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 transitions. This critical transition 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.

TABLE OF CONTENTS

1 UCalgary Family Handbook
2 Academic Schedule
   • Fall 2018
   • Winter 2019
3 Check List for Student Success
4 Transition to University
   • 5 Ways to Encourage Your Student’s Success
5 Financing an Undergraduate Degree
   • Tuition and Fees
   • Awards and Scholarships
   • Registered Education Savings Plan
   • Government Student Loans
   • Student Line of Credit
   • Tax Information
6 Academic Success
   • Academic Language
   • Academic Advising
   • Student Success Centre
   • Academic Calendar
   • Student Accessibility Services
7 Campus Safety
8 Health and Wellness
9 Making Connections
10 Connecting Classroom Learning with Real-World Experience
11 Planning for the Future
12 Student Information and Privacy

FALL 2018

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept. 2</td>
<td>Residence Move-in Day</td>
</tr>
<tr>
<td>Sept. 4-5</td>
<td>Fall Orientation</td>
</tr>
<tr>
<td>Sept. 6</td>
<td>Fall Term lectures begin</td>
</tr>
<tr>
<td>Sept. 13</td>
<td>Last day to drop full courses and fall term half courses. No refunds for full courses (multi-term) for fall term half courses after this date.</td>
</tr>
<tr>
<td>Sept. 14</td>
<td>Last day to add or swap fall term courses. Last day to change registration</td>
</tr>
<tr>
<td>Sept. 21</td>
<td>Last day to pay balance of fees for fall term. Last day to pay Fall residence fees.</td>
</tr>
<tr>
<td>Oct. 8</td>
<td>Thanksgiving Day. University closed. No lectures</td>
</tr>
<tr>
<td>Nov. 11-17</td>
<td>Reading Days (no lectures).</td>
</tr>
<tr>
<td>Nov. 11</td>
<td>Remembrance Day. University closed. No lectures</td>
</tr>
<tr>
<td>Dec. 7</td>
<td>Fall term lectures end. Last day to withdraw with permission from fall term half courses.</td>
</tr>
<tr>
<td>Dec. 10</td>
<td>Fall term final examinations begin.</td>
</tr>
<tr>
<td>Dec. 20</td>
<td>Fall term final examinations end.</td>
</tr>
</tbody>
</table>

WINTER 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. 2-8</td>
<td>Lectures begin in Block Week courses.</td>
</tr>
</tbody>
</table>
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.
- Visit our campus over the summer and book a campus tour.
- Review the process for fee payment and determine a budget for first year.
- Obtain your Unicard, UPass and parking permit (if required).
- 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 the required textbooks for each course and purchase any required textbooks. 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 as electronic versions, rentals, library loans etc.
5 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 on campus outside of the classroom.

The Leadership and Student Engagement Office has a number of opportunities for involvement. Our staff are available to meet 1:1 with your student to identify their strengths and identify 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.

STAY HEALTHY
With busy class schedules and plenty of assignments, students may forget about supporting their personal well-being first. Helping your student to stay healthy will give them the energy they need to succeed. At UCalgary, students can stay physically healthy with free access to the fitness spaces through Active Living and collect points for staying fit through Level Up. Your student also has access to our on-campus SU Wellness Centre where they’ll find a full-service medical clinic, chiropractic and massage services, counselling and more.

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 on campus whether they live in residence or not. 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.

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.
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. There is 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 awards 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 (RESP)
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 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 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.

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. The Student Success Centre can assist your student with:

• Academic improvement
• Choosing a major
• Learning support
• 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
• Much more

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.

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:

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.

ACADEMIC CALENDAR

The Academic Calendar is a guiding document available to students to ensure that they’re meeting their degree requirements.
SAFEWALK
Safewalk is available for your student to use 24/7. Safewalk is a group of volunteers, overseen by Campus Security, who will meet your student wherever they're on campus and safely walk them wherever they need to go.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 of any emergency that might occur on campus. The app does not send out any communication other than emergency notifications and messages will detail what is occurring on campus, 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.

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.

ACTIVE LIVING
Staying physically healthy while on campus is important to your student’s wellness. Your student has access, through their tuition, to use recreation facilities available through Active Living. These include a full fitness centre, racquet centre, climbing wall, aquatic centre and more. Your student’s personal wellbeing is further encouraged through the Level Up program, where students can gain points and win prizes for staying physically active and participating in a wide variety of events and programs.

SU WELLNESS CENTRE
Your student has full access to health and wellness services on campus including medical, chiropractic, massage, nutrition, counseling and wellness programs. 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. 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.
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.

CAMP LEAD
Camp LEAD gives students the chance to meet one another and develop friendships through an overnight camp experience. Camp LEAD is for students with all levels of leadership experience (including those with no leadership experience at all) and although we encourage students in all years of study to attend, there are sessions reserved exclusively for first year students. Outdoor adventures, interactive strengths-based sessions, relaxed time for conversation and exploring personal leadership are all part of the experience.

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.

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.

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.
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.

UCALGARYCARES

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.)
- Work hard and apply themselves
- 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 Clifton Strengths 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. Co-op students alternate full-time work with academic terms with 4, 8 and 12-month co-op placements. Internships are 12 – 16 month consecutive terms that a student works between their third and fourth year on campus.

Co-op programs are available for students in:
- Arts
- Applied Chemistry
- Actuarial Science
- Ecology
- Haskayne School of Business

Internship programs are available to students in:
- Computer Science
- Schulich School of Engineering
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 1:1 appointments, workshops and online resources. In addition to student support, Career Services (ucalgary.ca/careers) also brings over 300 employers to campus annually for recruitment events such as career fairs and information sessions. 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.
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 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.