

Now what?

The complete on-campus guide for residents



“ I made a group of friends that I know I will have forever, and that really helped make my transition into university and living away from home a lot easier. ”

— EMMA BARSCHEL, *Nursing, first-year*

“ I was able to grow so much in a way I wouldn't have if I lived on my own. ”

— BETHANY WHITTAL, *Community Ambassador*

“ I definitely recommend living on campus, because of the convenience and accessibility of everything. Some of my best university experiences are in residence and it has had a role in shaping who I am. ”

— BLAKE LEDGER, *Community Ambassador*

Welcome to Residence and the University of Calgary

We are excited that you decided to spend your first year in residence at the University of Calgary and would like to make your transition to your new home as smooth and stress-free as possible. You may be wondering, “Okay, here I am...now what”?

In this booklet you will find information on the “now what,” from where to eat on campus, where to buy books and supplies, making payments and class schedules to information on the fitness facilities, how to get involved on campus and residence life, accessing academic and personal support programs and resources, connecting to Internet, important dates that you don't want to miss and a lot of the in between.

We want to encourage you to get involved in the campus and residence community, and that you take the opportunity to fully immerse yourself in all that the University of Calgary and Residence Services has to offer. This is your time — you are in the heart of it all, you are connected, you can make lasting memories and life-long friendships; your experience is what you make of it and we are here to help you make it amazing.

Places To Eat On Campus?

Whether you want breakfast, lunch, dinner or a coffee to go or a snack on the run? There are food retailers across campus offering a variety of choices for whatever it is you're craving.

Your meal plan provides access to The Landing, the All You Care to Eat facility located on the upper level of the Dining Centre

Food Vendors on Campus

- **A & W** (MacEwan Student Centre)
- **Bake Chef** (MacEwan Student Centre)
- **Bento Sushi** (Education Tower)
- **Brew & Blendz** (Murray Fraser Hall)
- **Canadian Pizza Unlimited** (MacEwan Student Centre)
- **Carl's Jr.** (MacEwan Student Centre)
- **Cinnzeo** (Social Science)
- **Coffee Company** (MacEwan Student Centre)
- **Dairy Queen & Orange Julius** (MacEwan Student Centre)
- **Domino's** (Yamnuska)
- **Haskayne Food Hub** (Mathison Hall)
- **Fresh Delights** (MacEwan Student Centre)
- **Freshco Poke** (MacEwan Student Centre)
- **Good Earth** (Taylor Family Digital Library & ICT)
- **Jugo Juice** (MacEwan Student Centre)
- **Kobe Beef** (MacEwan Student Centre)
- **KONZ Pizza** (ICT)
- **Korean BBQ** (MacEwan Student Centre)
- **Last Defense Lounge** (MacEwan Student Centre)
- **Mr. Pretzels** (MacEwan Student Centre)
- **Noodle & Grill Express** (MacEwan Student Centre)
- **OPA! of Greece** (MacEwan Student Centre)
- **Oriental Wok** (MacEwan Student Centre)
- **Pizza Forno** (Engineering Building)
- **Good Earth - Coming Soon** (Health Science Centre)
- **Starbucks** (MacEwan Student Centre, Yamnuska)
- **Subway** (MacEwan Student Centre, Yamnuska)
- **Tim Horton's** (MacEwan Student Centre)
- **The Black Lounge** (MacEwan Student Centre)
- **The Den** (MacEwan Student Centre)
- **The Landing** (Dining Centre)
- **True Eats** (MacEwan Student Centre)
- **Umi Sushi Express** (MacEwan Student Centre)

*Food vendors are subject to change.

The Landing — Dining Centre

Monday to Friday - 7 a.m. to 11 p.m.

Saturday and Sunday - 8 a.m. to 9 p.m.

Reading Week - 8 a.m. to 9 p.m.

Visit The Landing website for daily menu and hours of operation. ucalgary.campusdish.com

Food labeling is available and includes dairy-free, gluten-free, vegan, vegetarian, halal, etc. If you have specific concerns, please contact the culinary team to discuss your dietary requirements and available options while eating at The Landing. hello@aramarkucalgary.com

Note: students are required to swipe in with their Unicard to access the meal plan

Meal to Go: Can't make it to The Landing due to your class schedule or work? Meals To Go will be available to students who are on a meal plan.

