

UBC MBA Exchange 2019

Incoming Exchange Student Guide

Sauder MBA Program
2019-2020



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WELCOME!

Welcome to the Sauder School of Business at the University of British Columbia (UBC)! You are one of many incoming exchange students studying in the MBA Exchange Program from different countries around the world this academic year. UBC also has an exchange program for students from other faculties, which will host more than 300 international exchange students this year. We look forward to working with you to make your exchange a great experience!

RHL Exchange Program Office

137 – 2053 Main Mall, Vancouver, BC V6T 1Z2

Telephone: 604-827-5011

Fax: 604-822-9030

E-Mail: RHLglobal@sauder.ubc.ca

Exchange Coordinator:

The RHL Exchange Office, (part of the RHL Graduate School Office) located in room 137 on the ground floor of the Henry Angus building, is here to help you make the most of your time at UBC. Prior to your arrival, we handled your admission to UBC and offered assistance in course registration. Now that you are here, we continue to offer assistance with assessing the services you need at UBC, answering any questions you may have and providing academic advising. **Our office hours are Monday to Friday, 8:30am to 4:30pm (except Tuesdays 10-11).** You can drop by anytime during our office hours, book an appointment or reach us by e-mail at RHLglobal@sauder.ubc.ca. Our office also provides services to UBC students who are participating in exchange programs at your home university and may call upon your expertise to help our students prepare for their exchange. The RHL Exchange Office also publishes a roster of all international students participating in the exchange program with UBC which provides an excellent opportunity for UBC RHL students to get to know you.

International Student Advising

<https://students.ubc.ca/international-student-guide>

International Student Advisings (also known as I. House), located in UBC Life Building, is a social/cultural centre that offers a variety of workshops and cultural events of particular interest to international students. They also have up-to-date information about visa regulations and offer advising sessions to students who may be experiencing adaptation or other difficulties related to being an international student studying at UBC. It is also *YOUR* home away from home, so visit as often as you like. Check out the [Community Update Newsletter](#) for more information about upcoming activities.

Exchange Students at UBC

As an exchange student at UBC, you have been admitted into a special non-degree category called **EXCH** (for Exchange Students in the Sauder School of Business). This ensures that you will not be charged tuition fees at UBC. **Please note that you are still responsible for paying student fees such as UPass/Compass Card (bus pass) and iMed (international medical coverage).** MBA Exchange students are permitted to take up to 12 credits (8 modules altogether with 4 modules per period – this is the same course load as required of our full-time students). Course work successfully completed will be eligible for transfer back to your home university degree requirements.

All visiting exchange students are asked to assist with information sessions and events designed to promote your home business school to UBC students. *Please also keep your current address, telephone number and e-mail address up-to-date with our office and the SSC (Student Service Centre).*

VISITING EXCHANGE STUDENTS' CHECKLIST

When You Arrive:

- Open a bank account
- Submit a local address on the Student Services Centre - SSC (the University's on-line administration system at www.students.ubc.ca). The Student Services Centre (SSC) requires your student number which has already been assigned to you
- Pick up a UBC student card at the UBC Bookstore (bring picture ID and your 8-digit student number!)
- Purchase a Compass Card from any SkyTrain Station and TransLink Fare Dealer. The UBC Bookstore cashier is the best place to buy a Compass Card on campus. They cost \$6 each (regardless of where you purchase them).
- Link your U-Pass (Universal Transportation Pass) to your Compass Card online. You will need to request your U-Pass online before the beginning of each month that you are eligible (if you request your U-Pass late, you will need to pay for your own transit fares up until the point that your month's pass is activated). The steps to request your monthly pass are as follows:
 - ✓ Visit upassbc.translink.ca
 - ✓ Select UBC as your Post-Secondary Institution
 - ✓ Enter your CWL login and password when redirected to UBC
 - ✓ Request your U-Pass BC benefit for the month, and subsequently for each following month (next month's U-Pass can be requested starting from the 16th of the current month)

- ✓ Allow up to 24 hours for activation

Since it can take up to 24 hours for your U-Pass BC to load on to your Compass Card, be sure to log in and request your benefit well in advance of the 1st of the month- don't get stuck without a transit pass! Bus drivers are able to refuse service to anyone failing to present sufficient transit fare (either via Compass Card or change), and Transit Authorities periodically issue fines to transit riders unable to present proof (such as their Compass Card) of having paid their fare.

During The First Week Of Classes:

- Finalize Course Registration

Other Things To Do:

- Buy your textbooks if you are sure that they are the required texts and that you won't drop the course
- The AMS (Alma Mater Society) at UBC runs a free online service for buying and selling textbooks

ACADEMIC INFORMATION

Academic Year

The academic year at UBC is divided into two sessions - Winter and Summer. Each session is divided into two terms. Winter Session Term 1 starts in September and ends in December.

	Credits	Time Span	Class Time
MBA Modules (BAXX)	1.5 credits per module (= 20 hours of course instruction)	Sept 2019- Dec 2019* (last week is for examinations and projects)	4 hours per week for 5 weeks

*Please refer to your course schedules for the exact dates.

Modules Subject Areas

- Accounting
- Entrepreneurship
- Finance
- Information Technology and Management
- Marketing
- Law
- Strategic Management
- Supply Chain Management
- Sustainability & Business
- Organizational Behaviour and Human Resources
- International Business
- Management Science
- Policy Analysis
- Urban Land Economy

Language of Instruction

English

Learning Expectations

The academic culture at UBC may be quite different from that of your home university, and it is important that you understand and abide by the academic regulations of UBC and the Sauder School of Business.

- **Class Format:** Lecture and discussion (seminars for smaller classes) and often based on case preparation.
- **Attendance:** Class attendance is mandatory.
- **Participation:** Active class participation is usually part of each student's final grade (10% - 30%). All students are expected to participate actively and contribute to class discussions.
- **Grading:** Percentage grading scheme (above 80% is First Class) with the final course grade often based on participation, oral and written presentations, case analyses, mid-term and final examinations.
- **Class Size:** 15 to 45 students per class

Methods of Instruction

The MBA modules comprise four hours of classes per week, for five weeks in the forms of lectures, seminars, and in some cases, tutorials. The sixth week of each academic period is for evaluation purposes (i.e. examinations/presentations/final papers etc.).

Course Registration

MBA Exchange students normally register for a maximum of four modules per period for a total of eight course modules. You have access to any MBA courses for which you meet appropriate pre-requisites (we leave this up to the exchange students' discretion based on knowledge of their previous MBA preparation). Any changes to your course schedule must be approved by the RHL Graduate School.

The RHL Graduate School will provide information to exchange students on registering for courses through the [Student Services Centre](#). Exchange students will have set up their log-in code called the Campus Wide Login (CWL) to access [SSC](#).

