

FREQUENTLY ASKED QUESTIONS

1. Are there rules in residence that I have to observe? Yes.

The possession and consumption of alcoholic beverages and the use of illegal drugs are not permitted

-No smoking in residence or any university building. As per Ontario law, smokers must be at least 8 metres away from residence when smoking.

Vandalism of any type is unacceptable

If you are to be absent from the residence overnight, you must notify your monitor. For those under the age of 19, permission is required.

Quiet hours will apply throughout the course -beginning at 11:00 p.m. until 8 a.m. from Sunday to Thursday; and Friday and Saturday beginning from 1:00 a.m. until 8 a.m.

2. Are there other rules I must obey? Yes.

You must respect diversity, the right to work and study in an environment that makes no one feel nervous, uncomfortable or afraid, and to maintain appropriate classroom behaviour. Also, you must attend class on time, complete assignments and respect academic honesty.

If you are under 18, there is a CURFEW that you must observe. During the week, you have to be in your room at 11pm, and 1am during the weekend. You must stay in your room after these times.

The monitors will do rounds and if you are not observing the curfew, there will be a consequence.

FREQUENTLY ASKED QUESTIONS

3. Can I stay in residence for a few days before or after the program?

As indicated in the Program Details (Explore / Immersion), you will not be charged for arriving one day earlier that is May 22 (Spring Session) and July 3 (Summer Session).

You must vacate residence by 12 p.m. on June 23 (Spring Session) and August 4 (Summer Session). However, a charge will be applied for any other extra days. You should contact Glendon Hospitality directly at: 416.736.2100 x 88547 to find out prices, availability, and how to book.

4. Can I have friends and family visit me during the program? Can they stay in my room?

They can visit you as long as they do not interrupt your participation in the scheduled activities. Guests cannot stay in your room (see Explore Agreement / Immersion Agreement). They will need to contact Glendon Hospitality (416.736.2100 x 88547) to book a room on campus.

5. How much spending money should I bring? Is there a bank on campus? An automatic bank machine?

Students have reported spending \$250 - \$500 on optional social and cultural activities and other personal expenses. For your convenience, there is an automatic bank machine (RBC) located by the main entrance of the cafeteria. The machine takes all debit and credit cards.

Service charges apply.

Please check with your financial institution for details. There is no extra charge for the mandatory scheduled activities.

FREQUENTLY ASKED QUESTIONS

6. Do you sell travel insurance? What happens if I get sick?

No, we do not sell travel insurance. If you get sick, the monitors are on duty to help. Also, there is a hospital less than 5 minutes from the campus. International students are encouraged to purchase their own travel health insurance. All Canadian students are asked to bring their health cards.

Contact your health care provider in your province to find out if your health insurance covers you while in Ontario. If you are not covered, you may have to pay from your own pocket and ask for receipts. Your insurance company will probably reimburse you when you are back in your province. Contact them before leaving your province.

7. Are the Saturday activities mandatory?

The majority of the Saturday activities are optional. Keep in mind that you need to inform the monitors if you are not planning to attend the planned activity.

8. Do I need to speak English (ESL program) or French (FSL program) at all times?

To achieve the objectives of the Program, all students are encouraged by teachers, monitors and Glendon staff to use their second language for communication during their stay in the Glendon Extended Learning Second Language Programs. If you choose not to speak as much as possible in your second language, you will not only hinder your personal progress, but you may be asked to leave the program. Students have reported spending \$250 - \$500 on optional social and cultural activities and other personal expenses. For your convenience, there is an automatic bank machine (RBC) located by the main entrance of the cafeteria. The machine takes all debit and credit cards. Service charges apply.

Please check with your financial institution for details. There is no extra charge for the mandatory scheduled activities.

FREQUENTLY ASKED QUESTIONS

9. Where is Glendon College? How do I get there? Can I get there by public transit? Can I walk?

Glendon's location is exceptional. Close to downtown Toronto, Glendon is situated on 85 acres of parklands at the intersection of Bayview Avenue and Lawrence Avenue. It is easily accessible by car or public transit.

