



**EXECUTIVE MBA PROGRAM  
ORIENTATION MANUAL FOR NEW STUDENTS**

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**Welcome!**

Dear students,

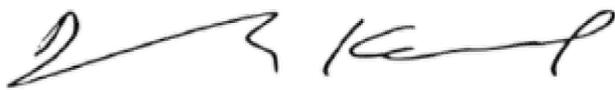
I'm delighted to welcome each and every one of you to the ESG UQAM's Executive MBA program (EMBA). You are about to start a new step in your academic journey, and I wish you every success in your trail across our program.

The Executive MBA's main goal is to train leaders with critical and strategic thinking, able to cope proactively within uncertain and complex contexts and to positively influence and transform their organizations, their communities, and their society.

Specifically, the program aims to help you achieve the following fundamental objectives:

- Acquire an advanced and cutting-edge body of knowledge in management sciences and apply it in your current and future occupations;
- Address uncertainty and complexity by working on coeval live cases with a real problem solving approach;
- Develop strategic and critical thinking to effectively and creatively cope with contemporaneous business issues and challenges;
- Cultivate your relational and interpersonal skills by collaborating with your colleagues and working in different teams on real cases provided by the participants;
- Develop your leadership, entrepreneurial competencies and soft skills to work and contribute effectively and positively in all kinds of organizations, whether locally or internationally.

Congratulations for choosing the ESG UQAM's EMBA program!

A handwritten signature in black ink, appearing to read 'Kamal Bouzinab', written in a cursive style.

Kamal Bouzinab, Ph. D.  
Director, EMBA  
ESG UQAM

## I. ACADEMIC REGULATIONS

### 1. Class attendance and examinations

Class attendance is compulsory. Students are allowed to miss a maximum of 20% of the total number of classroom hours per course. **Students must justify their absences to the professor**, and the professor will decide what action should be taken. A student whose absences exceed the 20% threshold will not be able to complete the course. **You will have to withdraw from the course and retake it when it is offered again.** Otherwise, you will be given a failing grade (E) for the course. If you miss a class, please notify your local coordinator at your home institution and the teacher concerned immediately.

If you must miss a test or examination, please notify the professor and the local coordinator at your home institution. Supporting documentation (medical certificate, etc.) will be required. In exceptional cases, arrangements for retaking a test or examination may be made with your professor and your home university. However, if your absence is unjustified, you will be given a failing grade (E) for the course.

**BE AWARE THAT you cannot take a course until you have received confirmation of your admission to the program.**

### 2. Twofold evaluation

Evaluation of students' performance is based on individual work or exam and a group assignment. Total marks assigned for individual work or exam must account for at least 50% of a student's final grade. In most courses, individual work includes one or more in-class tests, and the group assignment consists of a course project. Students must **achieve at least 60% in their individual work** to pass the course, whatever mark they are given for the group project. This requirement ensures that students cannot pass a course based solely on the work of the other students in their project team.

### 3. Academic average and failing grade.

The grade you receive at the end of each course is expressed as a **letter with a numerical equivalent on a scale of 4.3** (Canadian system). The following table shows the numerical equivalences.

A+ is equivalent to 4.3 out of 4.3	A is equivalent to 4.0 out of 4.3	A- is equivalent to 3.7 out of 4.3
B+ is equivalent to 3.3 out of 4.3	B is equivalent to 3.0 out of 4.3	B- is equivalent to 2.7 out of 4.3
C+ is equivalent to 2.3 out of 4.3	C is equivalent to 2.0 out of 4.3	<u>Failing grade</u> E (Échec, "Fail") is equivalent to 0.0 out of 4.3

To complete the program successfully, you must pass all courses. To pass a course, you must obtain a **grade of at least C (2.0 out of 4.3)**.

**If your academic average grade falls below 2.7 out of 4.3 (B-) you will be excluded from the program.** You can apply for readmission to the program 1 year after having been excluded.

You are, however, allowed to receive a **failing grade** (E, or 0.0 out of 4.3) **in one course**. If you fail a course, you must take it again as soon as possible. If you fail a second course, you will be temporarily removed from the program, even if you took again and passed the first course that you had failed previously.

If you **fail (grade E) more than one course** - including a course already failed but taken again and passed - you will be excluded from the program for one 1 year.

#### 4. Academic offenses

Any student who is found guilty of an academic offense may be expelled from the program. Any form of cheating, such as plagiarism, fraud, copying, falsifying documents, or creating false documents, constitutes an academic offense. Such actions not only are unfair to students who behave honestly, but also detract from the quality of the education, the learning process, and the value of the diploma of the students who commit these offenses.

Academic offenses can take a variety of forms, including:

- identity theft
- plagiarism
- self-plagiarism (turning in the same work for two different courses)
- illegal possession of examination questions or answers
- use of unauthorized materials during an exam
- copying from someone else's exam paper
- obtaining any kind of unauthorized assistance
- obtaining an undeserved favorable evaluation through corruption, blackmail, or intimidation
- falsifying a document or creating a false document
- falsifying research data in an assignment.

The vast majority of students comply with the regulations and act with integrity and honesty when preparing their assignments, writing their exams, and working at their internships, but cheating and plagiarism nevertheless represents a serious issue at all universities.

