific topic. Typically one course is worth 0.5 credits and is the length of a term.

HOW MANY COURSES DO I TAKE?

Students will typically take 10 courses per academic year, 5 per term. Typically, 5 courses in a term equates to 2.5 credits and 10 courses in an academic year equates to 5.0 credits. Do note in your upper years, some courses may have a higher credit value.

FULL-TIME ENROLLMENT AND INTERNATIONAL STUDENTS

Your immigration status indicates your primary reason for living in Canada is to study.

Being enrolled as a full-time student is a requirement for off-campus work eligibility

You are automatically charged full-time fees; per term

Post-Graduation Work Permit eligibility based on full-time enrollment. Exception for final term of study.

Full-time enrollment is required during the fall and winter terms. The summer term is an optional term

Want to study part time? Meet with an Academic Advisor at Trent International

5 CREDITS

A maximum full-time course load per academic year (September – April).

4 CREDITS

A minimum full-time course load per Academic Year (September-April)

2.5 CREDITS

A maximum full-time course load in a single term (Fall or Winter)

2.0 CREDITS

A minimum full-time course load in a single term (Fall or Winter)

SUMMER COURSE LOAD (OPTIONAL)

up to a maximum of 2.0 credits; pay fees on a per course basis; scheduled break

UNDERSTANDING YOUR ACADEMICS

Undergraduate

STEP 1: UNDERSTAND YOUR DEGREE REQUIREMENTS

First, review the undergraduate academic calendar to learn about your degree and program requirements.

STEP 2: CHOOSE YOUR COURSES

Visit the first-year courses by major webpage - this is your best friend for planning your first-year courses. If you have transfer credits, we highly recommend meeting with an academic advisor.

STEP 3: CREATE A TIMETABLE

Refer to the Academic Timetable to see which courses are available this academic year to create your timetable for the academic year.

STEP 4: REGISTER IN COURSES

Then, it's time to register in courses.

VIDEO TUTORIALS AND GUIDES

These video tutorials and online resources will help you through the entire process.

ACADEMIC HOW TO GUIDES

Check out our various Academic How to Guides. Refine your skills in studying, time management, writing, math & science, referencing and editing.

HAVE QUESTIONS?

Email us at internationaladvising@trentu.ca.

ACADEMIC ADVISING

Undergraduate academic advising at Trent is an on-going educational partnership between advisor and advisee that is dedicated to student learning, development, and success. Through the advising experience, students develop educational plans for achieving their personal and academic goals and develop the skills and commitment to become engaged, self-directed learners and competent decision-makers. Need support in planning your degree? Book an appointment with an Academic Advisor today. Before meeting with an advisor, be sure to review the planning your degree resources. Be sure to follow Academic Advising on Instagram or send them an email.

ACADEMIC SKILLS

Academic skills offers online resources, workshops, and individual appointments to support your efforts to improve and refine your skills for success at university. Visit the Academic Skills webpage for more information on how our Academic Skllls Instructors can support you! Follow Academic Skills on Instagram or send them an email acdskills@trentu.ca.

STUDENT ACCESSIBILITY SERVICES (SAS)

Student Accessibility Services provides academic accommodations for students with permanent or temporary, visible or invisible disabilities while studying at Trent University. Learn more about SAS here.

FINDING HOUSING

ON CAMPUS HOUSING

Trent residences aren't just a convenient place to live. They're your home base: a supportive community that will quickly become your favourite spot on campus for making lifelong friendships and lasting memories. You don't have to wait to receive an offer of admission in order to apply for a room in residence. In fact, you're encouraged to apply right away.

Students at Trent participate in a room selection process and time slots are assigned on a first-come, first-served basis.

Applications are still open! Move-in Saturday, January 7. Contact Housing directly if you have any questions residence@trentu.ca.

Check out the Durham Residences here. Once you're ready to apply, click here. Have questions about on-campus housing?

Email our Housing team at residence@trentu.ca.

OFF-CAMPUS LVING SERIES

Our Off-Campus Living Webinar Series is a great place to begin your off-campus planning. The series discusses topics ranging from finding housing as a newcomer to Ontario, roommates, where to start your search and what to look for, neighbours and neighbourhoods, and what you need to know prior to signing a lease.

OFF CAMPUS HOUSING

Living off-campus is a great way to enjoy the downtown area of Durham and gain some independence. There are great neighbourhoods to explore and live close to campus.