To know where we are and how to get to our campus visit:
<http://www.glendon.yorku.ca/english/directions/direction.html>

Or, see the Program Details (Explore / Immersion) on our website.

10. What is the address of Glendon Extended Learning?

Our address is:
Glendon Extended Learning
Glendon Campus, York University
York Hall A112
2275 Bayview Avenue
Toronto, ON M4N 3M6

Phone: 416-487-6780

Fax: 416-487-6781

Email:
extendedlearning@glendon.yorku.ca

11. Can I walk from the Lawrence subway station to Glendon?

Once you are at the Lawrence subway station, you can take the 124 Sunnybrook bus.

If carrying a light suitcase you can walk to Glendon. It takes about 20 minutes.

Please see the following link:
<http://www.glendon.yorku.ca/english/directions/direction.html>

12. What do the rooms look like?

To see what the rooms look like, please visit the Glendon College Housing website at the following link:
<http://studenthousing.info.yorku.ca/glendon/eng/>

FREQUENTLY ASKED QUESTIONS

13. What is in the rooms? Is there a laundry facility in site?

There is a bed (bed sheets and a pillow are provided), a closet, a mirror, a garbage can, a recycling bin, a desk and a chair. There is a laundry room in residence. You will need to buy a \$5 laundry card which is refundable at the end of the program. Funds can be added to this card at any time at the "York U" card machine outside the cafeteria. Washer load: \$1.75, dryer: \$1.50. Bring your own detergent.

14. Do I have to reside on campus on weekends? Yes

You must reside on campus during the duration of the Explore/Immersion program. You agree to this when you apply to this program. If you have to leave the campus, you must inform one of the Monitors.

16. Can I bring my car? Is there parking on campus? Is parking free?

Parking is not free.

If you want, you can bring your car.

To find out prices and availability contact parking services at 416-487-6788.

Also visit their Website at:

<http://www.yorku.ca/parking/permits.html>

15. I have friends and family in Toronto. Can I stay with them while studying in Glendon? Would I receive a cash refund for the portion of the accommodation if I do this?

You must reside on our campus during the duration of the Program. You will not receive any cash or refund for living or eating off campus. If you must be absent from the program for some urgent reason, please inform the Monitors and office staff.

17. Do I have access to the gym? How often? Do I have to pay for it?

Explore participants and second language Immersion participants may purchase a membership to the gym. For more information, please see the Program Details (Explore / Immersion) and the Glendon Athletic Club Waiver (Explore / Immersion) on our website.

FREQUENTLY ASKED QUESTIONS

18. Are there tennis courts? Is it free to use them?

There are tennis courts. However, to use them you have to pay a membership fee. For more information, please see the Program Details (Explore / Immersion) and the Glendon Athletic Club Waiver (Explore / Immersion) on our website.

19. I do not want to attend all the activities scheduled in the optional package. I am only interested in attending one or two (e.g. the Niagara Falls day tour and the Blue Jays game). Do I have to buy the whole package? Can I buy one activity?

You do not have to purchase all the activities listed in the optional package. You can buy individual activities. Most activities range in cost from \$10 to \$50. In 2015, the entire package consisting of 11 activities cost \$305 and the transportation was included. This fee is subject to change.

20. Do we have free time during the program?

Yes. While you will have busy afternoons and evenings, you will certainly have free evenings and weekends. The schedule varies from program to program but in general, you will have spare time. Remember that you must attend all mandatory scheduled activities.

21. Is there a security office on campus?

Yes. Glendon has a security office that watches over the campus 24h/7d.

22. At what time do classes start and finish?

In our programs, classes usually start at 9:30 a.m. and end at 12:30 p.m. After a one-hour lunch break, we continue with cultural activities, workshops, and seminars and so forth until 3:00 p.m.