Adding and Dropping Courses

Students may add or drop courses within the first week of each Period. Please keep in mind that in order to make any changes, you must have attended the course/module you wish to add during the first week.

Please do not drop courses unless you are sure you can register in an alternate course. All students are required to complete a full course load while at UBC which is 12 credits (4 modules per period).

You are not required to pay any deposit or tuition fees while on exchange at UBC, however you will be assessed the UBC Medical fee and the U-PASS bus transportation fee. You may only add/drop courses provided these fees are paid.

***Fees subject to change**

If you are remaining in Canada beyond **December 31st 2019** you will need supplemental coverage. Please contact David Cummings Insurance Services.

Website: <http://www.david-cummings.com/imed/>

Email: info@david-cummings.com

Phone: 604.228.8816 or 1.800.818.3188 (North America Toll Free)

You may contact the Exchange Coordinator to make your module add/drop requests, or follow the instructions to change your registration online.

STUDENT SERVICE CENTRE INSTRUCTIONS

In order to make changes to your student record (address change, email update) or to view your fees, you need to access the Student Service Centre. Go to the Student Services home page at www.students.ubc.ca and click on “SSC” from the list on the top.

- Log in – enter your CWL login name and password
- Once logged on, you can access different areas of your student record from the list on the left.
- You can either use the Java or HTML version of the Student Service Centre (HTML is the default).

HTML version

- To view the courses that you are registered in, click on Registration from the list.
- Although you may add/drop courses by yourself on the SSC, please consult your changes with the Director of Academic Services as we can assist you with course changes
- Click to select your program (should only be one listed) and then click on Add/Drop Sections. This takes you to a new screen where you can see a list of the courses you are registered in.
- To add or drop a course, enter the information as shown on the screen. |

Java version

- To view the courses that you are registered in, click on Registration from the list.
 - Click on Register and a new screen opens that lists the courses you are registered in.
 - To drop a course, highlight the course by clicking on it and clicking on Drop Course.
 - To add a course, click on Add Course and then enter the information.
- All courses at UBC have a Subject (ex. BAHR), a Course Number (ex. 510) and a Section (ex. 001). This information is listed on the course schedule posted on Connect.
 - The Timetable screen does not work for MBA students as the Student Service Centre does not distinguish between Period 6 and Period 7 courses, so it puts both sets of courses onto one timetable. This is confusing and it may appear that you have conflicts in your timetable, but you don't! Please refer to the MBA course schedule
 - When making changes to your registration, please make sure that the course that you want to register in has seats available. You can check this by clicking on Courses on the Student Service Centre and selecting your course. This is best used in the HTML version where you can click on details for each course and it will show you how many seats are still available.

Course Examination

Exams are scheduled at the discretion of the instructor and the date of the final project or exam will be included in your course outline.

It is very important that you do not make your travel arrangements prior to the publication of the final exam schedule.

Grading Scale

GRADUATE STUDENTS AT UBC	
Grades less than 60% are considered "Fail" grades for graduate students at UBC. Students in graduate programs are permitted a maximum of 6 credits of "Pass" grades.	
PERCENT %	LETTERGRADE
90 - 100	A +
85 - 89	A
80 - 84	A -
76 - 79	B +
72 - 75	B
68 - 71	B -
64 - 67	C + "Pass Standing"
60 - 63	C
0 - 59	FAIL

Non-credit courses, such as Introduction to University Writing or English language courses offered at the English Language Institute are available but are not covered under the exchange program reciprocal tuition waiver. For more information please contact the English Language Institute at: 604-822-1550.

Academic Regulations

University Calendar: <http://www.calendar.ubc.ca/vancouver/index.cfm?page=deadlines>

You are expected to read and familiarize yourself with this section of the UBC Calendar.

Academic Regulations: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,0,0,0>

This section outlines the academic regulations, appeals, grading system and other policies of the university. As a visiting exchange student you are required to adhere to these regulations.

Academic Misconduct

Academic Misconduct: <http://www.calendar.ubc.ca/Vancouver/index.cfm?tree=3,54,111,959>

Regulations, including important information on plagiarism and cheating, are included in this section.

Ignorance of the appropriate standard of academic honesty is no defense to an allegation of Academic Misconduct. Academic Misconduct that is subject to penalty includes, but is not limited to, the following:

1. Plagiarism. Plagiarism occurs where an individual submits or presents the work of another person as his or her own. Scholarship quite properly rests upon examining and referring to the thoughts and writings of others. However, when excerpts are used in paragraphs or essays, the author must be acknowledged in the text, through footnotes, in endnotes, or in other accepted forms of academic citation. Plagiarism extends from where there is no recognition given to the author for phrases, sentences, or ideas of the author incorporated in an essay to where an entire essay is copied from an author, or composed by another person, and presented as original work. Students must ensure that when they seek assistance from a tutor or anyone else that the work they submit is actually their own. Where collaborative work is permitted by the instructor, students must ensure that they comply with the instructor's requirements for such collaboration. Students are responsible for ensuring that any work submitted does not constitute plagiarism. Students who are in any doubt as to what constitutes plagiarism should consult their instructor before handing in any assignments.
2. Cheating. Cheating includes, but is not limited to: falsifying any material subject to academic evaluation; having in an examination any materials other than those permitted by the examiner; and using unauthorized means to complete an examination (e.g. receiving unauthorized assistance from a fellow student).
3. Submitting the same, or substantially the same, essay, presentation, or assignment more than once (whether the earlier submission was at this or another institution), unless prior approval has been obtained from the instructor(s) to whom the assignment is to be submitted.

4. Impersonating a candidate at an examination or other evaluation, or availing oneself of the results of an impersonation.
5. Submitting false records or information, orally or in writing, or failing to provide relevant information when requested.
6. Falsifying or submitting false documents, transcripts or other academic credentials.
7. Attempting to engage in, or assisting others to engage in, or attempt to engage in, Academic Misconduct.
8. Failing to comply with any Disciplinary Measure imposed for Academic Misconduct.
9. Failing to appear before the President's Advisory Committee on Student Discipline ("PACSD") upon the written direction of the Chair of the PACSD.

Textbooks

The University bookstore keeps lists of the books that are required for UBC courses. Most UBC students do not buy books until the first week of classes, because students may decide to change courses. It is not difficult to return books once they have been purchased as long as the books are in perfect condition and you have the receipt. It can be time-consuming, however, particularly when many other students are purchasing books at the same time.

The total cost of your books will vary depending on your choice of courses. On average, you can expect to spend several hundred dollars per term for all of your books. You can save yourself some money by checking the section on used books at the UBC Bookstore. For a listing of required textbooks, please refer to the Bookstores' website at www.bookstore.ubc.ca/students/. Please make sure you are purchasing the correct edition of any required textbook by closely checking your course outline.

