Frequently Asked Questions

General

What is the daily program schedule?
- The schedules may differ based on the specific discipline being studied but will typically be structured around a morning instructional session from 8:30 am – 12:00 pm and an afternoon session for 1:00 pm – 4:00 pm on Monday’s – Thursday’s. Friday will only have the morning session.
- The total instructional time is 29.5 hours per week.

What evening activities are being offered? Can commuter option students participate?
- The evening activities are subject to change from week to week as well as with the availability of our local partners. Evening activities are for residence option students; however, commuter option students are welcome to participate in the events for an additional charge and will inclusive of all events.
- For more information about activities, please visit http://esu.queensu.ca/programs/our-activities/

What important dates and deadlines do I need to know?
- Our full course descriptions will be available on our website in November. Registration will open on December 1st, 2015 at 9:00am EST. For more specific program dates and fees, please visit to our programs page at http://esu.queensu.ca/programs/

What is ESU’s refund policy?
- Our full Cancellation and Refund Policy can be found at http://esu.queensu.ca/programs/policies/

Are meals provided?
- Commuter option students will receive a lunch in the cafeteria while residence option students receive breakfast, lunch and dinner in the cafeteria. The fees for these meals are included in your program fee.

Am I required to bring any additional money?
- All course materials, activities, meals, and residence fees are included in the program fee. Students will receive an ESU t-shirt upon arrival (residence students will also receive an ESU lanyard for their room keys). Additional ESU Swag (such as clothing, mugs, USB, and lanyards etc.) will be available for sale at the Information Desk. There is an optional supervised trip for residence option students during free time to the Campus Book Store where Queen’s clothing, stationary and other items are offered for sale. The only additional money that would be required is if the student wished to
purchase any ESU Swag, items at the Campus Bookstore, or snacks while on campus.

Is there a dress code?

- We want students to be comfortable during their full day of classes. Residence option students leave for breakfast in the morning and do not return to their residence until the end of classes. We ask students to abstain from bringing or wearing clothing items with inappropriate language or images. Students may be asked to change if a supervisor feels a student is wearing clothing with inappropriate language or images.
- Some courses may require specific clothing (i.e. long pants, closed toe shoes) for safety purposes.

Can you accommodate students’ allergies and dietary restrictions?

- Queen’s University is NOT a nut-free environment.
- Queen’s Food Services works closely with all students and guests to Campus who self-identify their allergies and food restrictions to make appropriate accommodations.
- It is important to provide ESU with all necessary dietary and medical information when registering and update us on any changes to your medical history so that we can ensure you have a safe and enjoyable dining experience while you are on Campus.

Registration

Can I register for more than 1 week?

- Yes. You can register for multiple weeks of programming. Just repeat the registration process for each additional week you wish to attend. Please note that you must select the appropriate information for each week.

Can I switch courses/weeks?

- Your request will be accommodated provided space is still available in the course/week you are interested in switching in to. Please contact ESU to inquire about the possibility.
  http://esu.queensu.ca/contact-us/

What do I need to bring to class?

- Please refer to your Program Guide for a detailed list of what to bring.

Drop off, Pick-up and Absences

What happens if a student (commuter option or residence option) is going to be absent?

- For safety reasons, students must notify the ESU office at http://esu.queensu.ca/contact-us/ as soon as they know they are going to be late or absent.

Where and when are students dropped off? Picked up?

- Drop off/pick up locations may vary with program and year based on other events taking place on campus. The drop off/pick up location for your program will be listed in your Program Guide.
- Drop off/pick up times for your program are listed in your Program Guide.
Can I arrive early or leave later than the designated drop off and pick up times?

- ESU does not provide supervision outside of designated program drop off/pick up times. Students planning to arrive early or leave late must make alternate arrangements for supervision and notify ESU in writing of these arrangements.

Does ESU provide airport, bus or train transfers?

- No. ESU will not be responsible for transportation to or from the program. All transfers are the responsibility of the student/parent/guardian. Please contact the company directly for fare rates.
  - Via Rail (Kingston train station) – 888-842-7245
  - Coach Canada (Kingston Terminal) – 613-547-4916
  - Amey’s Greenwood Taxi Ltd – 613-546-1111
  - Modern Taxi Cab Limited – 613-546-2222
  - City Taxi – 613-542-3333

Residence

The EngAGE summer Academy offer premium residence options only.

- The premium residence students will be placed in one of the newer residence buildings. Students will be placed in single rooms, segregated by gender. Washroom facilities are attached and therefore shared between two rooms. Premium residence buildings are climate controlled. To view examples of premium residence buildings, please visit: Watts Hall and Leggett Hall

What do I need to bring to residence?

- Please refer to your Program Guide for a detailed list of what to bring.
- Bedding is provided in residence rooms. Residence option students may wish to bring their favorite pillow and blanket.