To ensure an ethical learning environment for its students, UQAM has revised its regulation regarding academic offenses. As of January 2009, the University applies the principle of **zero tolerance** to any offense. For more information on academic offenses, please refer to <http://r18.uqam.ca>

#### 5. Deadlines for handing over assignments: Grade I (incomplete)

At the end of each course, you must submit an assignment (sometimes an individual assignment, but usually a team assignment). The professor's course outline will state the deadline for submitting this assignment. You must meet the specified deadline, otherwise you may fail the course. If exceptional circumstances make it impossible for you to submit the assignment by the deadline specified in the course outline, the professor may, **at his or her sole discretion**, give you an extension to a later date, and you will be given a grade of I (Incomplete) for the course. If you do not hand your assignment over by the agreed-upon extension date, then your grade of I will be replaced with a grade of IE (Fail), and you will have to take the course over again.

When sending your assignment to your professors, always ask for an **acknowledgment of receipt**, and always **include your permanent code in all your communications**.

6. Maximum time allowed to complete the program.

The program normally takes 24 months to complete. **Students must stay with their cohort from the start to the end of the program.** In general, you must pass all of the courses in one module before you can register for any courses in the following one. In exceptional cases, if you can show a valid reason why you cannot complete a given course or module, or if you must retake a course that you have failed, you may take more than 24 months to complete the program, but no more than four years.

If you do not expect to be able to complete the program within this four-year timeframe, **it is better to ask for your file be closed**, and then submit a new application for admission when you are ready to complete the program. If you exceed the maximum time, you will be excluded from the program. Also, if you undertook your MBA courses more than 10 years ago, they will not be recognized. In other words, if you re-enter the program more than 10 years after you first enrolled, you will have to retake the courses that you took more than 10 years ago.

7. Requesting for a grade review

If you believe that the grade you have been given for a course is incorrect or If you wish to contest the grade you have been given for a course, please send us an e-mail, at [int.emba@uqam.ca](mailto:int.emba@uqam.ca), providing us with your name, your permanent code, the course's number and title, the name of the professor who taught the course, the grade that you were given, and the reason why you believe this grade to be incorrect. You must **send us this e-mail no more than 30 days after receiving the grade**. We will communicate with the professor and then inform you whether he or she has agreed to change your grade or not.

If your grade hasn't changed after being reviewed and you still think it is incorrect, please write to us again at [int.emba@uqam.ca](mailto:int.emba@uqam.ca). The dispute over your grade will be referred to an external review committee. This committee will make a final decision, and we will communicate that decision to you.

8. Dropping out of the program

You can drop out of the program temporarily or permanently before starting or at any time, after you have begun. If you do drop out, remember to notify your host university. It is preferable to **close your file rather than leaving it active**, otherwise you may be excluded from the program.

If you do close your file and drop out, you can submit a new application for admission at anytime, including an up-to-date proof of employment and resumé, if your cumulative grade-point average exceeded 2.7 out of 4.3 at the time you closed your file.

Note that you cannot drop out of the program if you are in any of the situations discussed in the UQAM regulation (See Academic Regulations in section 3 of the present document).

9. Attending courses at other ESG UQAM partner institutions

ESG UQAM offers its Executive MBA Program in several countries under partnership agreements with universities and other academic institutions. A complete list of these partner institutions appears on the program's website [esg.uqam.ca/emba](http://esg.uqam.ca/emba). Depending on the country where the partner institution is located, the program is offered in French, English, or Spanish.

As a student enrolled in the program, you have the option—subject to certain conditions—of taking one or more of your courses at one or more partner institutions other than your home institution. The procedure is as follows.

- a. Write to us at [int.emba@uqam.ca](mailto:int.emba@uqam.ca) and tell us which course or courses you want to take, and at which partner institution(s) in which country(-ies).
- b. We will send you the schedule for the course or courses that you indicated. We will also advise you that this schedule is subject to change, especially in the case of courses scheduled fairly far in advance.
- c. If the schedule suits you, you must write to us back by e-mail to confirm this.
- d. We will then contact the host partner institution(s) and your home institution, to obtain their approval.
- e. We will send you the responses from these institutions.
- f. For each of your applications that is accepted, we will put you in touch with the host partner institution so that they can give you more details about the course (the institution's address, the room number, etc.). At the same time, we will ask you to confirm whether you are going to take the course or courses in question.
- g. Once we receive your confirmation, we will register you for the course(s).

Please note :

- a. **You cannot communicate directly with a host institution to obtain permission to take a course.** You will be invited to contact the host institution only to arrange details regarding housing, schedules, etc., once you have obtained approval from ESG UQAM to take the course(s).
- b. **Only ESG UQAM can register you for a course.** If for any reason you attend a course at a partner institution without having notified ESG UQAM, we will not recognize that course as part of your program. No derogation from this rule is possible.
- c. You must be fluent in the language in which the course is taught.

There may be additional fees for a course attended at a partner institution. This rarely happens, since it is an exchange of good practices. Nevertheless, a partner could ask for a contribution to a "visitor" student to cover certain expenses (meals, coffee break, etc.).

## 10. Evaluating your courses

At the end of each course, you will be asked to evaluate the teaching that you have received. This procedure is **anonymous and confidential**. Your professor will not have access to your evaluations until they have given you your final grades. This procedure is essential for ESG UQAM, because it enables us to keep the quality of the program consistently high. We are thus counting on your co-operation on this matter. We ask you to please follow the instructions and complete the evaluations properly.

To ensure that the evaluation procedure runs smoothly for each course, the teacher will set aside a time for you to complete the evaluation in class, usually 20 to 30 minutes during the last two days of classes.

