



Now what?

A quick guide to settling into on-campus life

“ Living on campus gave me friends I now call family and constant support from campus resources, especially my Community Ambassadors, who were just next door. That experience shaped who I am today and inspired me to become a Community Ambassador myself. ”

— Dani, *Bachelor of Commerce, fourth-year*

“ Residence wasn’t just where I lived, it was where I discovered who I wanted to become. It helped me find my community and feel at home, even while being far from family. It’s where I grew the most, both personally and professionally. ”

— Maryam, *Community Ambassador*

“ Living in residence made my time at UCalgary about more than just academics. From residence events to late-night study sessions, residence helped me build lasting friendships, stay close to my classes, and grow in ways I never expected—all with the support of this community! ”

— Natasha, *Communications and Media Studies, fourth-year*

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. We would like to make the transition to your new home as smooth and stress-free as possible. You may be wondering, **“Okay, here I am...now what?”**

From great places to eat on campus, to buying your books, to how to get involved and where to get academic support, this booklet is your guide for success in your next step.

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.

GENERAL INFORMATION

Places to Eat on Campus?

The Landing in the Dining Centre serves breakfast, lunch, dinner and continuous dining in between mealtimes. Your meal plan provides access to The Landing, the All You Care To Eat facility located on the upper level of the Dining Centre.

The Landing — Dining Centre

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

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

Holidays - 8 a.m. to 9 p.m.

Visit The Landing website for daily menu and hours of operation: [ucalgary.campusdish.com](https://ucalgary.ca/campusdish.com)

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

hello@aramarkucalgary.com

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

Meals To Go: Can't make it to The Landing due to your class schedule or work? The Meals To Go program will be available to students on a meal plan. Please ask the cashier in The Landing for a form.

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

Food Vendors on Campus

Outside of The Landing, there are a number of food retailers located across campus, mainly in MacEwan Student Centre (MacHall). Find the list of food vendors at ucalgary.ca/ancillary/food-services

Campus Service Centre (CSC)

The Campus Service Centre is the central resource for residents. The CSC team can assist with parking and transportation, Unicaid, lost keys, lockouts, mail, meal plans and more.

ucalgary.ca/ancillary/campus-service-centre

Unicaid

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's ready for you. Pick up your Unicaid at the Campus Service Centre located in International House.

ucalgary.ca/unicaid

Mobile UPass

Access your UPass by downloading *My Fare* app from Google Play (Android) or the App Store (iOS).

ucalgary.ca/upass

Where Can I Park?

Parking permits are available for purchase by residents for designated lots and are subject to availability. If Residence permits are sold out, you have the option to purchase Semester permits for Lots 10, and the Art Parkade. If you have an overnight guest, they can park in the Art Parkade for a fee.

ucalgary.ca/ancillary/parking/parking-permits

Storage Lockers

Need somewhere to store extra belongings? Residence has standard and large storage spaces available for rent.

ucalgary.ca/ancillary/residence/current-residents/services/campus-service-centre

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 Dinos 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

University Financial Aid

General financial aid:

ucalgary.ca/registrar/finances/financial-aid

Emergency funding:

ucalgary.ca/registrar/finances/student-loans/emergency-financial-assistance

Student Union Emergency Funding:

su.ucalgary.ca/programs-services/funding-awards/hardship-fund

Active Living Facilities (Located in Kinesiology A and B)

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

active-living.ucalgary.ca

Your Membership Includes Access to:

Fitness facility with weights and cardio equipment:

- Racquetball and Squash Court
- Aquatic Centre
- Jack Simpson Gym running track
- Olympic Oval for running and skating
- Boulder wall and access to the Outdoor Centre's Climbing Wall

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 on the lakes and rivers.

ucalgary.ca/outdoorcentre



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.