Some tips about off-campus housing in Canada:

- In Canada, you are expected to sign a contract called a "lease agreement" for off-campus accommodations and pay first and last month's rent
- Rent ranges from $600-$900 CAD/month
- Keep this in mind for your budgeting. Never provide payment before signing a lease agreement. Be cautious of scams!
- Off-campus housing supports: www.trentu.ca/housing/off-campus-housing

Places4Students:
Trent has partnered with Places4Students.com to provide off-campus housing service for Trent students. Click here to get started!

Other Resources:

- Property Management Companies
- Rent Seeker
- Pad Mapper
- Airbnb
- Kijiji

If you have questions, Housing Services is happy to provide support. Please reach out to them by email offcampushousing@trentu.ca.

FINANCIAL FACTS

CURRENCY

Canada's official currency is the Canadian dollar ($). Learn more about the currency here. You can learn more about opening a bank account on page 19.

SALES TAX

Prices quoted in stores, restaurants, hotels, etc. are base price, and 13% Harmonized Sales Tax (HST) will be added on when you pay for an item. For example, if you buy a beverage that costs $2.50 it will come to $2.82 with the tax.

TIPPING CULTURE

In Canada we tip for a variety of services: In restaurants it is customary to tip your server 10% to 20% for exceptional service. At hotels it is customary to tip any of the "extra services" you might receive; including valet service and to the staff who brings your baggage to your room. For taxi drivers, hairdressers, barbers, and aestheticians, it is customary to tip 10-15%. However, with this being said, tipping is the customer's choice, if you feel you have received poor service, then it is entirely up to you whether you decide to tip or not.

PLAN YOUR FINANCES

Visit our international finances webpage to learn more about tuition fees, scholarships, awards, and bursaries to help you plan your finances for your first year and the rest of your degree or program. Click here to see the estimated average budget for an academic year for international students. Have questions about your student account? Email Student Accounts here studentaccounts@trentu.ca.

PAY YOR FEES

Your account statement is available 24/7 online through your MyTrent portal. You can find tuition fees on our website.

May 4 is the payment deadline for summer term fees for Undergraduate & post-graduate certificates. Learn more about different payment options on our website.

WHAT TO BRING

Try to have at least $500.00 (Canadian or U.S.) in cash when you arrive for your immediate needs like food and transportation.

FINANCIAL DEADLINES

JUNE 1, 2023

Non-refundable deposit due for students beginning studies September 2023

AUGUST 25, 2023

Payment deadline for fall term fees (undergraduate and post-graduate certificates)

SEPT 21, 2023

Final date to receive full tuition credit to student account for dropped Fall and full-year courses

FEBRUARY 9, 2023

Final date for withdrawal from full-year Fall/Winter session courses

UNDERSTANDING HEALTH INSURANCE

UNIVERSITY HEALTH INSURANCE PLAN (UHIP)

International Students are required to have a primary health provider. At Trent, International students are automatically enrolled and billed for the University Health Insurance Plan.

Insurance Provider: Cowan Manulife
Enrollment Administrator: Trent International

- Medical doctors
- Hospital services and emergencies
- Diagnostic testing
- Pregnancy
- See coverage details & limits here.

* Full policy coverage is limited to members living in Ontario and Hull/Gatineau, Quebec

ENROLLMENT DETAILS

International students (undergraduate, graduate, ESL, and certificate) are automatically billed and enrolled for UHIP on the first day of their starting term. UHIP is renewed every year on Sept 1st for returning students. Students will receive a new UHIP e-card each year after course registration is completed and the term's registration fee is billed. Students already living in UHIP coverage areas (i.e. Ontario or Hull/Gatineau, Quebec) may submit an UHIP e-card Request Form on MyTrent to receive their new UHIP e-card before course registration is completed. If arriving before May 1st, submit the UHIP e-card Request Form 2 weeks before arrival. Students studying 100% online with Trent but living outside of UHIP coverage areas may submit an UHIP Opt-out Form during the first month of the term. Both UHIP e-card Request Form and UHIP Opt-out Form is available on MyTrent portal > Support > Health and Wellness.

CONTACT

Coverage, claims, coverage card inquiries:
Contact Cowan Manulife.
Enrollment and billing inquiries:
Trent International at uhip@trentu.ca

TRENT STUDENT BENEFITS (STUDENT VIP)

The Student VIP benefits are supplementary benefits that works in combination with UHIP to ensure students have coverage where UHIP does not.

Insurance Provider: Medavie Blue Cross
Enrollment Administrator: Trent Durham Students Association (TDSA)

- Prescription drugs (medicine)
- Eye exams, eyeglasses & contacts
- Dentist visits
- Physiotherapy, chiropractor, etc.
- Accident & Travel
- Home Country Coverage
- See coverage details & limits here.