FREQUENTLY ASKED QUESTIONS

23. I need to receive mail while I am in the program, where can it be sent? What about urgent phone messages?

Mail will be distributed daily in class. During your stay with us, all personal correspondence must be addressed as follows:

“Your Name” – Explore Program
Glendon Extended Learning
Glendon Campus, York
University
York Hall A112
2275 Bayview Avenue
Toronto, ON M4N 3M6

Only Urgent Phone Messages can be left during office hours at: 416.487.6780 and we will make sure that students receive them. Our office hours are Monday to Friday from 9:00 a.m. to 5:00 p.m.

24. Will I receive a certificate for attending the Program?

All students who successfully complete the Explore five-week program will receive a certificate of attendance and completion indicating proficiency level and mark.

Although this is a non-credit program, most institutions will elect to grant credit to those who have completed the bursary program at Glendon.

25. My university is asking for a detailed description of the Explore Program. How can I get a program outline?

All transcripts include a detailed program description.

26. Do I have to pay a security deposit?

Yes. You need to pay a \$100 security deposit for your accommodation that is refundable according to the terms of the Explore Agreement / Immersion Agreement found on our website.

FREQUENTLY ASKED QUESTIONS

27. I need an official transcript. How can I get one? How much is it?

You can request an official transcript by sending us the following:

- Download a Transcript Request Form from our website, fill it out and mail it to Glendon Extended Learning with the respective payment.
- A credit card number, money order or certified cheque for \$15 made payable to York University
 - We now accept Debit, Visa, MasterCard, and Cash.
- Add \$2 for each additional unofficial copy that you request
 - Incomplete requests cannot be processed.
- Official copies are sent strictly to institutions; all copies to students are unofficial.
- To avoid disappointments, make sure that you give the complete address of the university where the transcript should be sent, along with any relevant information, such as attention to the individual responsible at your home institution, your student I.D. or Applicant Number, etc.)

28. Can I bring my sports equipment?

You can borrow sports equipment from the monitors for free but you can also bring your own things. We have limited numbers of Frisbees, badminton equipment, volleyballs, soccer balls, and footballs. We encourage you to bring your own equipment - i.e. rollerblades (for outside use only).

FREQUENTLY ASKED QUESTIONS

29. Can I bring musical instruments?

Yes, and you can demonstrate your artistic skills in the program's talent show.

31. My parents are driving me to Toronto. Since it is a long drive, would they be able to stay overnight at Glendon?

Whether it is your parents or friends driving you to Toronto, they can stay on campus; however, they must contact Glendon Hospitality (416.736.2100 x 88547) in order to make reservations, as they cannot stay in your room.

33. Where can I see more maps of Toronto and its public transit system?

For more information on how to get around the city, visit the TTC (Toronto Transit Commission) Website. You will find maps, bus routes, subway lines, etc. at: <http://www.ttc.ca/>. More great links can be found in the Program Details (Explore / Immersion) on our website.

30. I am vegetarian and have food allergies, what does your menu look like?

While we cannot cater to the needs of every single student, the cafeteria menu is varied and vegetarian, vegan and allergy-free food is available.

32. Is the \$275 registration fee refundable?

No, it is not refundable. Glendon will only refund this fee if the cancellation comes from our part, or for extenuating circumstances.

34. What should I bring with me?

Please read the Program Details (Explore / Immersion) available on Extended Learning's Website.

FREQUENTLY ASKED QUESTIONS

35. I have a learning disability. Do I have to inform you?

Yes, and you can demonstrate your artistic skills in the program's talent show.

37. Why is there a form to allow my child to go off campus alone? (Summer Session)

In previous years, many parents have asked us if they could allow their child to go off campus alone since they wanted to either do groceries or go to the drugstore, and they could not find two other people to go with them, so it was easier to get the permission from their parents.

36. Why is there a form to remove curfew? (Summer Session)

In previous years, many parents have asked us if they could remove the curfew (11pm during the week and 1 am on weekends) since they thought it was a little bit exaggerated. We then created a form so they can complete it, but it is not mandatory.

If you would like further clarification you can reach us at:
(416) 487-6780
or
extendedlearning@glendon.yorku.ca
See you soon!