Please be aware that fees at UBC do not include textbooks. Students must purchase their own textbooks independently.

ROBERT H. LEE GRADUATE SCHOOL INFORMATION

Exchange Student Mail

Your home institution may use the mailing address for the MBA Exchange Program at UBC (same as RHL Graduate School Office) to send messages by mail/fax to you. When we receive mail or faxes for you, we will email you directly for pick-up at the RHL Graduate School Office.

MBA Society (MBAS)

<http://www.mbasociety.ca>

The MBAS is a volunteer student council made up of students just like you. The council represents the interests of the MBA students within the Sauder School of Business. The society works with students, faculty and administration on academic issues and co-ordinates student activities relating to careers, business community interactions, intramural sports and social events. The MBAS organizes a 'buddy system' to assist incoming exchange students with their transition to the school and Vancouver (applicable to September cohorts).

MBA Graduate Lounge

The MBA Lounge is located on the fourth floor of the Henry Angus Building (Room 439). The lounge facilities provide an environment conducive to socializing, group meetings, and relaxation. The lounge is maintained by the MBAS and includes TV, pool table, foosball table, dart boards, refrigerators, microwaves and phone. These facilities are provided for MBA use only and access to the lounge is secured by the use of an iClass card.

Graduate Breakout Rooms

Please remember the following rules outlined in the policy when booking a graduate breakout room:

- Bookings can be made up to 6 weeks in advance for a maximum 4-hour duration
- Bookings will be cancelled if the room is not occupied within 15 minutes of the booked start time
- Bookings can only be made by the person attending the meeting for two or more people – they are not intended for individual study

If you have any issues with accessing this system, please contact myself or front desk (mba@sauder.ubc.ca) with your questions.

Career Services

<https://www.sauder.ubc.ca/programs/masters-degrees/ubc-mba/career-development/career-services>

While you are at UBC, we welcome you to visit the Business Career Centre (BCC) located on the ground floor of the Henry Angus Building in room 155. The BCC provides recruiting services for UBC Bachelor of Commerce students, MBA students and alumni. It also provides the following services for Exchange Students visiting the Sauder School of Business:

Eligibility to Apply to Job Postings

Copy the following link and paste it into your preferred browser:

<https://sauder-ubc-csm.symplicity.com/students/>

We encourage you to apply to job postings advertising career opportunities in countries where you are **ELIGIBLE** to work. Your cover letter should clearly indicate that you have the **REQUIRED WORK PERMIT OR CITIZENSHIP** for the position. Therefore, services may be limited for exchange students who do not hold valid Study and Work Authorizations.

Company Recruiting Sessions

A number of companies host information sessions as part of their recruiting campaigns. Sessions are advertised on the web site. You are welcome to attend sessions that target your Option or Specialization. Check on Facebook Class of 2018 for dates and sign up instructions.

Job Search Seminars

You are welcome to participate in Job Search Seminars. Check on Facebook Class of 2018 for dates and sign up instructions.

Career Resource Information

The Career Centre supplies the Canaccord Learning Commons with recruiters' annual reports and brochures. The library also has an extensive collection of job search books and video tapes. We strongly encourage you to review these resources when preparing for interviews.

Computer Services

AV/Technician Bookings: 604-822-0031

E-mail: help@sauder.ubc.ca

Technological Services supports the research, academic and administrative activities of the Faculty. The Tech Services staff is here to help support your academic needs and will be most visible to you in the areas of computing and audio/visual facilities.

Audio/Visual

Audio/Visual Services (Henry Angus Building - Room #451) are available between 08:15 – 16:30 and 18:00 – 18:45 Monday through Thursday and between 08:15 – 16:00 on Friday.

Equipment and services available include televisions and VCRs; computer equipment for the classrooms; projection equipment (overheads to computer data projectors); cameras (35mm, digital still and video); sound systems; video editing equipment; professional photography, video and video editing; flip charts; and help (instruction on how to use the equipment and advice on how to put your multi-media ideas into practice).

Computer Labs

Computer facilities are located on the basement floor of the Henry Angus Building - Room 045A & 045C. The facilities are shared between Masters' and Undergraduate students taking Commerce courses (approximately 3,500 students in all). This means that these computers are always in demand especially at the end of the term.

Software provided in the PC labs includes: Microsoft Office 2007 or XP and Internet Explorer, which is installed on all computers. Other software such as SPSS 12, Arena, WordPerfect Office 6.1, and Visual Studio. Net is installed on specific computers in certain areas of the lab.

Computer Lab Login IDs

Each student will be supplied with their own personal login ID for use in the computer lab (Henry Angus Building – HA 045A and HA 045C). Please ensure that you activate your Sauder Computer Lab Account [here](#). To access applications and class data files you must log on to the network there. Follow the instructions below to find out what your ID is. Your default password is your UBC student number. After signing on for the first time, you should change your password immediately.

1. Log onto the network using “checked” as your login ID. “checked” has no password so press <return>.

2. Type in your student number and last name when prompted. If your name is in our database, your login ID will be displayed. If your ID and password are not displayed, inform the lab attendant. Press <esc> to exit the program.
3. Double click on the Logout icon to log out of the network.
4. Login using your newly acquired ID. To change your password, hit ctrl+alt+del and click change password. Passwords must be at least 5 characters in length. Passwords should **NOT** be words in the dictionary, a proper name, a phone number, your student number, common names or words. A good password is a random string of letters and numbers that is in no way associated with you.

Your personal ID is now secure. Please remember to change your password periodically.

Internet Access & E-mail

www.it.ubc.ca

UBC offers several different types of Internet access services as listed below. Please visit the UBC IT Services web site to find out more information on these services and more.

The UBC Wireless Network allows students, faculty and staff to seamlessly check their e-mail, surf the web and access the UBC network at high-speeds from almost anywhere on campus without plugging in cables. Please refer to [Setup Secure Wireless Access \(ubcsecure\)](#) on how to connect to the UBC Wireless Network.

Email

The new [Student Email Service](#) is an optional combination of email aliasing, forwarding, and UBC hosted mailbox. Users of this service can obtain a UBC email address, name@alumni.ubc.ca, which can be forwarded to either an external or UBC hosted mailbox.

UBC MBA exchange students are eligible for a Student and Alumni UBC-Hosted Mailbox Service, all you have to do is register once you know your Campus Wide Login (CWL).

- Your UBC Hosted Mailbox includes 1GB of space

Canvas

This is where your **Program Site** is housed, and also your individual course sites. Your instructors will post information regarding the course schedule, readings, and assignments on their course site located on Canvas. To become familiar with using this resource, please take a look at this instructional material: [A UBC Student's Guide to Canvas](#). You will see all courses you are registered into listed on the Dashboard after you login with your CWL. Clicking on a course

name will allow you to enter the course website. Instructors may post the course outline, assignments, announcements, and grades. Your official grades for each course will be posted in SSC under the Grades tab.