ENROLLMENT DETAILS

International Undergraduate students who are taking 1.5+ credits, and ESL Students and International Graduate students are automatically billed and enrolled for the Health and Dental Benefits on the first day of their starting term. Students must be registered in UHIP or comparable coverage. Download your card on the first day of your enrolled term here.

CONTACT

Coverage, claims, how to use, dependents:
Contact Student VIP or Medavie Blue Cross
Enrollment and billing inquiries:
TDSA at benefits@trentcentral.ca

HEALTH AND WELLNESS

VISIT A CLINIC

While there is no medical clinic on campus, there are many clinics in the Durham area you can access for medical services. Use the UHIP Preferred Provider search tool to find a clinic near you. Be sure to bring your UHIP and Student Benefits cards with you and a piece of photo ID.

ENSURE YOUR IMMUNIZATIONS ARE UP TO DATE

The Public Health Agency of Canada recommends that you are vaccinated for specific illnesses as a visitor to Canada. If you can't receive these vaccinations before arriving in Canada, please visit a clinic to discuss with a doctor. International students are eligible for a COVID-19 vaccine in Canada should they require one. Find more information on COVID-19 vaccinations in Ontario here.

TAO (THERAPY ASSISTANCE ONLINE) - SELF-HELP

TAO self-help provides Trent students with a way to learn strategies for well-being online at your own pace. You can learn problem solving, relationships skills and mindfulness among other strategies.

GOOD2TALK

Good2Talk is a free, confidential service for post-secondary students in Ontario, available 24/7/365. By contacting Good2Talk, post-secondary students in Ontario can receive professional counselling, information and referrals for mental health, addictions and well-being in a confidential manner.

I.M. WELL

I.M. Well integrates campus and community services, mental health resources and wellness tools for students through the I.M. Well mobile app and Student Assistance Program.

CRISIS SERVICES CANADA

Crisis Services Canada (CSC) is a national network of existing distress, crisis and suicide prevention line services. They are committed to supporting any person living in Canada who is affected by suicide, in the most caring and least intrusive and confidential manner possible. If you're thinking about suicide, are worried about a friend or loved one, the Canada Suicide Prevention Service is available 24/7 for voice and 4pm to 12am ET for text. Call 1.833.456.4566 | Text 45645

ACCESSING HEALTH CARE

Many health care providers across Ontario are accessible via phone and video appointments -known as Virtual Care Clinics. You can access one of the many walk-in-clinics in Ontario. To book an appointment, call. Be sure to ask if they are a UHIP preferred provider.

AT THE CLINIC

At a clinic, you will be asked to provide:

- Your full name
- Your student #
- Your UHIP number
- Your phone number
- The reason for your visit

EMERGENCIES

In the event of an emergency, please visit your nearest hospital or call 911.

WORKING IN CANADA

ON-CAMPUS EMPLOYMENT

International students registered full-time at Trent may be permitted to work on-campus without a work permit. Students must possess a valid study permit with stated working conditions, and if they have not undergone a medical examination, students may be subject to specific terms and conditions. Read about the full conditions on the IRCC website.

OFF-CAMPUS EMPLOYMENT

You may qualify to work off-campus without a work permit if you have a valid study permit with working conditions, are full-time enrolled, and are studying in a program that leads to a degree, diploma, or certificate that is at least six months in duration. If you qualify, your study permit will allow you to work up to 20 hours per week during regular academic sessions and full-time during scheduled breaks, such as the winter and summer holidays or spring break. ESL students are typically not eligible to work during their ESL program, but may be eligible once they transition to degree studies and obtain a study permit with the working conditions noted. Read about the full conditions on the IRCC website.

CO-OP/INTERNSHIPS

If you have been accepted into a co-op program, you will require a co-op work permit

SOCIAL INSURANCE NUMBER

A Social Insurance Number (SIN) is a 9 digit number that you need to work in Canada or to have access to government programs and benefits. If you receive a job offer, you must apply for a SIN before you can receive earnings and benefits. Apply for a SIN onsite by presenting your original documents at any Service Canada location. You can also apply for your SIN online here. You must be residing in Canada to apply.

PROTECTING YOU SIN

SINs are often targeted by scammers. If you think you have been targeted, report the incident to the Canadian Anti-Fraud Centre at 1-888-495-8501. You may also wish to inform your local police service. Only give SIN to your employer after you have been offered a contract. Do not give your SIN to landlord, cell phone or internet providers, the Canadian Revenue Agency, or anyone that calls you over the phone and requests this information.