The evaluations will be available in English, can be completed from a computer, tablet or cell phone and will only be available on the specific dates chosen for the evaluation.

Each evaluation is specific to a course and a teacher. If a course is taught by more than one professor, you will have to complete a questionnaire for each.

### **For UQAM's teachers**

The Course Evaluations are done online through your UQAM Student Portal.

Your professor will let you know it is time to fill out the questionnaire and you will be instructed to log onto your Student Portal [portail.tudiant.uqam.ca](http://portail.tudiant.uqam.ca) using your permanent code and pin number (see the section II. *STUDENT SERVICES AND OTHER USEFUL INFORMATION* for more information).

On the left-hand side of the screen, you will see a section entitled *Évaluation de l'enseignement* (Course evaluation). You will see your course information and will need to click on *Évaluer* (Evaluate) to start the questionnaire.

TRIMESTRE	SIGLE	TITRE DU COURS	ENSEIGNANT	PÉRIODE D'ÉVALUATION ?	ÉVALUER
Hiver 2021	MBA8418 Groupe 15	GESTION DES RESSOURCES HUMAINES	Léveillé, Odile	Du 16 mars 2021 à 00h00 au 14 avril 2021 à 23h59	ÉVALUER
Hiver 2021	MBA8418 Groupe 15	GESTION DES RESSOURCES HUMAINES	Mallette, Noël	Du 16 mars 2021 à 00h00 au 14 avril 2021 à 23h59	ÉVALUER

**Dernières évaluations complétées**

The online questionnaire will be in English; however, the scale will appear in French. Here is the translation:

- X = Not applicable
- 1 = Strongly disagree
- 2 = Disagree
- 3 = Agree
- 4 = Strongly agree

### **For teachers from your home university**

The Course Evaluations are done online on the **Forms** platform. A few days before the evaluation, you will receive an email from your home university with the link(s) to the questionnaire. (For example: [https:// forms.office.com/#####](https://forms.office.com/#####)).

When your teacher will let you know it is time to fill out the questionnaire, you will be instructed to retrieve this email and click on the link(s).

## 11. Diplomas

Please note that even if your ESG UQAM Executive MBA courses were taught in a language other than French (as is the case for our programs in Latin America, Europe, and Asia), your academic transcript and diploma will be in French, because UQAM is a French-language university, and all of its official documentation is in French. However, if needed, the program can provide you with a certification in the language of your choice (English or Spanish). Please note that diplomas are issued three or four times per year. There is therefore usually a substantial delay between the time you finish the program and the time you receive your diploma.

## STUDENT SERVICES AND OTHER USEFUL INFORMATION

To access UQAM's online services, you will need to have your **permanent code** and your **personal identification number (PIN)** handy. This information along with the letter confirming your admission to the program will be sent to the email provided in your application form for the program.

If you ever forget your PIN, you can recover it by writing directly to the UQAM registrar's office, at [pin@uqam.ca](mailto:pin@uqam.ca), with [int.emba@uqam.ca](mailto:int.emba@uqam.ca) in copy of your message. Clearly indicate that you are asking for your PIN, making sure you include the following information:

- Your student permanent code: ABCD12345
- Your given name and your family name
- Your date of birth
- Your father's complete name
- Your mother's complete name
- The postal address provided on your admission form.
- Your program name: **Executive MBA**

### **MS (Microsoft) access code and password**

You need these codes to access UQAM's online services such as Moodle or *Résultats* platforms, and UQAM's virtual library.

To generate your **MS access code**, proceed as follows:

- 1) Go to <http://www.codeaccesms.uqam.ca/>.

The screenshot shows the login page for the 'Portail de gestion de votre code d'accès' (MS access code management portal). At the top, there is a blue header with the UQAM logo on the left and a plus sign followed by the text 'Connexion à Portail de gestion de votre code d'accès' on the right. Below the header, the page title reads 'CONNEXION À Portail de gestion de votre code d'accès'. There are two main input fields: 'Code MS (ou courriel UQAM)' and 'Mot de passe'. Each field has a corresponding link below it: 'Je ne connais pas mon code MS' and 'Mot de passe oublié?'. A blue 'Continuer' button is located at the bottom right of the form area.

- 3) Click on "*Code d'accès d'étudiant*"

### Quel type de code d'accès désirez-vous récupérer?

#### Code d'accès d'étudiant

**Vous êtes :**

- Étudiant actif ou inactif
- Ancien étudiant
- Étudiant étranger
- Diplômé
- Candidat d'études
- Toute personne ayant reçu un **code permanent de l'UQAM**

[Code d'accès d'étudiant](#)

#### Code d'accès d'employé

**Vous êtes :**

- Employé actif ou inactif
- Professeur, chargé de cours
- Retraité, ex-employé
- Consultant
- Boursier
- Toute personne ayant reçu un **matricule d'employé de l'UQAM**

[Code d'accès d'employé](#)

Click here

#### 4) Enter your Permanent Code and PIN

UQÀM
+ Connexion à Portail de gestion de votre code d'accès

### Vérification de votre identité

Afin de valider votre identité, veuillez saisir votre code permanent UQAM ainsi que votre NIP. Si vous avez oublié votre code permanent et/ou votre NIP, [cliquez ici pour vous identifier autrement.](#)

