UNIVERSITY OF CALGARY

English Language Program

Program Guide

Table of Contents

English Language Program Office (ELP) **1**

Your Courses **2**

Rules and Regulations of the Program 2
Warnings and Dismissals 2
Levels 3
Class Schedule 3
Grades and Certificates 4
Course Evaluations 5
Professional and Continuing Education Account 5
Desire2Learn (D2L) 5

Campus Access **6**

IT Account & Multi-Factor Authentication (MFA) 6
UPass 7
Unicard 8
Recreation Facilities 8
Lockers 8
Wireless Access (Wi-Fi) 9
Libraries and Computers 9
Printing, Photocopying and Scanning 9
Lost and Found 9

Homestay **10**

Activity Program **11**

Health and Safety **11**

Health Insurance 11
Medical Services 12
Mental Health Services 12
Vaccinations 13
Campus Emergency App 13
Campus Safewalk 13
Campus Evacuation Plan & Assembly Points 13
Sexual Violence Support Center 14

Visas and Permits **14**

Living in Canada **14**

Money Matters 14
Cellphones 14
Public Transportation 15
Climate and Weather 15
Food and Diet 16
Personal Hygiene 16
Garbage, Recycling, and Compost 16
Cigarettes, Alcohol and Cannabis 16
Going Out 17
Things to Do on Campus 17

Campus Map **18**

Campus Tour Worksheet **20**

Find Your Next Course **21**

Notes **21**

DISCLAIMER: Information is accurate at the time of printing (May 12, 2026)

Welcome to the University of Calgary

Welcome to Canada and to the University of Calgary English Language Program. This program guide has been designed to help you prepare for your ESL program and to enjoy your study abroad experience.

English Language Program Office (ELP)

The English Language Program (ELP) office is always happy to answer questions and help you plan your English as a second language studies. Please contact us by email, phone or in-person.

Type of Inquiry	Email Address	Phone Number
General	esl@ucalgary.ca	403-220-3301
Homestay	homestay@ucalgary.ca	403-703-1875 (homestay emergencies only)
Activities	activityprogram@ucalgary.ca	403-542-3790 (activity emergencies only)

Hours

Monday, Wednesday, Friday: 8:30am – 4:00pm
Tuesday, Thursday: 8:30am – 4:30pm

Location

University of Calgary
Education Tower, Floor 11, Room 1121
2500 University Drive NW
Calgary, AB, CANADA
T2N 1N4

Social Media

Follow the English Language Program's social media pages to get information about our programs and to view Activity Program photos.

Instagram
@ucalgaryELP

How and who to talk to when you have problems

A direct but respectful approach is the best way to deal with problems in Canada. Follow the steps below if you have any concerns about your classes or issues with an instructor, student, or homestay host.

1 Discuss the problem directly with the person involved and try to find a solution together.

2 If it is not appropriate to discuss the issue directly with the person involved, or if the problem continues, contact the English Language Program office and provide details of the concern or issue. See contact information above.

Your Courses

Rules and Regulations of the Program

1. Students are required to communicate in **English at all times.** In an effort to promote English communication and to not exclude students who do not share the same first language, an English-only policy is in effect in classrooms, the Seminar Centre, and during activities.
2. Attendance in all classes is required. Students are responsible for catching up on any missed lessons, classwork, and assignments due to absence, late arrival, or early departure. Note that all missed classes are recorded as absences, including those due to sickness, late enrolment, early departure, immigration or housing meetings, and religious observance. Additionally, being late three times, leaving class early three times, and sleeping in class will be considered the same as one absence. To receive a certificate at the end of the program, you must attend at least 90% of your classes (see page 4 for more information).
3. Students are expected to attend classes up until the last day of the program. Students who have to leave the program early, for any reason, are required to notify the ELP office in writing. Semester and ACC students may request early final exams if proof of early departure (e.g. departure flight ticket) is provided to the ELP office **by the second Friday of the program.** Late requests are not accepted. In special cases, such as emergencies, late requests may be allowed and subject to a $50 administrative fee.
4. Cellphones should be turned off or on silent mode during class time. Students using cell phones in-class without explicit permission from their instructors will be asked to leave the class.
5. In Canada, sleeping in class is considered rude and disrespectful to the rest of the class. If a student is found sleeping in class, the student will be given one verbal warning. If the behavior continues, the student will be asked to leave the class.
6. Students are not permitted to attend class with their children.
7. All students enrolled in English Language Program activities must complete the required waivers prior to participation. Students must follow all safety rules. Students who do not follow the necessary safety precautions will not be allowed to further participate in the activities.
8. The English Language Program seeks to create and maintain a positive and productive learning environment, and will defer to the University of Calgary's Student Non-Academic Misconduct Policy and Procedure. Students and staff are expected to respect the dignity of everyone involved in the program. Any form of harassment or prejudice will not be tolerated. For more information, refer to conted.ucalgary.ca/international/info/conduct.jsp.
9. Students must abide by the University of Calgary's Policies & Procedures, and Canadian federal, provincial, and municipal laws at all times. The University of Calgary will not accept any responsibility for students who do not comply with Canadian laws.
10. The University of Calgary does not award credits for its English as a Second Language courses. However, it is possible that students may receive credits from their home institutions. Students are entirely responsible for all inquiries and arrangements regarding credits.