Feedback, questions or concerns: Speak with dining staff management at anytime while you are in The Landing, use Napkin Talk available at TheLanding, email foodserv@ucalgary.ca, or online through Your Voice Counts. aramark.co1.qualtrics.com/jfe/form/SV_d75pU5KKK5Gign3?OUTLET_CODE=&Source=WEB-DISH

Unicard

If you haven't already submitted your photo, it's not too late. Take your picture and submit it online — you'll receive an email once it is ready to go. Pick up your Unicard from the Campus Service Centre located in International House.

Monday to Friday: 8 a.m. to 10 p.m.

Saturday, Sunday and Holidays: 8 a.m. to 8 p.m.

ucalgary.ca/unicard

Mobile UPass

Access your UPass by downloading *My Fare* app on Google Play (Android) or the App Store (iOS). ucalgary.ca/upass

Where can I buy books and supplies?

Everything you need is at the University of Calgary Bookstore, located in the lower level of the MacEwan Student Centre. Stop by the Bookstore to buy your books, load up on back-to-school supplies or purchase Dinosaurs swag.

shop.ucalgary.ca

Getting information on classes and payments

For information on making tuition payments or questions about classes and schedules, please visit the Enrolment Services office located in MacKimmie Tower.

Monday, Tuesday, Wednesday and Friday

9:30 a.m. to 4:30 p.m.

Thursday – 10 a.m. to 4:30 p.m.

403.210.7625 | ucalgary.ca/student-services

Club week and how to get involved

Get involved on campus in many different ways! The Students' Union has over 300 clubs on campus that bring together people who share similar passions. Where can you find these clubs? Clubs Week in **#MyMacHall**. Whatever you're into, **#TheresAClubForThat!**

Check out the SU website for more information, su.ucalgary.ca/programs-services/students-union-clubs

All University of Calgary undergraduate students are part of the SU and you can get involved whether it is through a club, a job or a volunteer opportunity. To find out more, visit their office at:

Second level MacEwan Student Centre

Monday to Friday – 8:30 a.m. to 4:30 p.m.

403.220.6551 | su.ucalgary.ca



LIVING IN RESIDENCE

Fitness facilities (located in Kinesiology A & B)

Students at the University of Calgary are members and you have access to all the fitness and recreation facilities throughout the University of Calgary. This is included in your student fees and your membership runs concurrent with each semester you are registered in.

Take advantage of:

- Fitness facility with weights and cardio equipment
- Racquetball and Squash court
- Aquatic Centre
- Jack Simpson Gym running track
- Olympic Oval for running and skating
- Bouldering wall and access to the Outdoor Centre's Climbing wall

For more information, visit [active-living.ucalgary.ca/memberships-drop](https://ucalgary.ca/memberships-drop).

Sensory-Friendly Student Lounge

Located in MacEwan Student Center 4th Floor (MSC 450), open hours: 8 a.m. to 5 p.m. Monday to Friday, accessible with your UCID

Claim your Seat

The School of Performing Arts, Claim Your Seat program, seeks to foster a greater appreciation of the arts and creative thinking in the student body, and encourages a greater sense of campus community and school spirit. All UCalgary students may attend on-campus Dance, Drama and Music events for free! For more information, visit arts.ucalgary.ca/creative-performing-arts/news-and-events/school-events/claim-your-seat.

We are all Dinos

Cheer on your home team at any one of our Dinos sporting events. Check out their calendar for updates. godinos.com

Join the Student Spirit Section at these Dino games to help your floor/ building win a pizza party sponsored by the MASH. Games to attend:

- Oct. 18 Volleyball home opener
- Nov. 1 Basketball home opener
- Nov. 29 Block Party Volleyball
- Jan. 17 Pack the Jack Basketball

The Outdoor Centre

Rent indoor and outdoor equipment and go on your own adventure, or choose an adventure from the many options available to you. From indoor activities including wall climbing, swimming, gyms and courts to outdoor activities ranging from mountain and ice climbing, skiing, hang gliding and paragliding to fun out on the lakes and rivers.

ucalgary.ca/outdoorcentre

Wellness in Residence

The Wellness in Residence (WIR) program supports students mental and emotional well-being through a partnership with [Student Wellness Services](#). The program aims to increase knowledge and awareness about mental health and improve access to mental health services and supports.

