



UNIVERSITY OF
CALGARY



University of Calgary

2020 Family Handbook

UCalgary Family Handbook

DEAR PARENTS AND FAMILY

Congratulations! We're excited to welcome your student to the University of Calgary. This is an exciting time for your family.

Throughout your student's studies, you'll play an important role in supporting their transition to university, their journey to graduation and everything in between. You, together with your students' peers and mentors and our faculty and staff, form a valuable network.

Our most successful students have a strong support system and have effective strategies to navigate the transition to university life. This critical juncture will present your student with a series of challenges and opportunities for learning and growth.

This handbook shares a variety of key campus services and programs that can help your student to thrive throughout their degree program.

If you have questions, we're available to assist by email at family@ucalgary.ca.

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Academic Schedule

FALL 2020

By appt	Residence Move-in Day
Sept. 3-4	Fall Orientation
Sept. 7	Labour Day. University closed.
Sept. 8	Fall Term lectures begin
Sept. 17	Last day to drop full courses and fall term half courses without financial penalty.
Sept. 18	Last day to add or swap fall term courses. Last day to change registration from audit to credit or credit to audit.
Sept. 25	Last day to pay balance of fees for fall term.
Oct. 12	Thanksgiving Day. University closed. No lectures
Nov. 8 - 14	Reading Days (no lectures).
Nov. 11	Remembrance Day. University closed. No lectures.
Dec. 9	Fall term lectures end. Last day to withdraw with permission from fall term courses.
Dec. 12	Fall term final examinations begin.
Dec. 23	Fall term final examinations end.
Dec. 25-31	Holiday observance and term break. University closed.

WINTER 2021

Jan. 1	New Year's Day. University closed.
Jan. 4 - 8	Lectures begin in Block Week courses.
Jan. 11	Winter term lectures begin.
Jan. 23	Last day to drop winter term half courses. No fee refunds for winter term half courses after this day.
Jan. 21	Last day to add or swap winter term courses without financial penalty.
Jan. 22	Last day to pay balance of fees for winter term.
Feb. 14-20	Reading Week. No lectures. University open (except Family Day). ucalgarycares volunteer opportunities over the break.
Feb. 15	Alberta Family Day. University closed.
March. 1	Course registration dates for all continuing students (specific date varies for each student)
April. 2	Good Friday. University closed (except for Taylor Family Digital Library, Law, Medical, Gallagher and Business Libraries).
Apr. 15	Winter term lectures end. Last day to withdraw with permission from winter term full courses or half courses.
Apr. 19	Winter term final examinations begin.
Apr. 29	Winter term final examinations end.

Checklist for Student Success

It's important that students complete, or make themselves aware of the following items before their first day of classes.

To help prepare your student for classes and their post-secondary experience, encourage them to work through this list independently.

- Set up your [UCalgary Office 365 email account](#) so you don't miss important information. This is the official email address used by the university for all future correspondence.
- Register for [Fall Orientation](#).
- View [360 degree photos](#) of key locations or take a [self-directed outdoor campus tour](#).
- Review the [process for fee payment](#) and determine a budget for the first year.
- Obtain your [Unicard](#). If required, [parking permits](#) are also available.
- Download the [UC Emergency App](#).
- Book an [appointment with an academic advisor](#) within your first month to plan out your degree.
- Become acquainted with your online Student Centre and the learning management system Desire2Learn (D2L), which are both accessed through [my.ucalgary.ca](#).
- Explore opportunities to [get involved](#) on campus.
- Review and purchase the [required textbooks](#) for each course. Note that many students suggest waiting until you have the first couple of classes as there are often a number of options for textbooks such including electronic versions, rentals, library loans.



Transition to University

You're a key supporter in your student's transition to post-secondary study. The university provides a number of resources to assist your student in their transition and while we encourage you to familiarize yourself with the resources available, we do encourage our students to engage in learning about and navigating these resources themselves.