**Code permanent :**

**NIP :**

**Le code permanent** apparaît sur l'autorisation d'inscription ou la carte UQAM. Il est constitué des 3 premières lettres de votre nom, de la première lettre de votre prénom, suivi de 8 chiffres. Exemple : **VEZC17549010**

Pour plus d'informations, [consultez le site du Registrariat >](#)

Je ne suis pas un robot

Continuer
[Je n'ai pas ces informations](#)

#### 5) Don't forget to click on "Je ne suis pas un robot" and "Continuer" (I am not a robot and Continue)

Je ne suis pas un robot

Continuer
[Je n'ai pas ces informations](#)

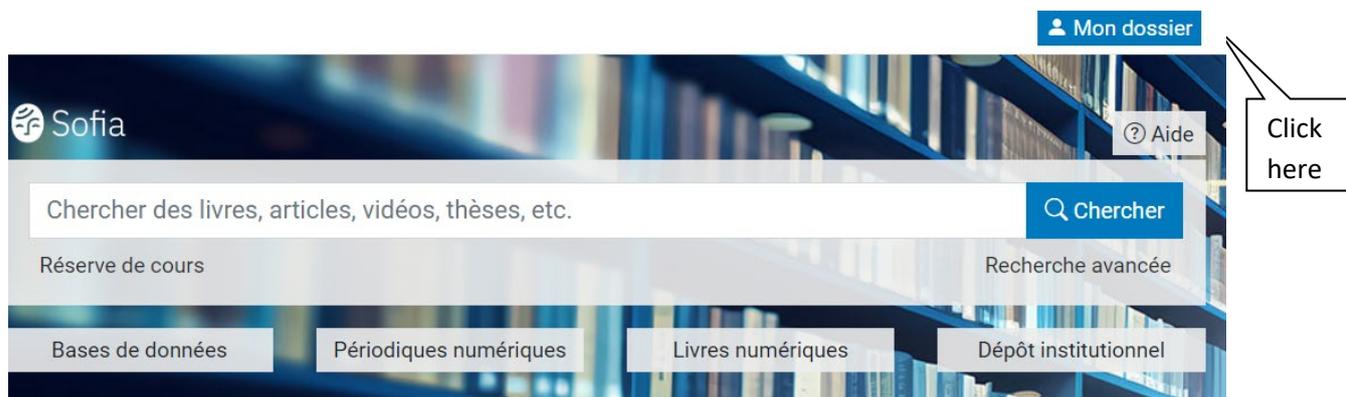
6) A new window will open with your MS code (write it down).

## Accessing UQAM's virtual library

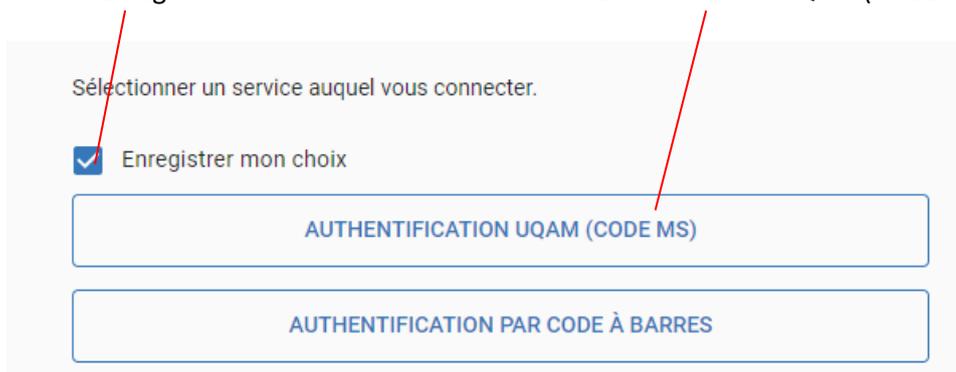
**NOTE:** Please note that to connect to certain services such as MOODLE and to access the virtual library, your 5-digit PIN must be preceded by the first three letters of your permanent code in uppercase letters. (Example: ABC12345)

You can also use your MS access code and password to remotely access UQAM's virtual library. To do so, proceed as follows:

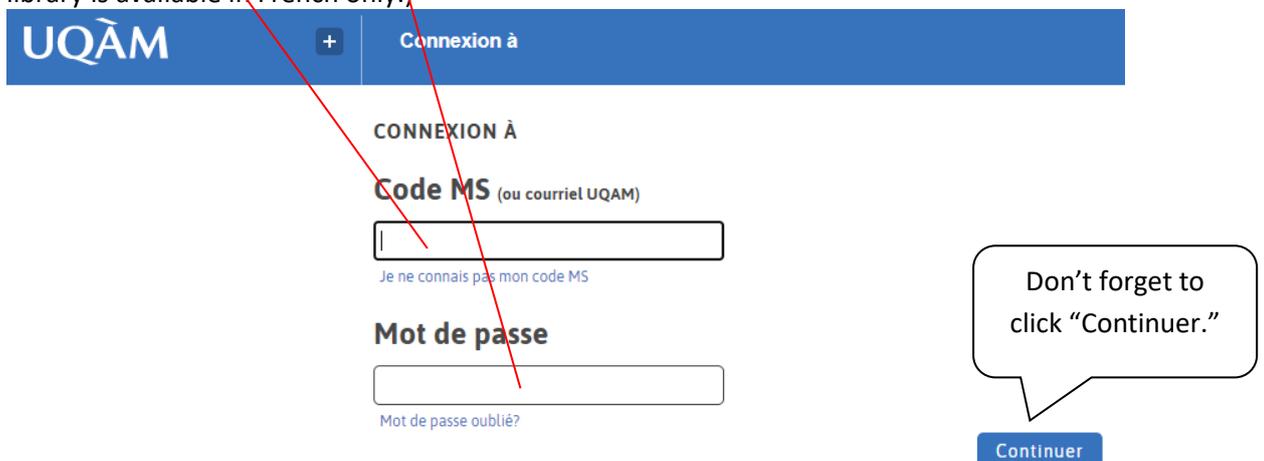
- 1) Go to <http://www.bibliotheques.uqam.ca/>
- 2) At the upper right-hand side, click "Mon dossier".