Warnings and Dismissals

Warnings and dismissals cover but are not limited to the English-only policy, cellphones in class, and sleeping in class. If students do not follow the rules and regulations of program, they will receive:

1. **Reminder:** Instructors/staff will give students a verbal reminder of program rules and notify the Teaching and Learning Manager. One verbal reminder is given per class and activity.
2. **Warning 1:** Formal written warning, no suspension. One first warning per program.
3. **Warning 2:** Formal written warning, the student is removed from and marked absent from 1 day of classes and/or activities. One second warning per program.
4. **Warning 3:** Final formal written warning, the student is removed from and marked absent from 3 days of classes and/or activities. One third warning per program.
5. **Dismissal:** Expulsion from the program.

Students will meet with the Teaching and Learning Manager for all formal warnings. Partner universities and funding agencies are notified of all warnings.

Levels

The English Language Program offers classes from the High Beginner to Upper Advanced levels. Students are assigned levels based on a thorough two-stage proficiency test in most programs, including their performance on an online placement test and subsequent in-class diagnostic testing. Placement test and in-class diagnostic test results are used for internal purposes only – they will not be shared or used to determine your grades.

All new and returning students must complete a placement test before the start of every program. Returning students who received a grade of B+ or higher in the previous program will automatically move to the next level. Some exceptional students may skip a level due to placement test performance. Students with grades of B- or lower will be placed based on placement test performance. In rare cases we may ask a student to go up or down levels.

Please note that levels in the Intensive Program are not the same as levels in the Semester Program because the programs have different focuses and structures. If you register for both the Intensive Program and the Semester Program and are placed in the same level, this does not mean that you are repeating the same class.

Class Schedule

You will receive your personalized class schedule on the first day of the program. Your class schedule will include your class levels and classroom locations.

To locate UCalgary buildings and classrooms, use the main campus map or the Interactive Room Finder: ucalgary.ca/about-ucalgary/our-campuses/campus-maps-and-room-finder.

Scan for campus map

Sample Class Schedule: Semester Program

Monday	Tuesday	Wednesday	Thursday	Friday
Grammar 9:00am – 10:20am	Grammar 9:00am – 10:40am	Grammar 9:00am –10:20am	Grammar 9:00am – 10:40am	Grammar 9:00am – 10:20am
Reading & Writing 10:30am – 12:00pm	Reading & Writing 11:00am – 12:30pm	Reading & Writing 10:30am – 12:00pm	Reading & Writing 11:00am – 12:30pm	Reading & Writing 10:30am – 12:00pm
Speaking & Listening 1:00pm – 3:00pm	Speaking & Listening 2:00pm – 4:00pm	Speaking & Listening 1:00pm – 3:00pm	Speaking & Listening 2:00pm – 4:00pm	

Sample Class Schedule: Intensive Program

Monday	Tuesday	Wednesday	Thursday	Friday
ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm
Pronunciation 1:00pm – 3:30pm	Literature Circle 1:00pm – 3:30pm	Pronunciation 1:00pm – 3:30pm	Literature Circle 1:00pm – 3:30pm	