The program is available to you no matter what building you live in. The WIR team consists of professional staff and a social worker.

Residence Student Support Advisor (RSSA)

The RSSA works with students in residence on mental health related concerns including supportive conversations, increasing coping mechanisms, outreach, case management, referrals, and resourcing. The RSSA partners with Student Wellness Services to streamline supports for students who live in residence. Please email the RSSA at Kelsey.mcwilliams@ucalgary.ca

For more information, visit ucalgary.ca/ancillary/residence/current-residents/services/wellness-residence

Programming

Programming in residence includes a variety of events or workshops related to mental well-being including physical health, mental health, and harm reduction.

Harm Reduction Support Advisor (HRSA)

The HRSA works one-on-one with student's who live both on and off campus on strategies to reduce harms of substance use or potentially risky behaviours. The HRSA assists with harm reduction programming in residence. Please email at naomi.denhaan@ucalgary.ca

The Campus Community Hub

The Campus Community Hub is dedicated to providing students with wellness information and resources, events, workshops, and training.

This year, programs and engagement activities will be held online and staffed by 'hub hosts', who are student volunteers who can answer your questions about wellness resources on campus, and chat with you about student life.

The Hub aims to create connections and partnerships between the university and community partners, and community agencies.

403.220.7011 | communityhub@ucalgary.ca.

Math and Writing Support

Our Academics in Residence team offers free math and writing support through the Student Success Centre to all undergraduate students living in residence. Sessions focus on university-level writing issues and foundational math issues as well as statistics, introductory calculus, linear algebra and discrete mathematics.

For more information, visit ucalgary.ca/ancillary/residence/current-residents/services/academics-residence



GET INVOLVED

Residence Life Coordinators (RLC)

Residence Life Coordinators are full-time, live-in professionals who are directly responsible for community engagement, administration of the Residence Life programs, and the day-to-day management of the residence complex. RLCs are trained in emergency and crisis management procedures and conflict mediation, and are dedicated resources for students (providing support and guidance to both residents and CAs).

To find out who your building's RLC is, refer to the Residence Education Team section on the Residence Staff Contacts page. ucalgary.ca/ancillary/residence/contact-us/residence-staff-contacts

Residence Education Team (RET)

The Residence Education Team supports the design and delivery of programs and events across all residence communities. Our focus is on delivering high calibre events that support your transition and growth as a first-year, connect you with valuable campus partner support, and assist you in discovery Calgary as a whole.

RET events are promoted and supported by your Community Ambassadors (CA) so talk to them to get involved and look out for posters on your floor.

There is always opportunities for student involvement, if you have a passion/ interest you would like to share, please reach out to Vanessa at

vanessa.devries@ucalgary.ca

www.ucalgary.ca/ancillary/residence/contact-us/residence-staff-contacts

Community Ambassador (CA)

A CA is a student leader on your floor who volunteers to create a safe, inclusive, and positive space for you to thrive.

CA's design fun programs, and events that help connect you to other students, as well as campus resources. CA's also help keep the community safe and ensure the Residence Procedures and Community Standards are upheld through an educational approach.

When the Campus Service Centre is closed, a Community Ambassador On-call (CAOC) can help you. The CAOC can be reached by phone. ucalgary.ca/ancillary/residence/contact-us/emergency-contacts

You can apply to be a CA for the 2025-2026 Academic Year. Look out for more information in December 2024. ucalgary.ca/ancillary/residence/current-residents/get-involved/community-advisor

Residence Rainbow Council (RRC)

The Residence Rainbow Council is a student run organization formed by and built for the University of Calgary 2SLGBTQIA+ residence community. Our goal is to provide lgbtq+ programs, events, advocacy, education, and outreach for all UCalgary residence. We are a community that fosters a safe, loving, and inclusive space for all. residence-rainbow-council.carrd.co/

Residence Appeal Board

The Residence Appeal Board is a judicial body that hears residence judicial/discipline cases that have reached the highest level of sanction to which a resident has requested an appeal based on appropriate criteria.

The purpose and charge of the board is to uphold community standards and maintain them as a just and equitable system. All members of the board receive special judicial training and are held to the highest standard of confidentiality and receive recognition on their Co-Curricular Record for their participation and involvement.

ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-appeal-board

Themes Education/Academics

Developing skills to promote life-long learning.

Good Health and Wellbeing

Developing skills to live interdependently with a focus on Mental Health and Wellbeing.

Food Security

Encouraging reliable access to affordable, nutritious food and participating with campus and community food security initiatives.

Peace, Justice and Strong Communities – Harm Reduction Lens

Encouraging reliable access to affordable, nutritious food and participating with campus and community food security initiatives.

Connection

Encouraging engagement and exploration of Calgary and the greater Calgary area.

Dino Athletics

Encouraging school spirit and a connection to Dino Athletics game day events.

Eco Move Out, Sustainability

Engaging students in sustainable waste management throughout the academic year with a key focus on room inspection weeks and end of year move out.

Global Interconnectedness (cultural events/Indigeneity/celebrations)

Encouraging cross cultural competence and empathy through celebration and appreciation.

For more information on how to get involved, visit: ucalgary.ca/ancillary/residence/current-residents/get-involved

Residence news, information and events

Stay connected when you live in residence and get all the latest information and news on what is happening in residence and on campus.

The Buzz: this is a twice monthly residence newsletter sent out on the 15th and the end of each month that will have news and information on everything residence

Social Media Accounts

X – @ucalgaryres

Instagram – @ucalgary_reslife

Vacating Before End of Term

Academic Year (Sept. - Apr.) Residence will only approve requests to vacate before the end of the lease for specific reasons, accompanied by supporting documents.

If approved a \$100 contract breaking fee will be charged and residence fees will be pro-rated up to the last day of class for the current term.

More information can be found at ucalgary.ca/ancillary/residence/current-residents/move-out/vacating-end-term

Tips for living with roommates

- Communicate, communicate, communicate! Most roommate disagreements and issues (whether it be regarding cleanliness, guests, sleep schedules, or study habits) can be remedied by talking. Don't be afraid to bring things up nicely if there are concerns.
- Fill out a roommate agreement (your Community Ambassador has them) within the first week of moving in. These can be really helpful in opening up dialogue about living habits.
- Your roommate doesn't have to be your best friend, and that's okay.
- Respect your roommate's personal items.
- Be open to new things. Try to get to know your roommate by asking questions. Differences between you and your roommate can make for fun, new experiences.
- Have fun!

Residence Wi-Fi

AirUC is your main Wi-Fi connection to the Internet while you are living in residence.

How to log in:

Find AirUC-Residence in your wireless network - sign in using your UCalgary IT account (same username and password used to log into my.ucalgary.ca).

For more information on other Wi-Fi networks available or if you are having issues connecting to the network, please visit ucalgary.ca/ancillary/residence/current-residents/services/residence-internet

Housekeeping Services

Our professional housekeeping staff cleans all common areas in Residence buildings on campus. The areas include community bathrooms on every floor twice a day, and community lounges on every floor once per day. You can check with your CA on how to access a vacuum cleaner to keep your personal apartments/rooms clean. Keep an eye out for Housekeeping initiatives, training sessions and contests throughout the year.

For more information on how to keep rooms clean throughout the year, visit ucalgary.ca/ancillary/residence/current-residents/moving-out/cleaning-tips

We are excited to welcome students back to a well-maintained Residence Community.

MAIL INFORMATION

Mailing address

Your mailing address coincides with your assigned room number, use the following format when sending mail:

Student's name
Residence name
Room number, Street address
Calgary, AB, Canada Postal code

To ensure proper delivery, provide the correct address to potential senders:

Residence name	Street address	Postal code
Aurora Hall	3226 24 Ave NW	T2N 5A5
Cascade Hall	456 24 Ave NW	T2N 4V5
Crowsnest Hall	250 Collegiate Blvd. NW	T2N 5A6
Glacier Hall	3362 24 Ave NW	T2N 4V6
Kananaskis Hall	3330 24 Ave NW	T2N 4V5
Olympus Hall	3374 24 Ave NW	T2N 4V7
Rundle Hall	111 University Gate NW	T2N 4V8
Yamnuska Hall	3500 24 Ave NW	T2N 4V5
International House	169 University Gate	T2N 1N4
Aloft Hotel	2359 Banff Trail NW	T2M 4L2

Varsity Courts mailing address coincides with the residents assigned room number visit ucalgary.ca/ancillary/residence/current-residents/varsity-courts/mailing.