There is also a Canvas app available for download on your smartphone. You can download the Canvas Student app for Android smartphones on the Google Play Store [here](#) and for iPhones on the App Store [here](#).

Notes and Copy Card Sales

<https://www.sauder.ubc.ca/current-students/store>

Email: dsc@sauder.ubc.ca

Tel: (604) 822-8497

Course readings and notes, as well as copy cards are available from Duplication Services in HA 433 (fourth floor).

Hours: Monday - Friday 10:00am – 4:00pm

Duplication Services Centre offers a variety of student services, including:

- Accepting payment for additional course fees and lab fees
- To increase your printing account balance in the PC lab
- Purchase transparencies – printed or blank (please bring hard copy)

UBC Libraries

<http://www.library.ubc.ca/welcome.html>

David Lam Management Research Library (Business Library)

The David Lam Library re-opened on February 8, 2011 as part of the new Canaccord Learning Commons, made possible by a \$1.5 million gift from Canaccord Financial Inc. in honour of Canaccord chairman and founder Peter Brown, a Vancouver business leader and former chair of the UBC Board of Governors. It is located on the second floor of the Henry Angus Building.

Irving K. Barber Library

The Irving K. Barber is in the old building (with modern expansion) next to the clock tower and contains the University's research collections in Fine Arts, Science and Engineering, University Archives and Special Collections. It also contains ample group study space, self-printing services, student-use computers, and silent study rooms, as well as a restaurant/café.

Koerner Library

The Koerner Library is the newest on campus and is located across the road from the David Lam Building. The Koerner Library contains the University's research collections in Humanities & Social Sciences. It contains individual study spaces on all its floors and quiet group study space in the basement.

Photocopy Services

UBC Non-Business Libraries

Most other libraries on campus have photocopy machines that require copy cards as well. Unfortunately, they do not accept the Commerce copy cards and you will have to purchase a different card from Irving K. Barber or Koerner Library.

Copiesmart

<http://www.copiesmart.com>

Telephone: 604-222-3189

This copy service is located the University Village at 103-5728 University Boulevard.

Hours:	Monday – Thursday	8:00 – 18:00
	Friday	8:00 – 17:00
	Saturday	10:00 – 17:00
	Sunday	12:00 – 17:00

Staples

<https://www.staples.ca>

Telephone: 604-221-4780

Within Staples there are copy and printing services available. It is located the University Village at 2135 Allison Rd Unit 101.

Hours:	Monday – Friday	9:00 – 19:00
	Saturday	10:00 – 18:00
	Sunday	11:00 – 18:00

EXCHANGE STUDENT RESPONSIBILITIES

We ask you to assist the Faculty throughout your study period by providing information and answering questions about your university.

GENERAL INFORMATION

Useful Contact Information

Sauder School of Business

Department	Phone	Fax	Email
Robert H. Lee Graduate School	604-822-8422	604-822-9030	askmba@sauder.ubc.ca
MBA Exchange Program	604-822-8422	604-822-9030	RHLglobal@sauder.ubc.ca
Business Career Centre	604-822-6479	604-822-8641	careercentre@sauder.ubc.ca
David Lam Management Research Library	604 827-1668	604-822-9389	kimberly.fama@ubc.ca
Commerce Computer Lab	604-827-9462	N/A	help@sauder.ubc.ca
MBA Society (MBAS)	N/A	N/A	Website: http://www.mbasociety.ca/

UBC

Service	Phone	Web address
General Information	604-822-2211	http://www.ubc.ca/
Bookstore	604-822-2665	http://www.bookstore.ubc.ca/home
Student Services Centre	604-822-9836	https://ssc.adm.ubc.ca/sscportal/servlets/SRVSSCFramework
Student Health Services	604-822-7011	https://students.ubc.ca/health/student-health-service
Enrolment Services (Central UBC Office) – Records and Registration	604-822-2844	http://www.students.ubc.ca

Emergency Numbers

Campus Security (24 hrs)	604-822-2222
UBC Hospital Emergency	604-822-7222
Poison Control Centre	604-682-5050

Student Cards

www.ubccard.ubc.ca

All UBC students need to obtain a UBC Student Card. This multipurpose UBC card identifies you as a valid UBC student, allows you to use the libraries, sports facilities, obtain student discounts and is often required when writing exams. Students living on campus are also given access control to UBC residences. Pictures are taken and cards handed out at the carding office in the UBC Bookstore.

In order to successfully obtain this card, you must bring your **student number** and **one piece of government-issued photo identification** for identity verification (passport, driver's license, or BC Identification Card). High school identification and student transit cards are NOT valid identification.



UBC Bookstore

Telephone: 604-822-2665

Fax: 604-822-8592

Email: bkstore@interchange.ubc.ca

<http://www.bookstore.ubc.ca/home>

UBC Central is located at 6200 University Boulevard (between the Henry Angus Building and the Student Union Building).

The UBC Bookstore, Western Canada's largest academic bookstore, is a university owned and operated facility, where proceeds support UBC student services, facilities, programming and research. The UBC Bookstore is the only bookstore that provides 100% of required and optional textbooks. We offer several unique services for students.

Hours: Monday – Friday	9:30am – 5:00pm
Saturday	11:00am – 5:00pm
Sunday	Closed

Generally, during the first two weeks of school the hours are extended in the evening. Please contact UBC Central or visit their web site closer to the start of classes in September/January for extended hours.

Health and Medical Insurance

Health care costs in Canada are high. As such, UBC ensures that all incoming students have proper insurance to cover illness, accidents, hospital visits etc. by including them in the UBC medical plan. You will be charged **\$252 CAN*** for the insurance coverage and this will be assessed automatically upon your registration. See [UBC iMED](#) webpage for full information.

*Subject to change

If you are staying in Canada past December 31st 2019 you will need to arrange supplemental insurance coverage with David Cummings Insurance Services Ltd. Please find contact details below.

Hours Monday to Friday, 9:30am to 5:30pm PST Closed on weekends and public holidays.

Tel 604.228.8816 or 1.800.818.3188 (North America Toll Free)

Fax 604.228.9807

Email info@david-cummings.com

UBC Medical Services

The university has a hospital and health care facility on campus which offers care for illness or injury, preventative medicine, counseling and antigen and immunization administration. When necessary, hospitalization will be arranged. **Student Health Services** is located in Koerner Pavillion of University Hospital. Clinic hours are 8:00 to 16:00 Monday to Friday, except Thursdays when the clinic opens at 9:00.