Sample Class Schedule: Language & Culture Course

Monday	Tuesday	Wednesday	Thursday	Friday
ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm	ESL 9:00am – 12:00pm
ESL 1:00pm – 3:00pm	ESL 1:00pm – 3:00pm	ESL 1:00pm – 3:00pm	ESL 1:00pm – 3:00pm	

Sample Class Schedule: Academic Communication Certificate

Monday	Tuesday	Wednesday	Thursday	Friday
EAP 220 / 225 10:30am –12:30pm	EAP 220 / 225 11:00am – 1pm	EAP 220 / 225 10:30am – 12:30pm	EAP 220 / 225 11:00am – 1pm	EAP 220 / 225 10:30am – 12:30pm
EAP 230 / 235 1:30pm – 3:45pm	EAP 230 / 235 2pm – 4:15pm	EAP 230 / 235 1:30**p**m – **3**:**4**5pm	EAP 230 / 235 2pm – 4:15pm	EAP 249 1:30pm – 3:30pm

Grades and Certificates

Semester Program, Intensive Program and Language & Culture Course students who attend 90% or more of classes will receive a certificate of completion at the end of the program (i.e. 3 absences or less in the 4-week Intensive Program, 4 absences or less in the 5-week Intensive Program, 2 absences or less in the Language & Culture Course, and 16 absences or less in the Semester Program). Academic Communication Certificate (ACC) students who attained a minimum of C (or CR) in all courses will receive an Academic Communication Certificate parchment in accordance to the terms outlined on conted.ucalgary.ca/info/graduation.jsp.

Students will also receive an English Language Program student evaluation outlining their courses, levels, and grades. Final grades will be shown in a numeric (percentage) format and a letter grade format. Unless otherwise stated, students will receive student assessments 3 work weeks after the program has ended. Student evaluations will be mailed to the preferred mailing (postal) address listed in your Professional and Continuing Education student account. Please make sure that the mailing address is up to date before the end of the program.

Program	Certificate available…	Student Evaluation available…
Language & Culture Course	By mail 3 business weeks after the program ends	By mail 3 business weeks after the program ends
Language & Culture Course and Semester Program	At the graduation event	By mail 3 business weeks after the Semester Program ends
Semester Program	At the graduation event	By mail 3 business weeks after the program ends
Academic Communication Certificate	In accordance to the terms outlined on conted.ucalgary.ca/info/graduation.jsp	By mail 3 business weeks after the program ends
Intensive Program	At the graduation event	At the graduation event

Grading System

Letter Grade	Percentage	Description
A+	95 - 100	**Outstanding**
A	90 - 94	**Excellent**: Superior performance, showing comprehensive understanding of subject matter.
A-	85 - 89	**Very Good:** Approaching excellent performance.
B+	80 - 84	**Good:** Clearly above average performance with knowledge of subject matter generally complete. Required proficiency to advance to next level.
B	75 - 79	**Satisfactory:** Possesses a basic understanding of the subject matter.
B-	70 - 74	Approaching satisfactory performance.
C+	65 - 69	**Marginal:** Limited performance, with some understanding of the subject matter**.**
C	60 - 64	**Minimal:** Limited performance, insufficient preparation to advance to the next level.
C-	55 - 59	Approaching minimal performance.
D	50 - 54	**Unsatisfactory:** Poor performance overall.
F	0 - 49	**Fail:** Failure to meet course requirements.
CR		**Completed Requirements**
NC		**Not Complete:** The NC grade is assigned to students who formally withdraw from the course after the program start date.

English Language Program certificate or student assessment reprints are available for $10 per document. To request a reprint, please contact the ELP office.

Official Continuing Education transcripts are available for $10 per official transcript. To request an official Continuing Education transcript, please go to conted.ucalgary.ca/info/transcripts.jsp. Unofficial transcripts are available through your Professional and Continuing Education account at no cost. To access, login to your Destiny One account and go to “My Enrolment History”, choose the “Completed” tab, and click the “Print Unofficial Transcript” button.

Grades will not be released by telephone or email.

For appeals and reappraisals of grades, please follow the procedure on conted.ucalgary.ca/info/appeals.jsp.

Course Evaluations

During every English Language Program course, students are presented with an opportunity to evaluate the course and instructor. These evaluations are anonymous. Responses are reviewed by English Language Program staff and instructors, and are used to improve course design and delivery.