FINDING EMPLOYMENT

TRENT JOB BOARD

Please visit the Trent Job Board for information on current job opportunities (login> left-hand side> Student Job board)

OFF-CAMPUS JOB BOARDS

Visit our Careeerspace website for a list of off-campus job boards

POST-GRADUATION WORK PERMT

The Post Grad Work Permit Program (PGWPP) allows students who have graduated from a participating Canadian post-secondary institution to gain valuable Canadian work experience. A work permit under the PGWPP may be issued for the length of the study program, up to a maximum of three years.

YOUR FIRST WEEKS AT TRENT

YOUR TRENTU CARD

All current students at Trent University are entitled to a TrentU Card. Your card serves as your official university ID (student card) and also acts as your library card, your door access, and it is the easiest way to pay for everything you need, on and off-campus. Each TrentU Card has two accounts on it - one for your dining plan, one for your Trent Cash. Please browse through the rest of our website to learn more .

OBTAIN YOUR TRENTU CARD

Upload your photo ahead of time by submitting your portrait-style photo online through the myTrent portal > Services > TrentU Card Photo Submission. You must be registered in at least one course to receive your TrentU Card. Students moving into Residence in September will receive their TrentU Card when they move in.

Students who are not living in Residence will receive an email once their online photo submission form has been processed. You can pick up your card at the Durham Campus Info Desk.

GET YOUR TRANSIT PASS

Once you have obtained your TrentU Card, you will be able to download your transit pass. Visit our website to learn how to obtain your transit pass.

Once you have your transit pass, you will be able to take all Durham transit buses! You can use Google Maps to determine the schedule and what buses you need to take.

JOIN ORIENTATION

Don't forget to make the most of your first week at Trent University, and attend orientation sessions and social events.

PURCHASE YOUR BOOKS

Visit the Trent Bookstore or the TDSA to purchase your books, school essentials, and Trent swag!

BOOK A CAMPUS TOUR

Get to know our beautiful campus and book a campus tour! Become an expert at navigating our campus and discover what Trent has to offer. Book a campus tour here.

VISIT THE TDSA

Visit your student union, the Trent Durham Student Association, to learn more about the services and support they provide for your as a Trent student! The TDSA has a Used Book Consignment program, student discount map, free student agenda, a student benefits plan, social events, campaigns, workshops, and more. Visit their website to learn more.

GETTING THE THINGS YOU NEED

Here are some popular grocery stores, markets, malls and pharmacies that you can obtain some of the items you need.

Grocery Stores:

- FreshCo
- Food4Less
- Walmart
- Real Canadian Superstore

Markets/Pharmacy:

- Shoppers Drug Mart
- Rexall Pharmacy
- Pak Halal Meat and Grocery
- Dollarama

Malls:
Oshawa Centre
*11 min walk from campus
Whitby Mall

Food Programs

DAILY LIFE

OBTAINING A SIM CARD/PHONE PLAN

You can either obtain a pre-paid SIM and pay-as you-go or post-paid and pay monthly. Compare prices from different providers to find the best deal for your setup. Depending on your data and services, the average phone bill in Canada is from $45.00 to $100.00 per month. Some popular providers are: Koodo mobile, Freedom mobile, Fido mobile, Chatr mobile (available at Pearson Airport during business hours), Bell mobile, Telus mobile, Rogers mobile. Most providers require a photo ID/passport and credit card or banking information to get a post-paid SIM card in Canada. You can purchase a pre-paid/pay-as-you-go sim online at any of the major service providers, on Amazon, or at most large department stores like Walmart or Best Buy.

INTERNET

Packages and rates for internet across Canada are often updated and may even vary depending on your location. Depending on your speed and services, the average internet bill in Canada is $55.00 to $100.00 per month. Compare prices from different providers to find the best deal for your setup. Some popular providers are: Bell, Cogeco ,Rogers, Nexicom, Teksavvy, Xplornet, Acanac. Most providers require photo ID/passport, and credit card or banking information to set up home internet in Canada.

INTERNET PHONE APPS

TextMe and TextNow are a few popular internet phone apps that you can use upon arrival in Canada. Internet connection is required to access these app services.

ONTARIO PHOTO CARD

You may want to apply for Ontario photo identification. When setting up accounts and services (banking, phone, internet, etc) you will be required to provide photo identification. When you first arrive in Canada, you can use your passport and student I.D. for these applications. However, we do not advise to carry around your passport as identification once those initial accounts have been opened. Apply for an Ontario Photo Card

INTERCITY TRAVEL

For inter-city travels, the GO Transit is available which connects to Oshawa to other cities in Ontario. You can take the Go Transit bus or train from various locations across Ontario. GO transit is not covered by the Trent Transit pass. However, you do get a student discount! We suggest purchasing a PRESTO card as it is the easiest, most convenient and cost-effective way to pay for a fare. Or purchase your ticket online.