6 WAYS TO ENCOURAGE YOUR STUDENT'S SUCCESS

SEEK ACADEMIC ASSISTANCE EARLY

The most successful students seek assistance when they need it. It's important to remind your student that there are resources available on campus to assist them with their academics. It's a common misconception that these resources are for struggling students, but many services exist to make good work even better. The [Student Success Centre](#) can assist your student in their academic success and every faculty has [academic advisors](#) that are available to assist your student in navigating the classes needed for their degree. Professors and teaching assistants are a great resource if your student has course specific questions. Course outlines provide information on how students can connect with their instructors.

GET INVOLVED

University is a great time to make new friends and find a new community. Students who are new to campus can feel overwhelmed and lonely. Getting involved in meaningful ways is the best way to combat loneliness and give your student the opportunity to discover interests outside of the classroom. The [Leadership and Student](#)

[Engagement Office](#) has a number of opportunities for involvement. Through the [Involvement Advising program](#), our staff are available to meet 1:1 on a virtual Zoom session with your student to identify their strengths and share involvement opportunities that meet their specific needs and interests. Encourage your student to reach out to find their fit at UCalgary. Student involvement with numerous programs such as the [Emerging Leaders Program](#) can be documented on the [Co-Curricular Record](#). Students can also get together just for fun by dropping in to Unwind online social events.

PERSONAL AND COMMUNITY HEALTH

Though COVID-19 has required that students be vigilant about social activities and exercise, the pursuit of good physical and mental health remain important. Busy class schedules and plenty of assignments can make it easy for students to forget about supporting their personal well-being. Responsible activities will ensure that student stay healthy will give them the energy they need to succeed. In absence of campus fitness facilities, [Active Living's community resources](#) provide students with Live Zoom Workouts and resources

to be active at home. Your student also has access to the [Student Wellness Centre](#) where they'll find remote services for health appointments and mental health support. Chiropractic care and massage therapy services have been postponed in response to COVID-19. [Check the website](#) for updated information.

HEALTHY EATING

There are a number of healthy, vegan, vegetarian, gluten-free and halal food options on campus. All students are welcome to purchase a meal plan to use at [The Landing](#) whether they live on residence or not. The dining centre will be adapting a hybrid model of take-out and dine-in options to provide safe food services. [Meal plan](#) money is GST-exempt and food funds are accepted at a number of on campus vendors making grabbing food in between classes easy!

SUPPORT THEIR DECISIONS

While at UCalgary your student will be exposed to new fields and areas of study. This is the time

for them to explore new ways of learning, develop new interests and pursue different experiences. As a key resource to your student, your support can encourage them to expand their boundaries and reach their potential; encourage your student when they find something that they're passionate about. Some students may want to [choose a new major](#) or transfer to a different faculty. This is common, and the university is prepared to support our students through these decisions. The Student Success Centre has a dedicated academic advisors to help students explore, understand and navigate this process.

IF YOU DON'T KNOW, ASK

We're here to assist you in helping your student successfully navigate their way to graduation. If you don't know how to best help your student, email us at family@ucalgary.ca and we'll help you find options.

Financing an Undergraduate Degree

Whether you're directly contributing to the cost of your student's education or supporting them as they finance their degree, there's plenty to know. It's important to encourage your student to use university as an opportunity to learn more about personal finances.

Giving your student the tools they need to develop financial literacy will equip them to make good decisions throughout their studies and as they transition into their future career.

TUITION AND FEES

The amount owed for tuition per semester is available in your student's online Student Centre. A [specific breakdown](#) of the total is also available. There are a number of ways to [pay student fees](#); however, the easiest way is through online banking. You and your student can set this up in their first year to use throughout their degree.

AWARDS AND SCHOLARSHIPS

Scholarships and bursaries are another potential source of financial support during your student's degree. There are numerous scholarships, bursaries and awards available to students at UCalgary, each with their own unique set of requirements. The main difference between scholarships and bursaries is that scholarships are awarded based on academic merit, while bursaries include a financial need component.

Continuing Undergraduate Awards: Continuing undergraduate students are also eligible for scholarships. There is a general scholarship application that students can complete to be eligible for continuing undergraduate awards. The application for these awards is available June 1 of each year and the deadline is August 1.

Other Funding: There are a number of scholarship available through the government or external funding agencies such as private companies. Application processes and deadlines vary throughout the academic year.