Professional and Continuing Education Account

You created a Professional and Continuing Education account when you registered with the English Language Program. It provides you with access to your student portal. You can use your account to:

- View and update your personal information (e.g. email address, mailing address, phone number, etc.)
- Access English Language Program course materials through Desire2Learn (D2L)
- Pay outstanding tuition and fees online
- Register for activities online
- Other Continuing Education services

To log in to your Professional and Continuing Education account, follow the steps below.

1. Go to conted.ucalgary.ca
2. Click "Login" and choose "My Account".
3. Enter your Professional and Continuing Education username and password, and click "Log in".

   Professional and Continuing Education Username: _____

   Professional and Continuing Education Password: _____

Note: Your Professional and Continuing Education username is your UCID – an 8-digit University of Calgary student identification number. You can find your UCID on your Letter of Acceptance. If you do not remember your Professional and Continuing Education username or password, click the "Forgot Username" or "Forgot Password" links on the login page to recover it.

Please ensure that the ELP office has up-to-date information regarding your mailing address, phone number, and email address. To update your contact information, login to your Professional and Continuing Education account, go to "My Profile", update the applicable fields, and click "Save".

Desire2Learn (D2L)

Desire2Learn (D2L) is an online learning management system that provides students with access to course content, quizzes, grades and more.

To login to D2L, follow the steps below.

1. Go to conted.ucalgary.ca
2. Click "Login" and choose "My Account".
3. Login with your Destiny One username and password, and click "Log in".

   Note: Your Destiny One username is your UCID. If you forgot your username or password, click the "Forgot Username" or "Forgot Password" links to recover it.
4. You will now see your home page. Click on the yellow "Access Desire2Learn" button.
5. You will find your ESL programs and courses under "My Courses".

Most English Language Program D2L courses expire 1 year after the course end date.

Campus Access

IT Account & Multi-Factor Authentication (MFA)

An IT account is a unique digital identity that provides access to campus services. You will need an IT account to:

- Access campus Wi-Fi
- Access your UCalgary email address
- Submit your unicard photo online
- Access campus computers and printers
- Access the UPass (eligible full-time students enrolled in a program 12-weeks or longer only)
- Access other campus services

A system-generated email with IT account registration instructions was sent to you approximately 40 days before the program start date. If you haven't completed the registration, please follow the steps below.

PART A: Create an IT Account

1. Go to itregport.ucalgary.ca
2. Check the box to agree to the terms and click "Continue".
3. Enter your UCID number (located on your acceptance letter), last name (family name), and date of birth (birthday). Click "Continue".
4. Check your email for an activation code sent from donotreply@ucalgary.ca. Enter the activation code.
5. Choose and answer 3 security questions and answers for your profile and then create a password.
6. Your IT account is successfully created! Please remember your UCalgary email, IT username & IT password**.**

Scan for IT

IT Username: _____ UCalgary Email: _____

IT Password: _____

7. Note: The ELP office will continue to contact you through your personal email (i.e. the email address you used to registered with the English Language Program), not your UCalgary email. The only time you will need to access your UCalgary email is to check for the email that notifies you when your unicard is ready for pickup and when requesting access to the UPass.
8. IMPORTANT: Wait at least 30 minutes before using your IT account and UCalgary email.

PART B: Set-Up Multi-Factor Authentication (MFA)

1. On a computer, login to your UCalgary email at office365.ucalgary.ca by entering your IT username and password
2. You will see a "More information required" pop-up window. Click "Next" 3 times until you see a QR code.
3. Using the cellphone that you will bring to Calgary, download the *Microsoft Authenticator* app.
4. Open the Microsoft Authenticator app, click on "+", select "Work or school account", and click "Scan QR code".
5. Use the Microsoft Authenticator app to scan the QR code. After you scan the QR code, click "Next"
6. Note: If you cannot scan the QR code, click on "Can't scan image?" This will give you a code and URL to enter manually instead.
7. On your cellphone, you will be prompted to approve a sign-in notification on the app for practice. Check your cellphone for a Microsoft Authenticator sign-in notification, enter the 2-digit number, and click "Yes".
8. On your computer, press "Next" and then "Done".
9. MFA is now successfully setup and ready to use! Every time you login to your UCalgary email, you will be asked to approve the login through the Microsoft Authenticator app.