BE SCAM SMART

All students can be victims of scams, but international students are more vulnerable because you are newcomers to Canada. Never give your personal information to a stranger. No employer, government agency, or police will ask you to send money over the phone or through email or threaten to deport you. Be suspicious of any communication which seems strange: THINK, TALK, REACT. Phone scams are common in Canada and the scammer may already have some of your basic information. Scammers often threaten deportation or insist there is a warrant for your arrest. If in doubt, hang up and ask someone in Trent International! Learn more here.

DAILY LIFE

OPEN A BANK ACCOUNT

Popular banks such as TD, CIBC, RBC, and Scotiabank allow the option to start your application online with an in-person check for proof of identity. Be sure to check if the bank has a bank card affiliated with the account. Find more information here. Whether you start the application online or not, you will need to book an in-person appointment to open /finish opening your bank account.

STEP 1: GATHER DOCUMENTS

You will require:

- Your Study Permit
- An additional piece of government photo ID such as passport.
- Proof of enrollment from Trent (Student ID, course timetable)
- Address in Canada

STEP 2: RESEARCH BANKS

Most of Canada's major banks have branches in the Durham area. Each bank offers a variety of accounts and services. Some banks in Canada have partnerships with banks in other countries. Most banks offer student accounts that offer lower service fees. Common fees that may apply for bank services include:

- Withdrawal and deposit fees
- Monthly administrative fees
- ATM fees at other institutions
- Online banking fees

When selecting a financial institution, it is important to consider these features and fees, as well as the location for ease of access. Once you have chosen a financial institution, make an appointment to set up your account. Below are some of the major banks in the Durham area:

- Bank of Montreal
- CIBC
- National Bank
- Rapport Credit Union
- Royal Bank of Canada (RBC)
- Scotiabank
- Toronto-Dominion (TD)
- KEB Hana Bank Canada
- Laurentian Bank

Be sure to note location of the bank branch for ease of access from campus of your off-campus housing.

STEP 3: BOOK APPOINTMENT

To open a bank account, you will have to go to the bank in person. You must set up an appointment beforehand. Most banks have an online appointment booking system.

STEP 4: SELECT ACCOUNT TYPE

At your appointment, you'll set up one or more accounts. Most people have both a chequing and a savings account. Talk with the teller about what you need from an account, and ask questions!

Chequing Account: This everyday account earns little/no interest. You can regularly withdraw money, pay credit card bills, and write cheques from it.

Savings Account: This account type is useful for storing money over longer periods of time as your money earns more interest than in a chequing account.

Foreign Currency Account: If you want to keep some money in a different currency, you may want to open this type of account.

EXPLORE DURHAM

Welcome home!

WELCOME TO DURHAM

The city of Oshawa is located in the Durham Region. Oshawa blends a unique mix of urban and rural environments gives us many natural parks and trails to explore. The area is known for its green spaces, comic bookstores, and downtown food scene!

OSHAWA FACTS

- Located in South-eastern Ontario, 40 minutes northeast of Toronto
- Population of 170,071
- Located on the north shore of Lake Ontario
- Oshawa originates from the Ojibwa term aaz haway, meaning the crossing place
- Lovingly called The Shwa and Shwallywood
- Home to Trent University Durham Campus

WHAT TO DO IN OSHAWA

- Bike/Walking trails
- Kayaking/ Canoeing in Downtown
- Summer festivals
- Skating, skiing, and sledding
- Hockey games
- Canadian Automotive Museum
- Darlington Provincial Park
- McLaughlin Bay Wildlife Reserve
- Oshawa Valley Botanical Garden
- Lakeview Park Beach, Lakefront West Park

SOCIAL LIFE

- Movie Theatres: Landmark in Whitby and Cineplex in Ajax
- Starbucks for great study group spots
- Social events on our Campus! Check out the TDSA and the various student groups

THE BEST...

- Coffee: Cork & Bean, Isabella's, Belle Vie
- Brunch: Crepe Castle
- Halal options: Osmow's, Nando's, Elias Naan and Kabob, Tangerine Asian Cuisine
- Vegetarian options: Mathilda's, FGF Vegan, Balti Indian Restaurant
- Poutine: Big Boys Burger

ORIENTATION TO ONTARIO CHATBOT

Orientation to Ontario can smooth the transition. Our resources and the settlement organizer will guide you through the settlement process and connect you with your local community.

WELCOME CENTRE IMMIGRANT SERVICES

Welcome Centre Immigrant Services is a place for newcomers to Durham Region. You can ask questions, get information, access services and join programs.