Specific awards are available for a number of different types of students. Visit the Office of the [Registrar website](#) to view available awards.



REGISTERED EDUCATION SAVINGS PLAN

If your student has a RESP, you may need to submit confirmation of full-time enrolment in order to access the funds. Visit the [RESP website](#) for more information.

GOVERNMENT STUDENT LOANS

[Government student loans](#) are available to Canadian citizens and permanent residents. Students apply for government loans through their home province or territory of residence (not where they'll be attending university). As eligibility and application processes vary by province, students should check with their provincial loan office early to determine if government loans are a viable source of educational funding.

STUDENT LINE OF CREDIT

Student lines of credit offer flexibility in their financing and help to supplement personal or family savings. Most private banks offer student specific lines of credit and eligibility and policies vary by provider. Students should check with their bank for more information on what student funding opportunities are available.

TAX INFORMATION

Your student can obtain [tax receipts \(T2202A\)](#) through their online Student Centre. Students can print their tuition tax receipts from their Student Centre in late February.

Academic Success

ACADEMIC LANGUAGE

Degree: The designation earned upon completion of study. These are commonly referred to as a bachelor (or baccalaureate) degree (BA, BSc, BFA, BComm, etc.), a master degree (MA, MSc, MBA etc.), and doctoral degree (PhD, EdD). Exceptions: Doctor of Medicine (MD) and Bachelor of Laws (LLB), which are classified as undergraduate degrees but require additional studies before admission to these programs.

Faculty: An academic division of the university that comprises a number of programs centred around a similar area of study (eg. Faculty of Arts, Schulich School of Engineering)

Major: A student's primary area of study. Students will take the largest number of courses in this area and it will appear on their printed degree. (eg. Chemistry, Health and Society)

Minor: A student's secondary area of study. Students will take fewer courses in this area. It does not appear on their printed degree but does appear on their transcript.

Double Major: A student has two primary areas of study.

Term: A period of time for study on campus. At UCalgary, there are 4 terms; Fall (September – December), Winter (January – April), Spring (May – June), Summer (July – August)

ACADEMIC PROGRAM ADVISING

Each faculty has designated **academic advisors** for their students. Academic advisors are specialists who can assist your student with degree planning, choosing the right courses, understanding university regulations and program requirements, and ensuring they're on track for graduation. Your student should meet with an academic advisor in their faculty at least once a year until they graduate, but especially in their first semester, or whenever they have a question about their degree.

In addition, the **Student Success Centre** offers academic advising for students who are considering changing their program and are interested in exploring other degrees or majors that are more suited to their educational strengths and career goals.

STUDENT SUCCESS CENTRE

One of the keys to being a successful student is engaging with resources and assistance early. The **Student Success Centre** provides learning support, math and writing tutoring and advising services to help ensure that your student is able to complete their degree and meet their academic goals. The Student Success Centre can assist your student with:

- Academic improvement
- Choosing a major
- Support for online and in-person learning
- Study skill development
- Scholarship and award applications
- Long-term academic planning
- Considering graduate school or professional school
- Developing test taking strategies and exam preparation
- Writing support
- Math support

The Student Success Centre is available to your student throughout their academic career. Encourage your student to utilize these services to meet and exceed their academic goals.

ONLINE LEARNING SUCCESS SEMINARS

Throughout the summer months, Student Success Centre staff recorded a series of online webinars with new students that teach important lessons about effective online learning, how to avoid plagiarism and how to navigate the transition to university from high school as a Canadian or international student. Be sure to encourage your student to view the **pre-recorded videos**, and to **check the schedule** for upcoming workshops taking place throughout their first year.

ACADEMIC CALENDAR

The **Academic Calendar** is a guiding document available to students to ensure that they're meeting their degree requirements.

STUDENT ACCESSIBILITY SERVICES

Student Accessibility Services is available to students who require accommodation(s) to facilitate an accessible learning environment. Please note that your student will **need to register** with Student Accessibility Services to access their services.

Campus Safety

The university provides various services and supports to help keep everyone safe on campus. **Campus Security** conducts community patrols of the campus on foot, by bike and in marked security vehicles. In addition, there are over 1,700 Closed Circuit Television Cameras (CCTV) on campus, which are used to monitor buildings and grounds and to observe and detect suspicious activity. Students, parents and other community members can contact Campus Security 24 hours a day, 365 days a year, by phoning the Security Operations Centre at 403.220.5333.

