

Feb 2020

**International Student Ambassador | Resource Manual**

**Email Communication**

When drafting an email response, you may choose to follow these four steps:

**Throughout this initiative, think back to the things that may have made you nervous, frustrated or confused.**

**What do you know now that you wish you knew when you were applying to university?**

**Always ACCENTUATE the positive and ELIMINATE the negative!**

**Writing Emails**

**Tips**

* First time users are not sure what questions to ask, so we must try to anticipate their needs. They are also not familiar with university acronyms or lingo. Complex information can be confusing or lead to anxiety. If a concept is confusing for a client, they will most likely ask the same question multiple times. We must try to use simple terminology and language to explain things.
* Do not guess or make up or assume any answers
  + Do offer to connect the student to another staff member/department, or find out the answer and get back to them later.
* Do not answer any Admissions or Study Permit Information
  + Do forward these questions to the staff in the Admissions Office or to the resources of the International Student Centre (policies and procedures change frequently and may be different from when you applied to the university)

**Resources**

**Websites:** U of T Scarborough and U of T have websites devoted to different aspects of admissions or student recruitment. Most of the information you will need can be found either at the U of T Scarborough website [www.utsc.utoronto.ca/admissions](http://www.utsc.utoronto.ca/admissions) or the U of T Enrolment Services website [www.future.utoronto.ca](http://www.future.utoronto.ca)

The following is a list of resources that you may wish to use in your correspondence:

**Academic Support & Useful Information for New International Students**:

1. International Student Centre (including Study Permit info.): <http://www.utsc.utoronto.ca/studentlife/international-students>
   * Note: once students have accepted their offer of admission to U of T Scarborough, they can contact the International Immigration Student Advisor at the ISC for help with study permit issues.
2. Get Started Program (Advising Program to help with course registration): [www.utsc.utoronto.ca/aacc/get-started-program](http://www.utsc.utoronto.ca/aacc/get-started-program)
3. Course Calendar: [www.utsc.utoronto.ca/calendar](http://www.utsc.utoronto.ca/calendar)
4. Student Housing & Residence Life: [www.utsc.utoronto.ca/residences](http://www.utsc.utoronto.ca/residences)
5. The Department of Student Life offers different kind of student service and programs throughout the year, such as First Year Experience Program (Mentorship), Peer Academic Coach, Lead Program (Leadership Training), etc.: <https://www.utsc.utoronto.ca/studentlife/>
6. AccessAbility Services (provides support for students who have learning, physical, sensory, mental health disability or medical condition): [www.utsc.utoronto.ca/ability](http://www.utsc.utoronto.ca/ability)
7. Academic Advising & Career Centre: <http://www.utsc.utoronto.ca/aacc>
8. Scarborough Campus Student’s Union (SCSU offers discounted bus tokens/metro passes, movie tickets, locker rentals and much more!); Orientation details will be available summer 2017: [www.scsu.ca](http://www.scsu.ca)
9. U of T Student Card (T-Card): [www.utsc.utoronto.ca/registrar/tcard](http://www.utsc.utoronto.ca/registrar/tcard)
10. Clubs and Student groups on campus: We have over 250 student groups and associations on campus, students can even form themselves their own groups if they cannot find something they like. Explore more student groups via this the Ulife website: [www.ulife.utoronto.ca](http://www.ulife.utoronto.ca)
11. Departmental Student Associations: They are student-led organizations with a specific academic focus. Every academic department at U of T Scarborough has a representing academic society that unites and enriches student life and allows them to participate in accomplishing a set of academic objectives [www.scsu.ca/partners/dsa](http://www.scsu.ca/partners/dsa)
12. Health & Wellness Centre (provide medical, nursing, counselling, health promotion and education services to U of T Scarborough students: [www.utsc.utoronto.ca/hwc/health-wellness-centre](http://www.utsc.utoronto.ca/hwc/health-wellness-centre)
13. English Language Development Centre (ELDC): aims to help students communicate more effectively for their academic needs; to confidently participate in classes, tutorials and campus life; and, to equip students with tools to participate actively in the academic community <http://utsc.utoronto.ca/eld/>
14. The Writing Centre supports student learning at any stage in the writing process, from planning an outline to polishing a final draft. <http://utsc.utoronto.ca/twc/>
15. Math & Stats Centre provides free seminars, workshops, virtual tutoring, individual appointments, and small-group consultations to improve students’ proficiency in various subjects of mathematics and statistics. <http://utsc.utoronto.ca/mslc/>
16. Career Learning Network (CLN) & Undergraduate Research Catalogue: Lists jobs and volunteer opportunities available on and off campus, and as well as, undergraduate research opportunities available to UTSC students <https://cln.utoronto.ca/home.htm>
17. Co- Curricular Record (CCR): provides a database of activities that allows you to search for extracurricular activities, and keep track of your accomplishments <https://ccr.utoronto.ca/home.htm>
18. Facilitated Study Groups (FSG’s): FSGs are weekly study sessions for students taking selected U of T Scarborough courses, who want to improve their understanding of course material. Attendance is voluntary. <http://www.utsc.utoronto.ca/ctl/facilitated-study-groups-fsg>
19. Student Centre – Multi-faith prayer room: Scarborough Campus Students’ Union holds two multi-faith prayer rooms that are available to students and faculty on a 24-hour basis. <http://www.scsu.ca/services/student-services/multifaith-prayer-room/>
20. Student Life snapshots – U of T Scarborough Admissions Instagram: <https://www.instagram.com/utscadmissions/>
21. U of T Scarborough Library: You can book a group study room, meet with your program specific librarian to get research help or even make something using the 3D printer at the U of T Scarborough Library. Additionally, the UofT Library System is the Third largest in North America, and students have access to the over 20 million-item collection!! <https://utsc.library.utoronto.ca/>
22. Athletics – Toronto Pan Am Sports Centre (TPASC) & the Highland Creek Valley: [www.utsc.utoronto.ca/athletics/](http://www.utsc.utoronto.ca/athletics/)
23. U of T Scarborough Food Service: [www.utsc.utoronto.ca/businessdev/food-services](http://www.utsc.utoronto.ca/businessdev/food-services)
24. Cool stuff at U of T Scarborough to include when you communicate with International Students:

* We have a wide variety of [Arts, Culture & Media](http://www.utsc.utoronto.ca/acm/) opportunities taking place yearlong on campus: ArtsSideOut Festival, Leigh Lee Brown Theatre, Doris McCarthy Gallery, Gallery 1265 and more!
* We have our own [Weather station](https://twitter.com/UTSC_weather?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)!
* U of T Scarborough is situated on 300 acres of beautiful park-like setting including the [Highland Creek Valley](http://www.utsc.utoronto.ca/athletics/valley)
* The two original building of U of T Scarborough – the Science Wing & Humanities Wing - were designed by John Andrews, the same architect who designed the CN Tower
* We have our own Sakura (Cherry Blossom) Garden and many movies or TV shows were filmed at U of T Scarborough, such as *Shape of Water*, *Total Recall, Resident Evil 4, Shadow Hunters, Hannibal*

**Frequently Asked Questions  
  
Am I eligible for any financial aid?**

The University of Toronto is a publicly-funded institution and because of that cannot offer financial aid to international students. If you are an international applicant, you should find out about your home country’s financial aid programs to see if you qualify for assistance. 

**Will I be considered for any scholarships?**

Yes, International Students are considered for automatic Entrance Awards, based on their previous academic performance. Eligible high school students are automatically considered for a variety of admission scholarships when they apply to the University. There are also admissions scholarships that require a separate application, and others that require you to complete an awards profile.

Note, however, that the value of scholarships is rarely sufficient to cover all costs the student will incur while attending University of Toronto.

**I applied for the Lester B. Pearson International Scholarship. When will I receive a decision?**

The Pearson Scholarship recipients will be notified by the end of April 2020.

**Safety on Campus: “How safe is U of T Scarborough?”**

The City of Toronto, including Scarborough is one of the safest cities in North America. Using statements like “I have never felt unsafe at U of T Scarborough”, “My parent’s would not let me attend a university which they believed to be unsafe”, “We are a community nestled within a residential area” conveys a more positive message to your group. You should also discuss the services available on campus, such as:

* Campus Police available on campus 24/7
* Emergency Phone located throughout campus
* U of T Scarborough Patrol (Security staff available to walk students/ to the parking lot, residence room, bus stop, etc.)
* EMRG (Emergency Medical Response Group)
* Plus: Lost & Found, Lone Worker Program, Battery boost, Alcohol & Drug Awareness

**Concerns about diversity of the campus/university:**

“You will see people from all backgrounds at U of T Scarborough, It’s one of our strengths. Being a part of this diverse environment enhances the academic learning experience but also better prepares our graduates for the real world.” There is a variety of communities within U of T Scarborough & U of T where our students can find comfort and ‘home’. There is always a place for everyone whether it be in clubs, associations, sports, working/volunteering on campus and more.

“University is a place for students to embrace themselves and share their traditions and beliefs within an academic environment. We believe that bringing students together from around the world creates a unique learning environment which offers diverse viewpoints, personalities and opinions.”

**Comparison Questions: “A student wants advice on which campus is better for them, U of T Scarborough or St. George?” or “U of T vs. another university”**

Never make direct comparisons, and avoid giving your personal opinion; this is a decision for the applicant/family to make. Share your experiences of being a U of T Scarborough student only, “I am not a student at St. George or Mississauga so I cannot speak on behalf of these campuses.” Talk about why you chose U of T Scarborough, “I like this campus because it is surrounded by a beautiful natural environment.” Use this as an opportunity to highlight U of T Scarborough’s positive features. Put the onus back on the applicant, “You should research and visit all the schools you plan on applying to so that you find the right one for you.”

Remember that the overall quality of education and the world renowned legacy of the University of Toronto is the exact same at each campus, and that the U of T as a whole consistently outranks ever other Canadian university.

**Template Introduction**

**SUBJECT: U of T Scarborough Student Ambassador**

Dear *(applicant’s given name)*,

My name is *(your first name)* and I am an International Student Ambassador at the University of Toronto Scarborough. I am originally from *(your home country)* and went to school in *(where you were educated, if different than your home country)*, before leaving to attend U of T Scarborough *(X number)* of years ago. U of T Scarborough has been a great experience for me so far and I know I made the right choice.

I was in your position not that long ago, and I remember what it was like to make the big decision to come to Canada, the research that went into choosing a university, and the excitement and challenges of getting to know my new home. I’m sure you must have questions about what it is like here, and what your next steps should be. Please feel free to get in touch with me, and I’ll do my best to help you out!

Please note that I am happy to give you advice on making the preparations to come here, and talk to you about student life and becoming familiar with this campus community. While I might not be able to answer all of your questions, I can certainly connect you to the people who can help you.

Good luck with everything, and please let me know if I can be of any assistance.

Regards,

*(your first and last name),*International Student Ambassador  
University of Toronto Scarborough