- 3) Select "Enregistrer mon choix" and click on "AUTHENTIFICATION UQAM (CODE MS)"



- 4) Enter your **MS code** and **password** and click "continuer".  
You will then be connected to UQAM's virtual library. (Note that the user interface for this library is available in French only.)



## MOODLE on-line learning platform

Almost all the professors in your program will use the MOODLE on-line learning platform to distribute documents that you need for your courses, such as lesson plans, course notes, case studies, collections of readings, and PowerPoint slides. If this is the case, you will receive an e-mail informing you that you must log on to MOODLE for one of your courses. To log on to MOODLE, you will need your MS access code and password (see previous section).

You will need to have your MS access code and password handy.

If you would like to have a look at the MOODLE platform now, here is what it looks like:

- 1) Go to [www.moodle.ugam.ca](http://www.moodle.ugam.ca) and click "connexion."



2) Enter your **MS code** and **your PIN number**.

UQAM | Service unifié d'authentification

↳ UQAM > Service unifié d'authentification

Nom d'utilisateur (code MS)

Mot de passe

Connexion »

Don't forget to click "Connexion"

3) We invite you to take the opportunity to familiarize yourself with the Moodle environment.

UQAM | moodle

Accueil Tableau de bord Mes cours Besoin d'aide ? ▾

The list of your Moodle courses will appear here, if applicable.

- Profil
- Notes
- Calendrier
- Messages personnels
- Fichiers personnels
- Rapports
- Préférences
- Lingue ▶
- Déconnexion

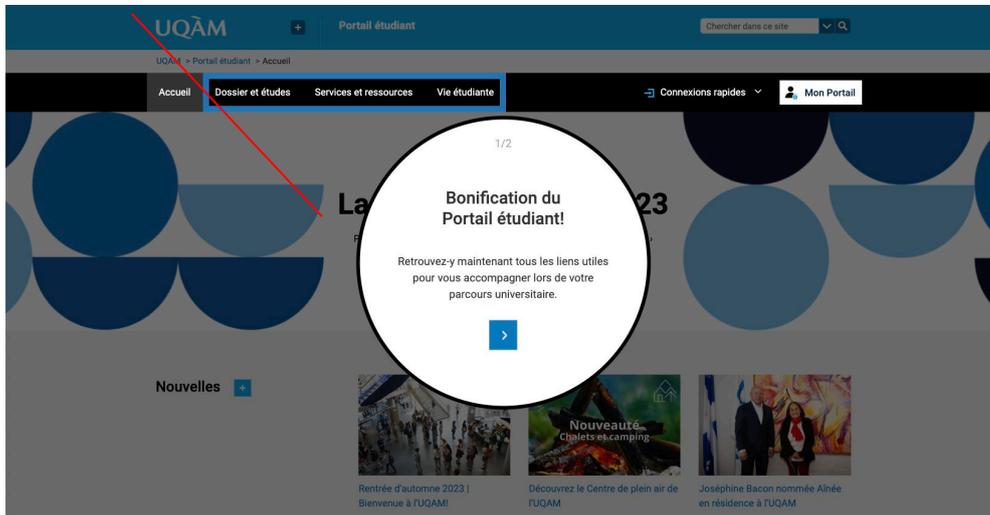
You can switch the language to **English**  
[clik here](#)

### How to view your UQAM transcript online

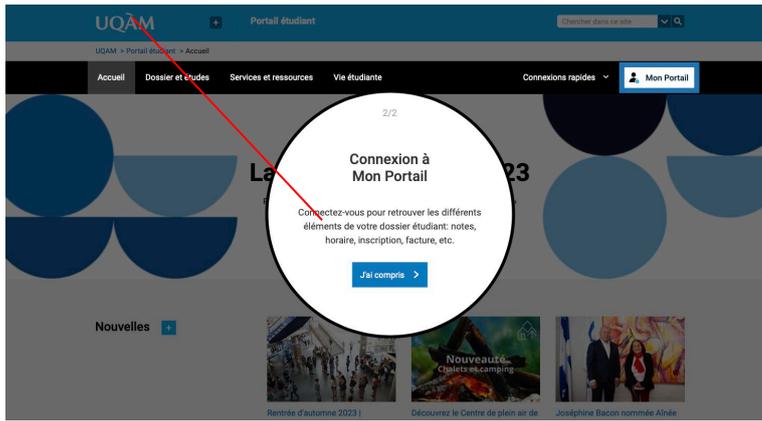
To view your academic record online and download an unofficial transcript, proceed as follows:

- 1) Go to <http://portailétudiant.uqam.ca/>

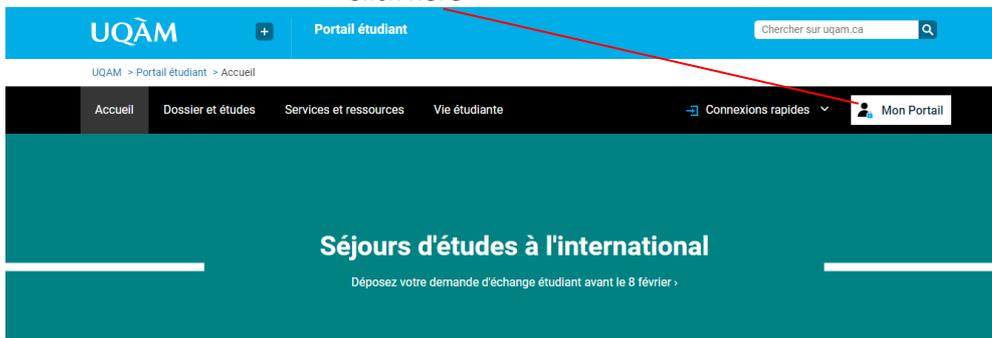
Click here



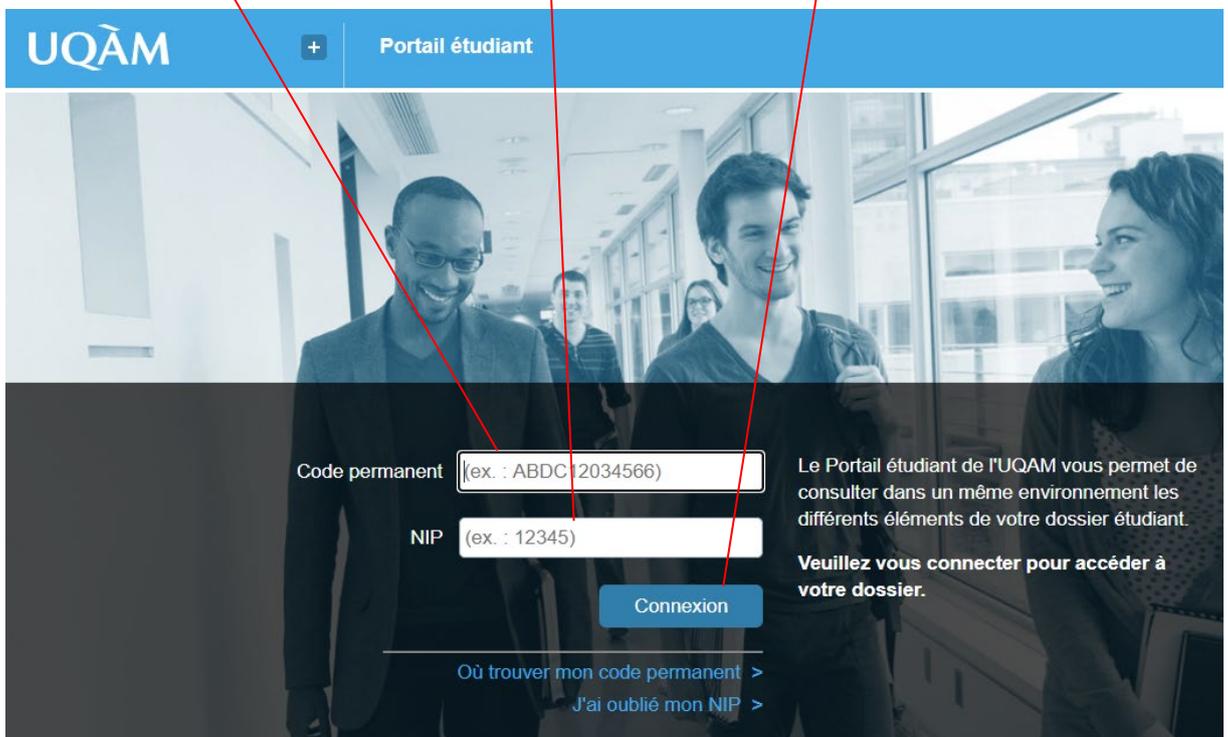
Click here



Click here

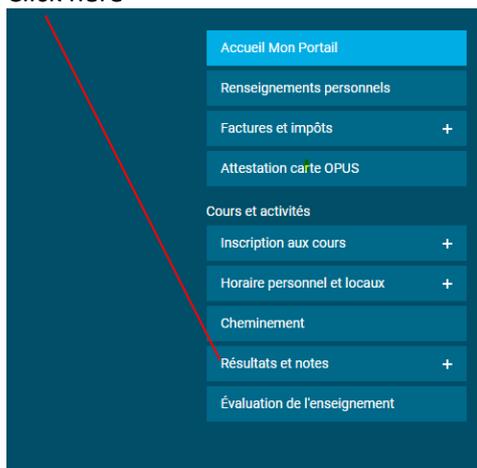


2) Enter your **permanent code** and your **PIN** then click "Connexion."