SAFEWALK

Overseen by Campus Security, **Safewalk** is a service where volunteers walk your student anywhere on campus. Available 24 hours a day, 7 days a week, students can request an escort to and from any location on the UCalgary main campus, McMahon Stadium, Foothills Campus, Student Housing, the Alberta Children's Hospital and the LRT station. Volunteers work in male/female pairs to make sure that your student arrives where they need to go safely. To request a Safewalk your student can email safewalk.request@ucalgary.ca or call 403.220.5333.

THE EMERGENCY APP

The best way for your student to stay up-to-date about emergencies on campus is to download the **UC Emergency App**. Encourage your student to download the app and log-in so they're aware if an emergency happens on campus. The app does not transmit communication other than emergency notifications. Messages from the app will detail what is occurring, where the situation is and provide further instructions. As a parent, you can keep yourself up-to-date on emergencies on campus by following the UCalgary Twitter, [@UCalgary](https://twitter.com/UCalgary).

COVID-19 RESPONSE

Learn about the university's comprehensive COVID-19 strategy for this fall by visiting the [frequently asked questions](#) webpage.



Health and Wellness

ACTIVE LIVING

Staying physically healthy while on campus is important to your student's wellness. The situation with COVID-19 has mandated the temporary closure of some of the recreation facilities on campus. Visit the [Active Living](#) website for more details about the closures.

UCALGARY STUDENT WELLNESS CENTRE

Your student has full access to health and wellness services on campus including medical, chiropractic, massage, nutrition, counseling and wellness programs. Students receive health and dental coverage as a part of their student fees. With a busy schedule and the need to stay on campus to study, this adds a level of convenience that makes staying healthy easier. Some students find their transition to be overwhelming and stressful. If your student is having difficulties coping, encourage them to seek assistance, which is confidential and does not appear on their transcripts. Some of the top reasons students seek support are anxiety, stress, depression, grief, relationship concerns and academic or career concerns.

Support is available through group or individual counseling, skill-building seminars, on-line resources, case management, peer support and more. There are no additional fees for accessing counseling and support services as these are covered under student fees. New-to-Alberta students must [register for the AHCIP](#) to access these services.



Making Connections

There are a number of opportunities on campus for your student to make connections to their new community. Encourage your student to reach out, meet new people and try new experiences; feeling a positive sense of connection and community is central to a student's overall experience.

EMERGING LEADERS PROGRAM

The **Emerging Leaders Program (ELP)** is an opportunity for students to explore their personal leadership development, meet with a faculty, staff or senior student mentor, explore and apply their strengths, make new friends and get involved in the campus community. No previous leadership experience is required.

UNWIND

Unwind is a weekly series of casual evening meet-ups to encourage students to interact outside the classroom. From open mic sessions and board games to pizza parties and group outings to local attractions or programs on campus, there's a social drop-in event for everyone. These events are a great opportunity to meet other students.

UCALGARYCARES DAYS OF SERVICE

The **Days of Service** team will be offering new students the opportunity to engage with not-for-profit organizations in Calgary. Students will work on improving personal development and intercommunication skills by learning about a variety of social welfare organizations.

For more information about upcoming Days of Service opportunities or other ucalgarycares trips, please visit the [ucalgarycares homepage](#).

CO-CURRICULAR RECORD

The **Co-Curricular Record (CCR)** is the official record of extracurricular activities that students participate in during their time at UCalgary. This official university document recognizes student involvement and identifies associated learning outcomes for each activity. The CCR can be provided to potential employers and graduate/professional schools. Consider it the transcript for out-of-classroom learning.

FIRST YEAR COUNCIL

First Year Council (FYC) acts as a representative committee of first year students. Students apply to council in September and provide feedback on various student services, university policies and regulations and the overall student experience to our university administration.

Making Connections

SU VOLUNTEER PROGRAMS

Volunteer Services helps connect students to a variety of opportunities for short- and long-term volunteering on- and off-campus. From the campus food bank to the Q Centre, students will have support as they face real world challenges. These experiences help develop students' professional skills and promote personal growth and discovery.