Scan for MFA

Access to your IT account will expire 4 weeks after the program end date.

UPass

The UPass (university transit pass) allows eligible students to have unlimited access to Calgary Transit services (public buses and c-trains) each term. The Winter UPass is valid from January – April, the Spring UPass from May – August, and the Fall UPass from September – December.

UPass Requirements

Students can access the UPass directly on their mobile devices through the My Fare app by meeting all the follow requirements:

- ☐ Be a full-time student enrolled in an English Language Program course 12 weeks or longer.
- ☐ Paid the program tuition in full.
- ☐ Have a valid IT account & UCalgary email address (refer to page 6).
- ☐ Requested access to the UPass **15 days or more before the start of every term** by following the steps #1 - #5 below (if you are a returning student and already have a MyID account, you can skip steps #2 - #5).

How to Request Access to the UPass

1. Go to survey.ucalgary.ca/jfe/form/SV_dmxZX414MapBzmu. Complete the UPass Access Form to request access to the current term's UPass.
   - Students who request access to the UPass 15 days or more before the program begins will see the UPass in the My Fare app by the program start date (the Spring UPass does not begin until May 1).
   - Students who request access to the UPass after this date may receive delayed access to the UPass.
   - UPass access requests cannot be accepted after the first calendar month of the term.

   Scan for UPass
2. Download the *My Fare* app from the App Store (iOS) or Google Play (Android).
3. Create a "MyID account" with your **UCalgary email address (IMPORTANT: do not use your personal email)**.
   a) Tap the menu icon in the top right corner of the My Fare app, tap "Profile", select the "New Account" tab, and tap "Sign up using Calgary MyID".
   b) Scroll down until you see "New to myID?", click "Create a MyID account", and create your "MyID account" using your **UCalgary email address (IMPORTANT: do not use your personal email)**.
4. Enter your unique verification code.
   a) A unique verification code will be emailed to your **UCalgary email address.**
   b) Login to your **UCalgary email address** at office365.ucalgary.ca by entering your **IT username** & **password**, and open the email from myID@services.calgary.ca.
   *If you do not receive the verification code, contact My Fare at 403-268-1969 or myfare@calgary.ca.
   c) Enter the verification code in the "One time passcode" box and click "Submit".
5. Your MyID account is successfully created! Please remember your MyID username and password.

   MyID Username: _____

   MyID Password: _____

How to Use Your UPass

Before riding the bus or c-train, activate your UPass by going to your My Fare "Ticket Wallet", selecting the UPass, and tapping "Activate" (this is a one-time activation).

• On the bus: Tap your UPass bar code against the onboard scanner (located near the bus driver). If asked, show your pass to the bus driver. *When your scan returns a red screen (invalid), check to ensure time settings on your phone are configured to "automatic" or "Internet time", then scan again.

• On the train: Tap your UPass bar code against the platform validator scanner, located near the booths used to purchase single tickets on the c-Train station. You will only need to validate your UPASS on a c-Train platform validator the first time you use the c-train.

Unicard

The unicard (University of Calgary ID card) acts as an access card to printing services, libraries, recreation facilities, and other university services. To get a unicard:

1. Go to unicardphoto.ucalgary.ca and login using your IT account credentials (IT username and password).
2. Upload a photo of yourself.

   Note: If you cannot submit your photo online, please email your photo, UCID and full name to campusservicecentre@ucalgary.ca instead.
3. An email will be sent to your UCalgary student email when your unicard is ready to pick up.
4. After you receive this email, you may go to the Campus Service Centre located on the 1st floor of the International House (IH) to pick up your unicard. You will need to bring your government-issued photo ID (passport or driver's license) and your UCID.

If you lose or damage your unicard, you will be required to pay for a replacement card. Replacement cards can be purchased at the Campus Service Centre (International House main lobby) for a fee of $20.

Recreation Facilities

Students enrolled in programs 3-weeks or longer (excluding Explore) will have the opportunity to use the University of Calgary's recreation facilities throughout the duration of the program. These facilities include a swimming pool and diving platforms, indoor running track, weight training room, super circuit, indoor rock climbing room, skating rink, racquetball and squash courts, and four gymnasiums. For more information, including hours of operation, please visit the UCalgary Active Living website: active-living.ucalgary.ca/facilities.