For acute injuries or sudden illness when the clinic is closed, students can also go to the **Urgent Care Department** in Koerner Pavillion of UBC Hospital. Urgent Care provides treatment for issues that need immediate attention that are NOT life-threatening, such as cuts that need

stitches, flu, fever, sprains, broken bones, eye problems, nosebleeds, and sports injuries.

Student Health Services: Telephone: 604-822-7011

<http://www.students.ubc.ca/livewelllearnwell/services-resources/student-health-service/>

Urgent Care Department: Telephone: 604-822-7121

http://www.vch.ca/Locations-Services/result?res_id=991

Emergency Medical Services: In case of emergency, **dial 9-1-1 to reach the local emergency department** (medical/police/fire). They will be able to send an ambulance and emergency health care providers, and provide guidance on how to manage the emergency situation. For information on emergency care in BC, visit the link below. NOTE: This link will NOT contact emergency health care providers, and is for background information and preparedness only. **In the event of a life-threatening situation, call 9-1-1 immediately.**

<http://www.vch.ca/your-care/emergency-care>

Non-emergency medical information: If you are unsure whether your health condition requires medical attention, call 8-1-1, a free, 24-hour non-emergency multi-lingual telephone service. Through this line, you will be able to talk to registered nurses, pharmacists, and dieticians who will answer your health related questions and/or refer you to the nearest medical services. For more information, visit HealthLinkBC services at the link below.

<https://www.healthlinkbc.ca/>

Pharmacy: Telephone: 604-228-1533

The closest pharmacy is Shoppers Drug Mart, 5940 University Blvd, Vancouver, BC 6T 1Z3

Hours: Monday – Sunday 8:00am – 10:00pm

Emergency Number for Fire, Police or Ambulance phone 911*

Counseling Services

<http://www.students.ubc.ca/livewelllearnwell/counselling-services/>

Telephone: (604) 822-3811 during business hours to book and appointment

Counseling Services provides confidential counseling for students attending UBC.

Psychologists and professional counselors are available to work with you individually to help you address personal, relationship, career or educational concerns. Personal counseling is also offered for students with their partners and/or families. For a counseling appointment, call us or drop by Counseling Services, Brock Hall, Room 1040, 1874 East Mall, 8:30 am – 4:30 pm, Monday, Tuesday, Friday, 8:30 am – 6:00 pm on Wednesdays, or 10:00 am to 4:30 am on

Thursdays.

Services Provided

- Individual, couples, family, and group counseling to assist students with personal, educational, and career concerns.
- Emergency response, crisis intervention, critical incident debriefing.
- Workshops designed to enhance personal and academic skills development.
- Administration and interpretation of personality and career assessment instruments.
- Outreach programs focusing on student development topics to meet the needs of specific student organizations, faculties, and student service units.
- Consultation to students, faculty, and staff with regard to specific psychological concerns and fostering an environment conducive to students' intellectual and personal growth. Involvement in campus initiatives and committee work directed toward enhancing student development.
- Maintenance of a comprehensive Student Development Library linking students with information and services that support student success.

Employment

International students are permitted to work on campus if they hold a study permit valid for at least six months and they are a full-time international student registered in credit courses. Working off campus requires a work permit. For more information please see the following website: <https://students.ubc.ca/career/career-resources/working-canada>.

Student Union Building (Nest)

The Student Union Building (Nest) is the main campus meeting place, and is where many shops and restaurants are located. There is a main cafeteria and other food outlets, a grocery store, a travel agency, a cell phone shop, the Pit Pub, bank machines, and much more.

Banking

There are two full-service banks located on campus and several 24-hour Automatic Teller machines (ATM). It is very easy to open an account at these banks provided that you have your funds in Canadian or US dollars. You must ask for an ATM card when you open an account.

These cards allow you to access conveniently located machines where you can withdraw or deposit money 24 hours a day. If you use a machine that is not located at a branch of your bank, be prepared for a \$1 to \$2 service charge per transaction.

The four banks located within campus grounds are:

The Canadian Imperial Bank of Commerce (CIBC)

5796 University Boulevard

Tel: 604-221-3550

Direction: Just outside Gate 1, at University Boulevard and Wesbrook in the University Village

Bank of Montreal

2142 Western Parkway, Unit 105

Vancouver, BC

V6T 1V6

Tel: 604-665-7076

Royal Bank of Canada

5905 Berton Avenue

Vancouver, BC

V6S 0B3

Tel: 604-221-5702

Scotiabank

5960 University Boulevard

Vancouver, BC

V6T 1Z3

Tel : 604 225 2260

Other banks located close to campus are:

Royal Bank of Canada

Telephone: 604-665-5950

4501 West 10th Ave.

TD Canada Trust

Telephone: 604-224-6388

4597 West 10th Ave.

Canadian Imperial Bank of Commerce (CIBC)

Telephone: 1-800-465-2422

4489 West 10th Ave.

HSBC

Telephone: 604-228-1421

4480 West 10th Ave.

Bank of Montreal

Telephone: 604-665-7097
4502 West 10th Ave.

Recreation Facilities

The university sponsors a number of intercollegiate, intramural and recreational sports programs. The intramural sports program is one of the largest of its kind among Canadian universities, and the Sauder School of Business students take an active role in getting teams together for many different kinds of sports. Look for notices posted in the MBA Lounge or get in touch with the student society's Social Coordinator for more information.

The campus offers several sports facilities including weight rooms, aerobic classes, swimming pools, soccer fields, ice rinks as well as squash, racquetball and tennis courts. There is also access to equipment rental for kayaks, windsurfers and sailboats. More information on rental equipment can be obtained in the Student Recreation Centre, located at 6000 Student Union Mall.

UBC BirdCoop Fitness Centre

Telephone: 604-822-6924
Web: www.birdcoop.ubc.ca

The BirdCoop offers a variety of fitness equipment and classes as well as personal trainers. It is located in the Student Recreation Center (SRC). Please contact them directly either via phone or visit their web site for facility hours and classes offered.

UBC Aquatic Centre

Telephone: 604-822-4501
Fax: 604-822-8743

E-mail: aquatics@interchange.ubc.ca
Web: www.aquatics.ubc.ca

The UBC Aquatic Centre is a public facility located on the campus of the University of British Columbia, right by the bus loop and Student Recreation Center (SRC). The Centre offers a variety of lessons as well as open swim sessions. Please check their web site for times. The Centre consists of:

Indoor facilities:

- Competition 50m length pool
- Recreational 25m lap pool

- Leisure pool with lazy river
- Hot tub
- Steam and sauna
- Universal change room

Doug Mitchell Thunderbird Sports Centre

Telephone: 604-822-6121

Fax: 604-822-2025

Web: <http://www.recreation.ubc.ca/ice/>

The Doug Mitchell Thunderbird Sports Centre is a public facility located on the south end of campus. It has drop in skating as well as lessons, hockey, and figure skating programs.