- Oct. 17 - Volleyball Home opener games
- Nov. 21 - Block Party Basketball games
- Jan. 16 - Block Party Volleyball games
- Feb. 7 - Basketball games



Claim Your Seat

The School of Creative and Performing Arts' Claim Your Seat program aims to foster a greater appreciation of the arts and creative thinking within the student body while encouraging a stronger sense of campus community and school spirit. All UCalgary students can 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

Club Week and How to Get Involved

Get involved on campus in many different ways! The Students' Union has over 300 clubs that bring together people who share similar passions. Where can you find these clubs? Clubs Week in MacHall. Whatever your into, there's a club for that.

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

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

Second level MacEwan Student Centre (MacHall)

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

403.220.6551 | su.ucalgary.ca



RESIDENCE TEAM

Programming

Programming in Residence includes a mix of events and workshops related to mental well-being, including physical health, mental health, and harm reduction. It also offers a range of events that promote social opportunities, supporting a strong sense of community and enhancing the overall student experience.

Residence Experience Team (RET)

The Residence Experience Team supports the design and delivery of programs and events across all Residence communities. Our focus is on providing high-calibre events that aid your transition and growth as a first-year student, connect you with valuable campus partner support, and help you explore 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 are always opportunities for student involvement; if you have a passion/ interest you would like to share, please reach out to a RET member.

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.

CAs design fun programs and events that help connect you to other students, as well as campus resources. CAs 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) is available from 7 p.m. to 8 a.m. to help you. The CAOC can be reached by phone.

ucalgary.ca/ancillary/residence/contact-us/emergency-contacts

Residence Life Coordinators (RLC)

Residence Life Coordinators are full-time professionals who are directly responsible for community engagement, administration of the Residence Life programs, and the day-to-day management of Residences. 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 Experience Team section on the Residence Staff Contacts page.

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

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 support for students who live in Residence. Please email the RSSA at swsmentalhealth@ucalgary.ca

For more information, visit

ucalgary.ca/wellness-services/home

Harm Reduction Support Advisor (HRSA)

The HRSA works one-on-one with students 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.

403.210.9355 | ucalgary.ca/wellness-services/home

GET INVOLVED

Be a CA

Being a CA is a great way to make a positive impact in your Residence community. If you want to apply for the 2026-2027 Academic Year, look out for more information in Nov. 2025.

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 2SLGBTQIA+ programs, events, advocacy, education, and outreach for all UCalgary residents. We are a community that fosters a safe, loving, and inclusive space for all. ucalgary.ca/ancillary/residence/live-us/application-information/lgbtq2s-students

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

Food Ambassador Committee

Passionate about food and building community? Join the Food Ambassador Committee and help shape the dining experience at The Landing. The committee meets just three times per semester (Fall and Winter) to share feedback, suggest improvements, and brainstorm new ideas to enhance The Landing experience for all who use it. Interested in joining? Email Magda Goss.

mgoss@ucalgary.ca

Eco Move-Out

Become a sustainability ambassador by signing up as a volunteer for one of our Eco Move-Out shifts in April 2026. Look out for more information on this webpage in March 2026.

ucalgary.ca/ancillary/residence/current-residents/moving-out/eco-move-out-opportunities

Jobs in Residence

Residence Services offers numerous volunteer opportunities and paid positions that become available throughout the year. Make sure to check this webpage for any jobs that Residence Services or Ancillary Services are hiring for.

ucalgary.ca/ancillary/residence/current-residents/get-involved/jobs-residence



LIVING IN RESIDENCE

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, featuring news and information on everything related to Residence life.

Social Media Account

Follow us on Instagram - @ucalgaryres



Submit a Maintenance Request

Submit a Residence Maintenance Request for any issues that you have in your unit or in common areas that you would like our Residence Maintenance team to fix.

ucalgary.ca/ancillary/residence/current-residents/services/maintenance-request

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.



Tips For Living with Roommates

- Communicate, communicate, communicate. Most roommate disagreements and issues (regarding cleanliness, guests, sleep schedules, or study habits) can be resolved by open communication. 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 helpful in opening a 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!