To use the recreation facilities, follow the steps below. Intensive Program students must complete step #1 by the **first Friday of the program**. Semester Program and ACC students must complete step #1 by the **second Friday**.

1. Go to survey.ucalgary.ca/jfe/form/SV_4T46MzDwR3DM55I and complete the registration form.
2. An email will be sent to your personal email when your registration has been processed.
3. To enter the recreational facilities, scan your unicard at the gates.

   Note: Before using the Fitness Centre for the first time, you must activate your unicard at the Fitness Centre (KNB155) or Client Services (KNA104) desk

Scan for registration form

Access to the recreation facilities expires on the last day of the program. Students who are continuing their studies in the next term must register for access to the recreation facilities again.

Lockers

Rental lockers are available for a fee of $20 per term. If you would like to rent a locker on the 1st floor of the Education Classroom Block (EDC), please visit the ELP office.

To open the lock, please watch the instructional video provided by the University of Calgary Students' Union: youtu.be/GguXCZrkBEk.or follow the instructions below.

1. Turn dial to the right, passing '0' twice and then stopping at the combination's first number.
2. Turn dial to the left, passing '0' once before stopping on the second number.
3. Turn dial to the right, stopping on the third number.
4. Turn dial to the left until it stops and while holding it at that position, pull down on the lock to open.

Scan to watch video tutorial

Lockers must be cleared of all items by the last day of your program or a cleaning fee may be applied. You will be charged $20 for any missing or damaged locks or lockers. If you are participating in more than one term, you may pay an additional $20 to keep the same locker number and lock combination for the following term. You will not have to clear the items in your locker between terms. The English Language Program or the Students' Union are not responsible for any lost or stolen item.

Wireless Access (Wi-Fi)

To connect to the Wi-Fi network on campus, follow the steps below.

1. Go to your cellphone or laptop's Wi-Fi settings.
2. Select "AirUC-Secure".
3. Enter your IT username and password.

Can't connect to Wi-Fi?
Scan to review common issues

Libraries and Computers

The University of Calgary's main library is the Taylor Family Digital Library (TFDL). Library services include:

1. Computers with internet access, printers, and study areas.
2. Borrowing books, magazines, periodicals, journals, newspapers, etc.

Before visiting TFDL for the first time, you must activate your unicard at TFDL 1st Floor Service Desk.

For hours of operation, visit library.ucalgary.ca/locations. To book spaces, visit library.ucalgary.ca/services/bookings. For assistance with research and writing, using the computers and printers, borrowing books, and booking workrooms, please contact library.ucalgary.ca/ask.

Printing, Photocopying and Scanning

Students can print, scan and photocopy from any computer on campus by adding money to their unicard (called Uni Dollars). This can be done at the self-service kiosk on the main floor of the Taylor Family Digital Library (cash only), at the Campus Service Centre (cash, debit or credit), or online at ucalgary.ca/ancillary/unicard (credit only). Printing costs $0.08/page for black and white or $0.20/page for colour. To print:

1. Log on to a computer and send your print job to the print queue called "STUDENT on ITCTSEQUITRAC01".
2. Go to any printer and touch the printer screen to activate.
3. Swipe your unicard in the card swipe attached to the printer.
4. Wait for your name to appear on the printer screen. Push the "Unicard" button and then the "Login" button.
5. Push the "Follow-You Printing" button, select the appropriate file and push "Start".
6. Push the "Logout" button and then the "Ok" button.

Print and photocopy services are also available at *Bound & Copied*, located on the 1st floor of MacEwan Student Centre. Cash, debit card and credit card (but not unicard) payments are accepted. Any file to print must be brought in on a USB drive. They also offer other services, such as faxing, laminating, scanning and binding.

Lost and Found

If you've lost or found an item on campus, the best place to find or turn in an article is the Lost and Found, located on the 2nd floor of MacEwan Student Centre (MSC) at the end of the food court.

If you lost an item (e.g. wallet, textbook or unicard) at the University of Calgary, the best place to find the item is the Lost and Found. You can submit a report in-person or online at su.ucalgary.ca/programs-services/student-services/lost-found. If the item turns up at the Lost and Found, they will contact you to reunite you with your lost item.