UBC Tennis Centre (Olympic venue for 2010 Winter Olympics in Vancouver)

Telephone: 604-822-6121

Fax: 604-822-2025

Web: www.tennis.ubc.ca

The UBC Coast Club Tennis Centre is located next to the Thunderbird Winter Sports Centre on the south end of campus. Facilities include: 10 newly resurfaced outdoor courts, 6 lighted outdoor courts for evening play, 4 indoor courts and a unique and fully equipped fitness facility. Information on memberships, lessons and registration can be found on their web site.

Shopping

Being on UBC Campus has attractions and drawbacks. We have beautiful scenery and little traffic to worry about, but there is also not much in the way of shopping available. There is a small shopping area, known as the University Village located on University Boulevard, just outside Gate 1. The Village contains such necessities as a pharmacy, small grocers and food fair. Just outside the UBC gates, near 10th and Blanca, there are a variety of stores to meet your needs. This off-campus shopping area is easy to reach by taking the 99 Express, 9, or 14 buses, and getting off at the Sasamat stop. Below is a list of some services and shops are on 10th Ave.

- Grocery shopping
- Bakeries
- Deli
- Confectionary shops
- Hardware store
- Shoe repair
- Lingerie
- Clothing (women's, men's and children's)
- Stationary shops
- Toy store
- Coffee shops
- Public Library
- Photofinishing
- Dollar stores
- Travel agencies
- Restaurants

Groceries

On Campus: There is a small grocery store in the Nest on campus called the **Grocery Checkout**. It carries ready-made hot and cold meals, salads, sandwiches, and other deli-type fare; dairy, eggs, and meat products; fresh fruits and vegetables; ethnic, health, and snack foods; and packaged staple foods such as bread, rice, soups, crackers, etc. Information on hours and location can be found on the Grocery Checkout UBC Facebook page:
<https://www.facebook.com/GCIVancouver/>

Part grocery store, part hot food bar and deli, **Harvest** opens early and closes late, making it a good place to grab groceries or a meal any time of day. Highlights include hot whole and half roast chickens to-go, healthy salads, sandwiches, and soups, house-made baked goods, and grocery items such as fruits and vegetables, milk, eggs, bread, and other pantry-staples. A good place to find vegetarian and organic items and healthy food on the go.

There is also a small grocery located in the University Village called **Granville Island Produce @ University**. It is primarily a produce (fruits and vegetables) store, but you can also buy basic food such as milk, bread, eggs, and snack foods. It also carries a wide range of Asian specialty foods. Information on hours and operation can be found here:
<https://www.yelp.ca/biz/granville-island-produce-at-university-vancouver>

Save On Foods

Wesbrook Village
5945 Berton Ave.

Save-On-Foods store is a large grocery chain that is a 20 -30-minute walk from the Henry Angus Building, and can also be accessed by bus (C18 and C20 shuttles, and 25, 33, 41, 49 buses). It boasts a wide selection of groceries, meats, produce and baked goods and natural foods. It has a full service pharmacy, prescription compounding and clinical services. They welcome all new patients and transfers from other pharmacies. It is open 8am to 10pm, seven days a week.

Off Campus:

Canada Safeway

2733 West Broadway

Safeway is a large grocery chain that has stores located outside of the University boundary near Broadway & MacDonald Streets. You can buy all your grocery needs at any of the large grocers, but it is often cheaper to buy your produce at the smaller stores scattered down 10th Avenue and Broadway.

Top Ten Produce

4536 West 10th Ave.

Located right across the street from the Safeway, this produce store's fruit and vegetables are usually lower in price.

Kin's Farm Market

4516 West 10th Ave.

Located right across the street from the Safeway, this produce store offers various daily deals on fruit and vegetables.

New Apple Farm Market

2856 West Broadway

There are several produce stores all along Broadway to MacDonald Street. New Apple Market is located on the south side of Broadway and has consistently lower prices than Safeway on fruit and vegetables.

Places to Eat on Campus

For live updates on what restaurants are open on campus at any given time (as well as hours of operation and locations for all venues listed on the Feed Me Now website), visit <http://www.food.ubc.ca/feed-me/>

Adjacent/Within the Henry Angus Building

Bento Sushi

Tim Hortons

Harvest Express

Triple O's

Sauder Exchange Cafe

At the Student Union Building (NEST)

Grand Noodle Emporium

Order Online: [xDine](#)

Serving both the classic Chinese take-out on the concourse and wide variety of pan-Asian menu offerings in a 'grand' 60-seat restaurant, this eatery is an exciting place for lunch, dinner or anytime you have a craving for Asian/Southeast Asian food.

You can find them on the lower concourse

The Pit Pub

Telephone: 604-822-6511

The Pit has been the hub of campus social life for almost three decades. Wednesdays are the traditional pub night and the line-ups have been known to start as early as 4:00pm! When you just want to hang, there are three pool tables, two big screens and seven TV's located around the bar. Extremely competitive pricing keeps students coming back.

You can find them on the lower concourse.

The Gallery Patio and Lounge

Telephone: 604-827-5660

Located on the fourth floor of The Nest, come here to grab a bite to eat or a drink with friends. Within a casual atmosphere, enjoy a range of delicious food choices such as homemade lasagna, burgers, sandwiches, or the Gallery's signature fish and chips. Ease back during the evening with a variety of craft beer and cocktail options.

Honour Roll Sushi

Order Online: [xDine](#)

Honour Roll is a fresh modern take on sushi offering maki rolls, nigiri, sashimi, and other specialty Japanese food items like ramen, tempura, don buri bowls and bento boxes.

Enjoy your hand-rolled sushi inside in-house or carry-out in their fully compostable/recyclable containers. One of Vancouver's few certified Ocean Wise™ sushi restaurants.

You can find them on the main concourse.

Pie R Squared

Order Online: [xDine](#)

UBC's favourite pizza restaurant, still offering quality pizza, made in-house, every day, either by the generous slice or now in a made-to-order personal 9" pie.

New recipes, with a greater focus on local toppings including:

- House-made sausage
- UBC Farm produce
- Basil from the new rooftop garden in the AMS Nest

Vegan pizza and a unique selection of vegetarian pizzas are available. The second best part is the spacious outdoor patio overlooking the new public realm and the knoll.

You can find them on the main concourse.

Blue Chip Cafe

Order Online: [xDine](#)

Bringing together the very best of Blue Chip Cookies and Bernoulli's Bagels!

You'll also find a wide selection of baked goods, specialty cookies, savoury snacks, and a variety of vegan and gluten free treats. Montreal bagels are made in house and from scratch. They serve Salt Spring Coffee, and specialty barista drinks.

You can find them on the main concourse.

