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 Advisor

"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 Advisor

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. You may also load your Unicard with Uni Dollars which can be used at any of the vendors listed here:

- A & W* (McEwan Student Centre)
- Bake Chef* (McEwan Student Centre)
- Bento Sushi (Education Tower)
- Brew & Blends (Kinesiology A & Scurfield Hall)
- Canadian Pizza Unlimited (McEwan Student Centre)
- Carl’s Jr.* (McEwan Student Centre)
- Cinnzeo (Social Science)
- Coffee Company* (McEwan Student Centre)
- Dairy Queen & Orange Julius* (McEwan Student Centre)
- Domino’s (Yamnuska)
- Fresh Delights (McEwan Student Centre)
- Freshco Poke* (McEwan Student Centre)
- Jugo Juice (McEwan Student Centre)
- Kobe Beef* (McEwan Student Centre)
- KONZ Pizza (ICT)
- Korean BBQ* (McEwan Student Centre)
- Last Defense Lounge (Education Tower)
- Noodle & Grill Express* (MacEwan Student Centre)
- Omori Ramen (ICT)
- OPA! of Greece* (McEwan Student Centre)
- Oriental Wok* (McEwan Student Centre)
- pureEATery (Health Science Centre)
- Starbucks (McEwan Student Centre, Yamnuska)
- Subway* (McEwan Student Centre, Yamnuska)
- Tim Horton’s (McEwan Student Centre)
- The Landing (Dining Centre)
- True Eats (McEwan Student Centre)
- Umi Sushi Express* (McEwan Student Centre)
- Wetzel’s Pretzels (McEwan Student Centre)

Uni Dollars

All vendors accept Unicard (an asterisk next to the vendor indicates a Quality Money project, brought to you by your Students’ Union).

The Landing — Dining Centre

Monday to Friday - 7 a.m. to 11 p.m.
Saturday and Sunday - 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, 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

Meal to Go: Can’t make it to The Landing due to your class schedule or work? You can pre-order a meal to-go via Catertrax at ucalgary.catertrax.com under Meals To Go tab.

Feedback, questions or concerns: Speak with dining staff management at anytime while you are in the landing; use Napkin Talk available at The Landing; email foodservice.ucalgary.ca, or online through your voice counts.

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.

Fall Term, 7 days a week: 8 a.m. to 10 p.m.

ucalgary.ca/unicard

Mobile UPass

You can access your UPass directly on your mobile devices through Calgary Transit’s My Fare app. Download the app available 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 Dinos swag.

ucalgary.ca/bookstore

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 MacKinnie Tower.

Monday, Tuesday, Wednesday and Friday
3:30 a.m. to 4:30 p.m.

Thursday – 10 a.m. to 4:30 p.m.

403.210.7625 | ucalgary.ca/ses

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
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.

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.

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 & Health Awareness Team (W.H.A.T.)

The Wellness & Health Awareness Team (W.H.A.T.) is a student volunteer group that promotes health and wellness in the campus community by connecting students to resources on campus to create healthy, sustainable lifestyles.

W.H.A.T. team members will receive training on how to refer peers who are seeking help or advice to supports and services on campus. Please note that W.H.A.T. team members do not provide counselling or health advice to students.

For more information about the W.H.A.T Team, please visit ucalgary.ca/wellness-services/staying-healthy/health-promotion-and-outreach-team/wellness-and-health-awareness.

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.
Residence Athletic Association (RAA)
The Residence Athletic Association is a student-run group in residence that runs a variety of weekly events focused on health and wellness. RAA hosts free events like volleyball, yoga, bouldering, squash, and fitness boot camp (for a small charge), a different event every weeknight. RAA also organizes sports intramural sign up within residence. Coming out to RAA events is a great way to get to know other students in your residence community and to prioritize your health and wellness throughout the school year. If you are passionate about promoting health and wellness, you can also get involved in hosting these events with RAA as a building representative!

ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-athletic-association

The Residence Student Leadership Council (RSLC)
The Residence Student Leadership Council (RSLC) is a student-led volunteer leadership group in residence that promotes, advocates, and represents students’ interests and needs within the residence communities. RSLC members will collaborate with residence students on a variety of initiatives and decisions that impact their lives while living on campus.

ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-student-leadership-council
Information about the Community Ambassador role, how (and when) to contact the CAs

In your building you will find a Community Ambassador for your floor or wing. The CA is a student leader in the residence community, and is a friendly support to students living in the residences; they are an excellent source of information and can provide resources for most questions you may have.

CAs organize ongoing events that bring the community together and provide a great way for students to get to know each other as well as their campus community. CAs also take turns being “On Call” in the residence buildings, and they work to ensure the safety and well-being of the students living in residence.

You will likely see the CAs walking through the buildings wearing vests. The CAs On Call are a resource for you to call after hours (when the Residence Services front desk is closed) if for instance you have been locked out of your room, you have a noise complaint, or a safety concern.

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 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).

If you are having problems connecting to the network, please fill out the submit an internet issue request form at ucalgary.ca/ancillary/residence/current-residents/services/internet.

Alternatively, send an email to reznet@ucalgary.ca and include:
- Name, email address, phone number
- Building and room number
- Make and model of your device, including operating system
- IP address and Mac address (if possible)
- A brief description of the issue and any notes regarding pop-ups, warnings or alerts you may have received (a screenshot if possible).

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.

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

Student Wellness Centre

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.
counselling: 403.210.9355, option #2
Medical services: 403.210.9355, option #3
Massage therapy and Chiropractic care: 403.210.9355, option #3

Picking up parcels

Residence Services will notify you by email when you have a parcel to pick up.
Once you receive your email to pick up your parcel, you can head to the Campus Service Centre located in International House.

Parcel pick-up tip: Please make sure to bring your Unicard or other government issued photo ID to pick up your parcel.

OTHER RESOURCES AVAILABLE TO YOU

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## IMPORTANT DATES

### Fall term 2022

**AUG. 28**
- **MOVE IN BEGINS**

**Aug. 29 - Sept. 5**
- Residence Welcome Week

**Sept. 1 - 2**
- UCalgary Orientation

**Sept. 6**
- Classes begin

**Sept. 16**
- First day to request room transfers through residence portal

**Sept. 23**
- Tuition and residence fees due and Deadline for changing meal plan.

**Nov. 6-12**
- Fall reading week

**Dec. 10-21**
- Fall term exams

**Dec. 23**
- 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 2023

**JAN. 1**
- **WINTER 2023 MOVE-IN**

**Jan. 3**
- University opens

**Jan. 9**
- Classes begin

**Jan. 27**
- Tuition and residence fees due. Deadline for changing meal plan selection

**Jan. 31**
- First cutoff date for Spring/Summer residence offers

**Feb. 10**
- First cut off for non-first year applications for the 2023/2024 terms

**Feb. 19-25**
- Reading week (no classes).

**Apr. 12**
- Last day of winter term classes

**Apr. 15-26**
- Winter term exams

**Apr. 28**
- Last day of accommodation for residents
CAMPUS SERVICE CENTRE
INTERNATIONAL HOUSE
169 University Gate NW
Calgary, AB  T2N 4V8
403.220.8300
ucalgary.ca/residence