Picking up parcels

The Campus Service Centre will notify you by email when you have a parcel or letter mail to pick up. You will need to leave special instructions, visit. ucalgary.ca/ancillary/residence/current-residents/services/mailing

Once you receive your email to pick up your parcel or letter mail, you can head to the Campus Service Centre located in International House.

Amazon Lockers

You can skip the Campus Mail Centre by having your Amazon packages delivered directly to Amazon lockers. The lockers (Gitta) are located in the lower level of the Dining Centre.

OTHER RESOURCES AVAILABLE TO YOU

Student Success Centre (SSC)

Provides students with services and programs to ensure you make the most of your time at the university.

SSC offers services that include advising support, learning support (i.e. math, writing) and offers academic development, success seminars and online resources—the opportunities are many. Advisors are ready to assist and programs are tailored for your needs.

Taylor Family Digital Library, 3rd floor
Monday to Friday – 9 a.m. to 4 p.m.

ucalgary.ca/student-services/student-success

403.220.5881 or success@ucalgary.ca

University of Calgary Recovery Community

The UCRC is an inclusive, peer-driven space supporting addiction recovery, building community, and reducing stigma on campus.

The UCRC offers Recovery-4-All peer-support meetings, open to anyone with direct lived or living experience of addiction, or curious to explore their relationship with substances or other behaviours. whether you're abstaining or using harm reduction – all pathways and stages of recovery are welcome.

UCalgary Recovery Community Hub, 5 - 3500 24 Ave NW - Yamnuska Hall

Monday to Friday – 8:30 a.m. to 4:30 p.m.

ucalgary.ca/safer-substance-use/ucrc

Student Wellness Services

Provides students with a wide variety of health and wellness services.

- Health Services (chiropractic; massage; walk-in medical services; travel medicine clinic; nutrition)
- Mental Health Services (scheduled appointments; drop-in services; online self-help modules; group counselling and workshops; individual and couples counselling; personal, academic and career/ educational skill-building planning)
- Student support and outreach
- Events and Programs

Room 370, MacEwan Student Centre

Monday to Friday – 9 a.m. to 4:30 p.m.

ucalgary.ca/wellness-services

Counselling: 403.210.9355, option #2

Medical services: 403.210.9355, option #3

Massage therapy and Chiropractic care: 403.210.9355, option #3

Safewalk program

The Safewalk program is a student-run volunteer service designed to promote campus safety and awareness.

By accessing this 24/7 service, you are able to safely walk with peers to any campus destination. For more information on Safewalk and campus security, visit ucalgary.ca/security

IMPORTANT DATES

Fall term 2024

AUG. 25	MOVE-IN DAY
Aug. 26 - Sept. 6	Residence Welcome Week
Aug. 29 & Aug. 30	UCalgary Orientation
Sept. 3	Classes begin
Sept. 13	First day to request room transfers through residence portal
Sept. 20	Tuition, residence fees and meal plan fees due and Deadline for changing meal plan.
Nov. 1	Applications open for 2025/2026
Nov. 10 - 16	Fall reading week
Dec. 9 - 19	Fall term exams
Dec. 21	Last day of accommodation for Fall only residents
Dec. 24 - Jan. 1	University Closed. Residents staying for the Academic Term may stay in their rooms over the winter break

Winter term 2025

JAN. 1	WINTER 2025 MOVE-IN
Jan. 2	University opens
Jan. 13	Classes begin
Jan. 31	Tuition, residence fees and meal plan fees due and Deadline for changing meal plan
Jan. 31	First cutoff date for 2025 Spring/Summer residence offers
Feb. 10	First cut off for non-first year applications for the 2025/2026 terms
Feb. 16 - 22	Reading week (no classes).
Apr. 12 - May 3	Eco Move Out
Apr. 14-28	Winter term exams
Apr. 30	Last day of accommodation for residents



UNIVERSITY OF CALGARY
Residence Services

**CAMPUS SERVICE CENTRE
INTERNATIONAL HOUSE**

169 University Gate NW
Calgary, AB T2N 4V8

403.220.8300

ucalgary.ca/residence