SU CLUBS

Clubs are an excellent way for students to round out their university experience! With over three hundred clubs, the **Students' Union Clubs** offer diverse opportunities for students to explore new or old passions with the university community. Current club offerings include everything from academically-based to sustainability-driven. Students also have the opportunity **to create new clubs and receive support from the Student Union** if they feel that there is a niche that they could fill.

Q CENTRE

University is a time of immense personal growth, and **the Q Centre** is a safe, comfortable, and inclusive space for the LGBTQA+ community at the University of Calgary. The Queer Mentoring initiative pairs students with established queer-identified role models who will help them reach their respective goals. The Q Centre also offers scholarships, a library, planned events, and a place to hang out and socialize.

WOMEN'S RESOURCE CENTRE

The Women's Resource Centre are committed in the advancement of gender equality and building community through the pillars of leadership, wellness, and diversity. Available resources, including peer support, support women in making informed choices about her life.

FAITH AND SPIRITUALITY CENTRE

Chaplains offer support and guidance, regardless of students' beliefs or outlook, to students through **the Faith and Spirituality Centre**. Support is available both on a walk-in basis and through appointments with specific chaplains. Multi-faith spaces are also available to the University of Calgary community for quiet reflection, meditation, prayer, and smudging.

WRITING SYMBOLS LODGE

The Writing Symbols Lodge, formerly the Native Centre, encourages and supports the success of Indigenous students during their university careers. Resources available include dedicated employment and academic advising, community development, and funding opportunities. The Writing Symbols Lodge supports the university's Indigenous Strategy, *ii' taa'poh'to'p*.

CAMPUS COMMUNITY HUB

University isn't exclusively about coursework. Student Wellness Services offers students the opportunity to unwind with the **Campus Community Hub** stationed in Yamnuska Hall. Different activities are offered on a weekly basis during the fall and winter semesters. Peer support also gives students a chance to speak to other students about their experiences rather than clinical professionals.

INTERNATIONAL STUDENT SERVICES

International students are an important part of the University of Calgary's community, and the transition to a new educational context can be difficult. **International Student Services** offers customized services and advising for all international students, whether it is about academic programming, employment opportunities, or life in Calgary.



Due to the impact of COVID-19 and social distancing measures put in place, Fall 2020 offerings may look different than in previous years.

Is your student interested in a specific service's offerings? Visit their website for more details about what's currently being offered.

Experiential Learning

Learning extends beyond student's coursework. Students have many opportunities for experiential learning, which is the process of applying knowledge in hands-on situations to develop practical skills. Inquire about opportunities early to plan your degree

UCALGARYCARES

The [ucalgarycares](#) programs provide students with the opportunity to participate in collaborative learning programs outside of the traditional classroom environment. These co-curricular programs provide team experiences related to issues such as poverty, sustainability or food security. Participants explore critical social issues while contributing to service projects in a given community. Opportunities are available in Calgary, New Orleans, Costa Rica and the Yukon. A program for first year students is offered in Toronto.

TURNING TALENT INTO STRENGTHS

Research indicates that students who thrive in a post-secondary setting:

- Are engaged (in the learning process, in their co-curricular activities, etc.)
- Apply their strengths to their work, individually and in teams
- Are goal-oriented and manage their time well
- Know how to apply their strengths to the challenges they face

Your student has the opportunity to learn about their strengths and how to apply them through our CliftonStrengths for Students tool. Your student will have free access to the assessment, which can assist them in identifying their "Top 5" areas of natural talent. If your student chooses to complete the assessment, we encourage you to discuss their top talents with them. Also, feel free to learn about your own strengths at the [Gallup Strengths Center](#).

INVOLVEMENT ADVISING

[Involvement Advising](#) helps students explore different ways to get involved on campus. Your student can meet with a Leadership and Student Engagement staff member in a 1:1 setting to find out about campus activities that could be a good fit for their unique interests, schedule, and goals.

CO-OP AND INTERNSHIP

[Cooperative Education and internship](#) programs offer students the opportunity to gain valuable work experience while completing their degree program.