Elsewhere on Campus

Open Kitchen

<http://www.food.ubc.ca/place/open-kitchen/>

A new addition to the UBC food scene, Open Kitchen is a multi-station cafeteria located on the ground floor of the Orchard Commons building on Agronomy Road. Serving a wide variety of health-conscious, comfort, and international fare, Open Kitchen serves breakfast, lunch, and dinner during the school year. Highlights include self-serve waffle, salad and soup bars, custom-order stir-fries, hot grill burgers and sandwiches, and plated menu items from around the world.

The Point Grill

Telephone: 604-822-9503

UBC's newest innovative upscale casual dining restaurant with exceptional cuisine, beautiful and stylish decor, and cheerful service in a relaxed lounge style environment. It is located in the heart of Marine Drive residence, open Monday through Sunday, and feature a Sunday brunch service. The restaurant is equipped with High Definition TV's and full bar service featuring draft beer, bottled beer with both local and imported beer, coolers, wine and mixed drinks and cocktails. For your added convenience, they also offer a quick service grab-and-go snack bar for those in a hurry.

Mercante

An Italian-inspired quick-food restaurant boasting an authentic Italian pizza oven. Serves specialty thin-crust pizzas made to order, as well as an assortment of salads and desserts, and full service espresso bar.

Bean Around the World Coffee House and Bistro

Location: South End of campus on Main Mall, on Thunderbird Blvd across the Forestry field.

Open 7am to 7pm weekdays, and 8am – 6pm on weekends, it serves breakfast sandwiches, house-made baked goods, paninis, wraps, soups, salads, and pizzas fresh from the oven, as well as a wide variety of hot and cold drinks.

Starbucks

Location: Several! Inside the lobby of the UBC Bookstore, on Agronomy Road, in the Fred Kaiser Building, and in the University Village.

The University Village

Location: Just across Wesbrook Mall on University Boulevard

The University Village boasts a larger variety of choices than on campus and can be worth the walk for something different.

The Food Fair located in the lower level of the village, Chinese, Japanese, Greek, Vietnamese and a variety of other ethnic food.

On the street level, there is pizza, Japanese food, Indian food, Pita Pit, Blenz Coffee and Vera's Burgers, among others.

UBC Central

Location: Just along University Boulevard across from Bus Loop 2

Having opened in the summer of 2017, the new UBC Central apartments hosts a number of diverse cultural eateries local to Vancouver. Explore Taiwanese, Lebanese, Mexican cuisine and more. Take a break from work to enjoy a nice coffee at JJ Bean, or experience homemade flavours of ice cream at Vancouver's own Rain or Shine.

GETTING AROUND VANCOUVER

U-Pass/Compass Card

Web: www.upass.ubc.ca

The U-Pass is a universal transportation pass that is mandatory at a cost **\$41/month** over your 4 months at UBC.

*Prices subject to change

All incoming exchange students will be assessed a U-Pass fee and are entitled to obtain a U-Pass, Compass Card.

The U-Pass, Compass Card provides cardholders with:

- Unlimited access to TransLink Bus, SkyTrain, and SeaBus services (all zones)
- Discounted West Coast Express fares (\$2 discount on one-way fares, 28 day pass for \$80)

Compass Cards can be purchased from the Bookstore cashiers for \$6 each. You must log on online in order to link your U-Pass to your Compass Card.

You can pay the U-Pass fee on the Student Service Centre (students.ubc.ca) by clicking on Tuition & Student Fee Inquiries.

Compass is a durable, reloadable electronic fare card that can be managed online and at self-serve kiosks located at SkyTrain and Canada Line stations.

Link your Compass Card and U-Pass BC

Student U-Pass BC benefits can be accessed with a Compass Card.

Once students have a Compass Card, they will need to [link it to a U-Pass BC account](#) to use it as a monthly transit pass:

1. Visit upassbc.translink.ca
2. Select UBC as your Post-Secondary Institution
3. Enter your CWL login and password when redirected to UBC
4. Request your U-Pass BC benefit for the month (and each month afterwards)
5. Allow up to 24 hours for activation

Since it can take up to 24 hours for your U-Pass BC to load on to your Compass Card, be sure to log in and request your benefit well in advance of the 1st of the month. Don't get stuck without a transit pass!

Start riding transit with your Compass card

Tap in and tap out every time you enter and exit a bus or station, including when you transfer. Check out TransLink's [top 10 tips](#) for using the Compass Card.

Important Information

- Students will need to request their U-Pass BC benefit online each month, on or after the 16th, to ride transit in the following month.
- Your Compass-U-Pass BC is not transferable; carry valid student ID with you at all times.
- UBC summer students will receive Compass Cards for free in the initial release.
- Lost cards can be replaced at a cost of \$6 from Compass Customer Service at Stadium-Chinatown Station.
- The U-Pass BC program protects your privacy, more information is available online.

Please see the [Frequently Asked Questions \(FAQs\) page](#) for more information about this process.

Translink has also created a [video on linking your U-Pass BC and Compass Card](#), and a guide on [how to use your Compass Card](#).

- See more at: <http://planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card#sthash.INz566Rb.dpuf>

Public Transportation

Phone: 604-953-3333

Email: info@translink.bc.ca

Web: www.translink.ca

TransLink has an extensive public transit system. Your U-Pass will allow you unlimited access to the entire transit system in Vancouver. A number of transit maps are available on Translink's website to assist you in finding the best route for your desired route. A transit map of the City of Vancouver (on the next page) has been included for your information.

Safewalk

Phone: 604-822-5355

Email: safewalk@ams.ubc.ca

Web: <https://www.ams.ubc.ca/student-services/safewalk/>

The Safewalk program is a free service dedicated to making the UBC campus a safe place for everyone at night. Safewalk's mandate is to assist in creating a safe and respectful environment for students, faculty, staff, and other members of the UBC community. We work towards increasing campus safety by providing safe passage around campus, fostering a sense of security through visibility on campus and increasing awareness of campus safety issues.

Safewalk provide 4 basic services:

1. Safewalks: a co-ed two-person team will walk with you to any location on the UBC campus.
2. Safecycles: a co-ed two-person cycling team will cycle with you to any location on the UBC campus.
3. Visits: a co-ed two-person team will visit you at any location on the UBC campus. These visits can be at specified intervals (every 15 minutes, every hour, etc).
4. Group Walks: one or more co-ed two-person teams will walk with you to any location on the UBC campus from specified locations. You can see the full Group Walk schedule on the Safewalk website.

In order to book a Safewalk service you can do one of the following:

1. Call us at 604-822-5355 during operating hours.
2. Use a UBC Blue Phone and ask for Safewalk
3. Drop by AMS Safewalk office – NEST 1314
4. Ask any Safewalk team if you happen to see them.