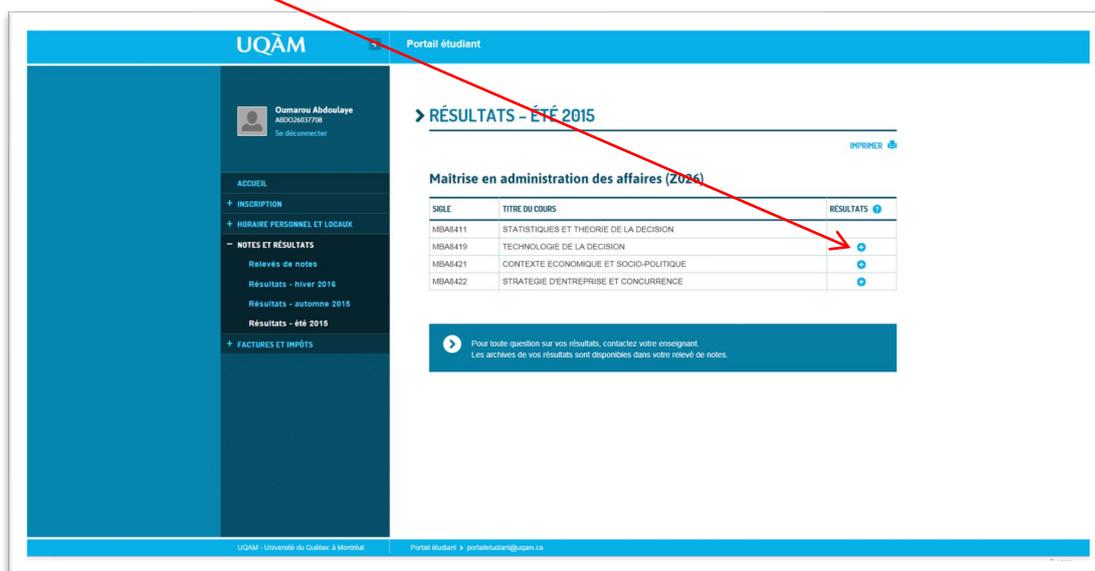
To access your transcript, view your grade for each course that you have taken, as well as your grade-point average (on a scale of 4.3), you must click on “RÉSULTATS ET NOTES” and then on “RÉSULTATS / trimestre.”

Click here



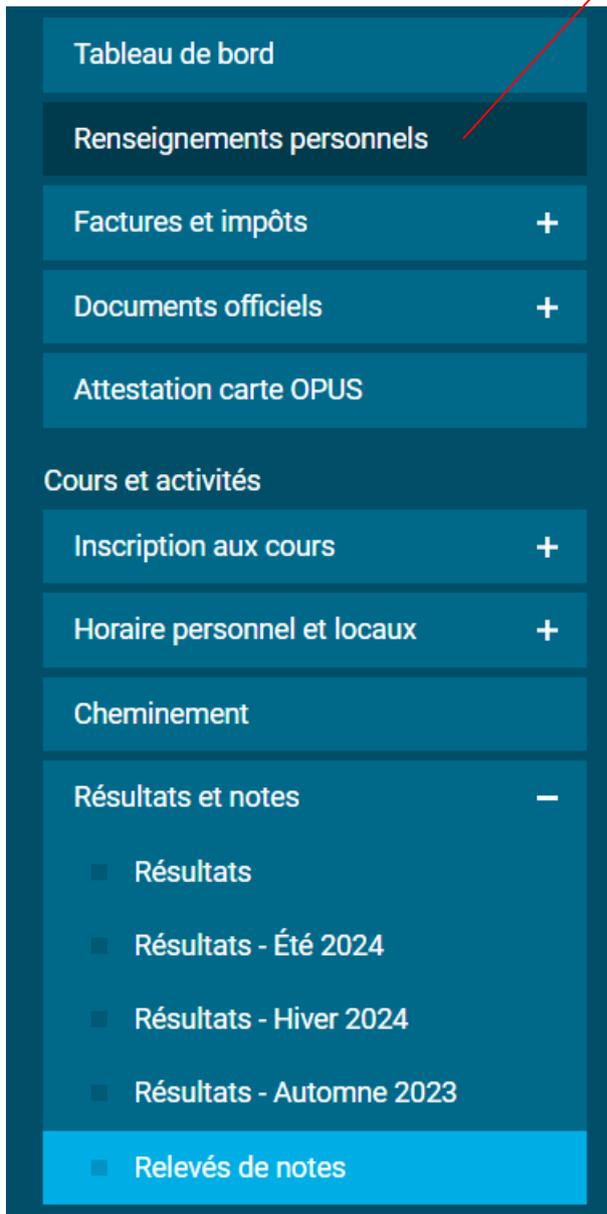
### To obtain further details regarding your grades

If your UQAM professor added your mark details to your file, you will be able to see them by clicking on the «+» sign.



**Note:** It is a good idea to review your UQAM transcript online right away to check whether your name has been spelled properly, because this is the name that will appear on your diploma. If there is any misspelling, please notify us at [int.emba@uqam.ca](mailto:int.emba@uqam.ca). Please note that you will receive an **official transcript** at the same time as your diploma once you have completed the program.

If there is a mistake in your postal address or if you move, please update your contact information directly on the Student Portal under “*Renseignements personnels*” (Personal information)



If you wish to receive your official transcript before the end of the program, you can do so by clicking on « *Commander un relevé de notes officiel* ». Please note that fees will apply. Make sure that all your grades are in your file before proceeding.

If you need an unofficial transcript

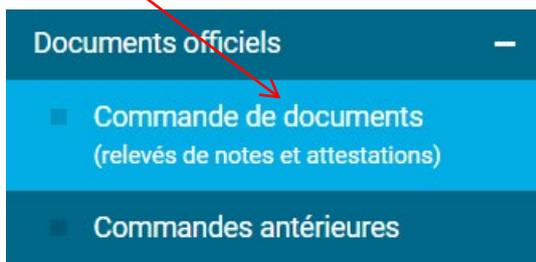


If you need to order an official transcript

To order an official transcript from the homepage. (Documents officiels).