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 \$500 contract-breaking fee will be charged, and Residence fees will be prorated 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

Housekeeping Services

Our professional housekeeping staff cleans all common areas in the Residence buildings on campus. The areas include community bathrooms on every floor, which are cleaned twice a day, and community lounges on every floor, which are cleaned once a day. You can check with your CA on how to access a vacuum cleaner to keep your personal apartments/rooms clean. ucalgary.ca/ancillary/residence/current-residents/moving-out/cleaning-tips

On-Demand Cleaning Services

We understand that a resident's life can be busy and overwhelming. Our On-Demand Housekeeping Services are available at an additional cost to help you maintain a clean and healthy living space when you need it. As a reminder, these services are designed to support, not replace, your regular cleaning responsibilities. Email residence.housekeeping@ucalgary to find out more and to book a cleaning.



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 a letter to pick up. If you 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, 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 CAMPUS RESOURCES

Chancellor Cuthbertson Student Success Centre (SSC)

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

SSC offers services that include advising support, learning support (i.e., math, writing), and academic development, as well as success seminars and online resources. Advisors are ready to assist, and programs are tailored to meet 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

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.

ucalgary.ca/student-services/student-success/learning/neurodivergent-students

International Student Services (ISS)

Whether you have questions about immigration, adjusting to life in Canada, or getting connected on campus, ISS offers helpful resources, advising, and programs designed just for you.

For more information, visit

ucalgary.ca/student-services/iss

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

University of Calgary Recovery Community (UCRC)

The UCRC is an inclusive, peer-driven space that supports addiction recovery, fosters community, and reduces 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

The Sexual and Gender-Based Violence Prevention and Support Office (SGBV)

Provides confidential support and care for any university community member impacted by any form of sexual and gender-based violence, regardless of when or where they have experienced it.

This office provides many different services such as emotional support, a discussion of available reporting options and rights, systems navigation and support throughout processes, confidential consultation, assistance in accessing resources, support with accessing accommodations, safety planning and education for the campus community.

ucalgary.ca/sexual-violence-support

Email: svsa@ucalgary.ca to book an appointment.

Campus Security and Safewalk Program

Campus Security provides 24/7 emergency response, non-emergency incident reporting, and Safewalk. The Safewalk program is a student-run volunteer service designed to promote campus safety and awareness. By accessing this 24/7 service, you can safely walk with peers to any campus destination.

For more information on Safewalk and campus security, visit ucalgary.ca/security

Campus Food Hub

Located in Crowsnest Hall, this space is open to all students. Providing weekly meal programs, food literacy events, and an affordable market.

ucalgary.ca/career-personal-development/programs/student-life/campus-food-hub

Other food security resources: ucalgary.ca/current-students/food-security



IMPORTANT DATES

Fall Term 2025

AUG. 24	MOVE-IN DAY
Aug. 25 - Sept. 7	Residence Welcome Week
Aug. 28 & Aug. 29	UCalgary Orientation
Sept. 2	Classes begin
Sept. 19	Tuition, Residence fees and meal plan fees due and Deadline for changing meal plan
Nov. 1	Applications open for 2026/2027
Nov. 9 – 15	Fall term break (no classes)
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 2026

JAN. 1	WINTER 2026 MOVE-IN
Jan. 2	University opens
Jan. 12	Classes begin
Jan. 30	Tuition, Residence fees and meal plan fees due and Deadline for changing meal plan
Jan. 31	First cutoff date for 2026 Spring/Summer Residence offers
Feb. 10	First cut off for non-first year applications for the 2026/2027 terms
Feb. 16 – 22	Winter term break (no classes)
Apr. 16 - Apr. 30	Eco Move-Out
Apr. 14-28	Winter term exams
Apr. 30	Last day of accommodation for all academic term 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