You can pre-arrange a Safewalk service minutes, hours, or even several days in advance if you would like. To pre-arrange our services, please call us or come by our office during operating hours.

Bicycling

Cycling to UBC is often a preferred and economical option for transportation. If you plan to ride your bike to UBC, please ensure that you have sufficient ways to secure it. UBC, unfortunately, is a prime area for bike theft in the community.

Bus Bike Racks

Some buses now have racks to carry bikes. One of the direct routes to UBC, the 99 B-Line is bike-rack equipped and the SeaBus allows bikes on board. There is no additional charge for use of the bike-rack. Cyclists are able to load and unload bicycles at all regular stops on route. Express stopping procedures for suburban buses still apply.

Note: Website schedule searches will not indicate bike rack trips. To determine which bus trips have bike-rack service, check a public timetable or call Customer Information at 604-953-3333.

How to Load your Bike on a Bike-Rack **(Adult or full-sized bikes only)**

Alert operator of your intention to load your bike, and then lower the bike rack by pulling on handle

1. Lift your bike onto the rack.
2. Lift the support arm up and over the front tire.
3. Sit at the front and keep an eye on your bike.

When leaving the bus, please advise the operator that you need to remove your bike - leave from the front door. Raise the rack to the upright position.

The user is responsible for properly loading and unloading the bike. TransLink is not liable for any property damage or bodily injury caused by the loading and unloading of the bike.

UBC Bike Co-op

The Bike Hub – Education & Administration
Telephone: 604-822-2453 -- (UBC-BIKE), or

The Bike Kitchen -- Repairs and Sales
Telephone: 604-827-7333

Email: bikecoop@interchange.ubc.ca

Web: <http://bikecoop.ca/>

The UBC Bike Co-op mission is to make UBC a better place for cyclists and their bikes.

Purple & Yellow Bike Project

The Purple and Yellow Bike Project is a fleet of used bikes that are available for use on the UBC campus. Bikes are locked with same-keyed locks, giving all members access to all bikes. Whenever you see a bike, you are free to unlock it and ride it away. And the person that left it there will have to find another one.

We adopt Sick and Neglected Bicycles and nurse them back into full health. Happy, newly painted bikes are then released onto the campus, safely secured with a lock that only co-op members can open! Many students have learned to repair bikes in a non-threatening environment and so far 184 bikes have been spared the scrapyards. We are the true Recyclers!

Bike Kitchen

The Bike Kitchen is our non-profit bike shop in the SUB (old Student Union Building) Proceeds from the Kitchen contribute towards the maintenance of other Bike Co-op operations.

The Bike Kitchen's repair policy is to encourage customers to do as much of the work as they can. Our tools are available for \$5/hr, our tools and instruction are available for \$10/hr, or if you insist, we'll just do the job for you for \$30/hr. This policy encourages people to take the time to learn to repair their own bike, and we hope students will carry these skills far and wide as they travel the world throughout their lives.

We sell a broad variety of new and used parts. We also sell used bikes, prices range from \$50 to \$150. If you are looking for an unusual bike - a vintage 1970's 10-speed, a 1960's 3-speed touring bike, a lady's mountain bike, you may find what you are looking for.

The Bike Kitchen also serves as a Purple and Yellow bike repair depot. Volunteers are welcome to come and work on the public bikes when the shop is not too busy.

Our kitchen exists not to feed you, but to feed your bike. Is your bike thirsty? We have oil! Is your bike hungry? We have nuts and bolts for its dining pleasure. You can either learn to feed your own bike, or drop it off for our chefs to pamper. Our menu has a full selection of used bikes which you can order, and condiments, appetizers and desserts for your bike. Call 827-7333.

ADAPTING TO A NEW CULTURE

As an international student you will meet many new people and experience a great deal of excitement and change during your stay in Vancouver. After the initial excitement of arrival, you may experience some ups and downs during your adjustment to life in Canada. Give yourself some time to feel at home and keep in mind that these feelings are a normal part of the adjustment process. Keep in touch with friends and seek out help if you need it. The International Student Advisors at International House can be a good source of support.

Similarly, the Student Counselling Centre and the Women Students' Office offer one-to-one counselling sessions with trained professionals. Workshops on dealing with the various stages of culture shock are also available through International Student Services. For times and locations, check with International House at 604-822-5021 or drop by for a visit.

While each student's experience of culture shock is individual, it is widely believed that there are at least seven common stages which are not necessarily experienced in this order:

1. The first stage is usually referred to as the "Honeymoon Stage" where the excitement and enthusiasm of being in a new place takes up most of your thoughts and time. The activity of settling in also takes a significant amount of time and energy.

2. The second stage can be a bit of a low period where the differences between your home and Canada become clear. You might also find yourself missing family, friends and some of your favourite foods. If English is not your first language, the effort of speaking and listening to English all day can be exhausting.
3. The third stage can be a frustrating or restless period. At this point you may feel angry with your new life, classmates and professors. This frustration is normal.
4. The fourth stage is a positive stage, where you gain an appreciation of the differences between your home and your new environment. This stage usually involves finding your sense of humor again.
5. The fifth stage is one where you begin to feel at home - you can meet the day-to-day problems that come along or you know how to find help with them. This is hopefully the stage you reach for the majority of your exchange period.
6. The sixth stage is called Reverse Culture Shock and occurs when you return home. You may find that your family and friends have a difficult time understanding your experiences in Canada and that settling in is not as easy as you thought.
7. The last stage is one of readjustment to being home. This happens when you have integrated yourself back into your own culture with the knowledge and experiences that living away from home have taught you.

WHERE TO GET MORE INFORMATION

- The **RHL Graduate School Office** is always a good starting point for obtaining information. If you have any questions about your classes, UBC, Vancouver or even Canada in general, we'd be happy to try and help you find the information you're looking for!
- **Speakeasy** is a service provided by the UBC student society, AMS. It is located in the Student Union Building main concourse and is staffed with students prepared to answer your questions about student services and life on campus. You can also reach them by telephone at 604-822-9246.
- **International House** provides a number of services to international students and runs many workshops and events during the year - a great place to meet other students and to get more information about visa regulations and medical insurance.
- The **Vancouver Travel Info Centre** at 200 Burrard Street offers maps and tourist information about the city of Vancouver. Email them at visitvancouver@tourismvancouver.com. Website: www.tourismvancouver.com
- For movie listings, live music, restaurant reviews and anything to do with entertainment in Vancouver, check out the **Georgia Straight** (www.straight.com) newspaper. Published every Thursday, it's available free of charge at a number of locations on campus, including International House and the Student Union Building.
- **Campus newspapers** will fill you in on what's happening on campus and the Housing Office publishes a regular newsletter with information about events happening in residence.
- The **International Student Handbook** contains a lot of useful information that may help answer any questions you may have.