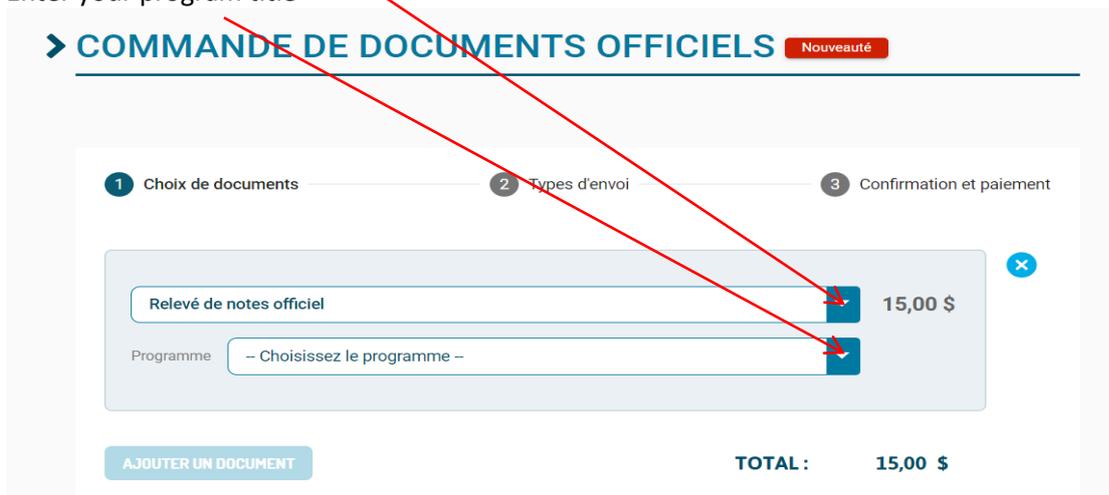


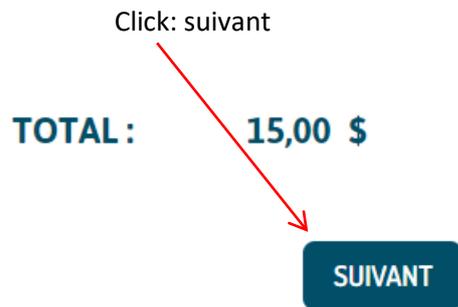
Click here!



Select: relevé de notes officiel

Enter your program title





Select: **postal** if you want to receive the transcript by mail.

Select: **mon adresse postale au dossier** (if you wish to receive your transcript at the address we have on file).

**RELEVÉ DE NOTES OFFICIEL** 15,00 \$

Certificat en études féministes | 4685

Type d'envoi Postal

Choix Mon adresse postale au dossier étudiant

Click: **suivant**

Select: **autre adresse postale** (if you wish to receive your transcript at a different address).

Enter the full address where you wish to receive the transcript.

**RELEVÉ DE NOTES OFFICIEL** 15,00 \$

Certificat en études féministes | 4685

Type d'envoi Postal

Choix Autre adresse postale

Adresse

Exemple d'adresse postale :

Prénom Nom  
123 rue Une rue  
Montréal QC A1A 1A1

Click: **suivant**

Select: **courriel** if you wish to receive the transcript by e-mail.

Select: **autre courriel** and enter your email address.

**RELEVÉ DE NOTES OFFICIEL** 15,00 \$  
Certificat en études féministes | 4685

Type d'envoi: Courriel

Choix: Autre courriel

Adresse: Veuillez saisir une adresse de courriel

**TOTAL : 15,00 \$**

PRÉCÉDENT

SUIVANT

Click: **sui vant**

Enter the e-mail address where you would like to receive your transaction receipt.

### **COURRIEL DE CONFIRMATION**

Ce courriel sera utilisé pour vous informer de la réception et du traitement de votre commande. Si vous désirez recevoir votre commande par courriel, vous devez choisir le type d'envoi "Courriel".

Veuillez saisir une adresse de courriel

Enter payment information.

## DÉTAILS DU PAIEMENT

Numéro de la carte

Credit card number

Date d'expiration

Expiration date

Code de sécurité

Security code

Nom du titulaire

Card owner

Pour passer la commande, veuillez lire et accepter [ces conditions](#).

J'ai lu et j'accepte les conditions.

PRÉCÉDENT

PASSER LA COMMANDE

Don't forget to check: j'ai lu et j'accepte les conditions and : passer la commande.

If you need any help to order a document, please send a request to the following e-mail address: [int.emba@ugam.ca](mailto:int.emba@ugam.ca)

## OTHER USEFUL INFORMATION

Each course is associated to a group number, according to the partner institution. **If you realise that you were registered in the wrong group number, please let us know.**

Country	Group
Algeria	89
Cameroon	82
China	78, 79, 80
Ivory Coast	To come
Morocco	To come
Peru	To come
Gabon	93
Poland	85
Dominican Republic	87
Romania	76
Tunisia (UTC)	To come
Vietnam	96

ESG UQAM Executive MBA program website [esg.uqam.ca/emba](http://esg.uqam.ca/emba)

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**We wish you the best of success in your studies!**