Select your student's faculty for more information on co-op and internship opportunities in the faculties of:

- [Arts](#)
- [Business](#)
- [Engineering](#)
- [Science](#)



Planning for the Future

Your student has a number of resources available to them on campus to prepare them for their future career.

Despite just beginning their university journey, it is important that they take time throughout post-secondary to learn about and plan for a career in their field of choice.

CAREER SERVICES

Career Services, located in the MacEwan Student Centre, offers career development support for students through virtual 1:1 appointments, workshops and online resources. Career advising appointments are currently being conducted via Zoom or telephone. Appointments can be booked through CareerLink. Whether your student is looking for a part-time job, summer employment or their first professional role after graduation, Career Services can help.

CAREERLINK

CareerLink is the Career Services career portal where students can view online job postings, register for campus recruitment events and career development workshops or book an appointment with a career development specialist.



Student Information and Privacy

At UCalgary, students are considered adults. As part of this, student personal information is not released to anyone, including parents. In fact, this is required by law.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIP)

Alberta's Freedom of Information and Protection of Privacy Act (FOIP) requires that information below is considered private and is thus protected. Due to this law the University of Calgary will not provide any personal information to a third party including family who do not have third party authorization.

Protected information includes:

- Home address or telephone number
- Information relating to an individual's race, national or ethnic origin; age; birth date; marital or family status; health or health care history
- Most educational history
- ID number
- Evaluative information (e.g. grades)
- Timetable
- Student financial information

Under Section 40(1)(d) of the Freedom of Information and Protection of Privacy Act, if a student would like to authorize a third party to have access to their confidential personal information, they must do so in writing using the [Authorization Form](#). Please note this form does not permit you to act on your student's behalf.

In the case of students living in residence, the university reserves the right to contact next of kin at any point; however, our intent is to treat students as adults. If a student is under the age of 18, a parent is required to sign the occupancy agreement. However, that does not mean that the institution will contact parents for any violations of the agreement.

STUDENT CONCERNS

Most students manage the demands of university, find time for fun and achieve great things while here. Although sometimes things go wrong and it's understandable that parents and family members want to help. If your student comes to you for advice, a great resource is the [Student Ombuds Service](#). The Student Ombuds can provide your student confidential, impartial advice on student rights and can connect your student to other applicable resources.

STUDENT NON-ACADEMIC MISCONDUCT POLICY

The [Student Non-Academic Misconduct Policy](#) communicates the university's expectations for student behaviour while studying on campus. The policy is in place to protect the safety and security of the university community and preserve orderly operations of the university. The policy outlines behaviours that are considered misconduct, the [process for responding](#) to prohibited conduct and

Any member of the UCalgary community (students, faculty or staff) who has observed, or been subject to, an alleged incident of Student Non-Academic Misconduct can report an incident. If your student has a concern, but is not sure it falls into the category of "non-academic misconduct", our Specialist, Student Conduct is available for a confidential consultation. This office can also assist, when appropriate, in facilitating an informal resolution when disputes occur between students at the university.

ACADEMIC MISCONDUCT

As a learning and research institution, the university places a high value on the principles of intellectual honesty and academic integrity. It's important for students to familiarize themselves with the definitions of plagiarism and other academic misconduct which are listed in the [Academic Calendar](#). The university supports students in developing the skills needed to avoid academic misconduct through the Student Success Centre's academic integrity workshops and writing support services. If your student has any questions about plagiarism or academic integrity as they complete their academic work, they can book an appointment with an SSC writing tutor or talk with their course instructor for guidance.

COMPLAINTS

It's possible that an issue could arise for your student that warrants filing a complaint or bringing the issue to the attention of someone in a position to respond. Whenever possible, we encourage students to communicate directly with the unit wherein the issue occurred — this could involve reporting the issue to the manager of the unit or the faculty dean (this contact information is available through departmental/faculty websites). If a student wishes to file an anonymous complaint, this can be done through the [Office of Diversity, Equity and Protected Disclosure](#) or by calling the "[Confidence Line](#)" — this service allows for anonymous reports of sensitive issues. The Confidence Line can be reached at 1.800.661.9675.



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