If you left your belongings on city buses or c-trains, you can make an online claim to Calgary Transit at calgarytransit.com/survey/lost-property or by phone at 403-262-1000.

If you left your belongings on the bus during an Activity Program day or overnight trip, you can make an inquiry to Universal Coach Lines by phone at 403-948-6788.

Homestay

Most people believe that a homestay is an excellent way to learn and improve your English. You will observe how a Canadian family lives and interact with them on a daily basis. The homestay includes a private room and three meals a day. In most cases, ingredients for breakfast and lunch will be provided for you to make your own and dinner will be ready for you at the end of the day. It does NOT include laundry service or anyone to clean your room. You will be expected to clean your own room, do your own laundry, iron your clothes (if required), eat meals with the family, and spend some time with your family.

Many families have been with our program for over 10 years. The family will be very excited and a little nervous about meeting you. They will understand if you are nervous, too.

It is important to establish good communications with your host family. Ask them questions and be direct in a polite manner. Every family has different house rules. Some questions you should be sure to ask are:

1. What time are quiet hours?
2. How long may I spend in the bathroom in the morning?
3. Could you show me how the bath/shower works?

   (Note: Canadian bathrooms are not designed to drain water outside of the tub)
4. Is there anywhere in the house I am not allowed to go?

   (E.g. It is common in some homes that guests do not enter the hosts' bedroom)
5. When are the meals served? If a meal is going to be missed, what should the student do?

You will think of more questions to ask your host family. Try hard to ask questions and get clear directions on how the family does things. Don't be afraid to ask about food, table manners or other cultural practices. This will open up many conversations with your family. At the same time, avoid being judgmental. Your family is doing their best to make you feel welcome and happy in their home.

It is customary to call your host family to let them know if you will not be home for the evening meal. The earlier you let them know, the better. Regardless of whether your gender, you should offer to help the family with daily chores such as washing and drying the dishes, vacuuming, etc. Your family may accept or decline, but your offer will always be appreciated.

Homestay students are prohibited from smoking or vaping cannabis inside a host's home. Homestay hosts are prohibited from providing cannabis to homestay students. This includes selling, giving, sharing or purchasing cannabis for, or on behalf of, students.

If you have a problem in your homestay:

1. The first step is to discuss the problem with your homestay family.
2. If the problem continues, contact the Homestay Coordinator at homestay@ucalgary.ca or visit the ELP office to book an appointment with the Homestay Coordinator.
3. If you feel uncomfortable or confused about the actions or intentions of any person in your homestay, immediately contact the Homestay Coordinator by email at homestay@ucalgary.ca.
4. **For emergencies, call the 24/7 homestay emergency cellphone at 403-703-1875.**

If you treat your homestay family with respect, you will be treated with respect by them. When you are away from home you are an ambassador for your country. What you say and do in your host family's home will leave a lasting impression.

Activity Program

The optional Activity Program is offered to give students the best possible study abroad experience while promoting cultural understanding and providing an opportunity to practice English skills outside the classroom. Activities will include guided excursions to points of cultural and social interest in and around Calgary. Students in certain activities will be required to attend information meetings to cover safety and other important information.

Some activities are free and others have a participation fee. Activities are subject to limited availability, and registrations are accepted on a first-come, first-served basis. Additionally, only English Language Program students may join the activities. Registrations will be accepted in-person at the ELP office (cash, debit or credit card) and online (credit card only). To register online, follow the steps below.

Scan to register

1. Go to esl.ucalgary.ca/programs/activity.
2. Click "Learn More" under the appropriate term (Winter, Spring, Summer, Fall).
3. Click "View Trips / Register".
4. Choose the desired activity (double check the term the activity is offered in), and click "Add to Cart". If you would like to enroll in more than one activity, click "Keep Shopping".
5. When you add the final activity to your cart, click "Checkout".
6. Review the activities in your cart. Click "checkout".
7. Login to your Professional and Continuing Education account.
8. Complete the payment.

Working with a group of people representing different cultures and language abilities can be challenging. Therefore, it is very important that all participants respect the safety rules, instructions, and timelines of the activities. Activities will leave on time. If you are late, you will miss the activity.

All activities are subject to change or cancellation.

Health and Safety

Health Insurance

All international English Language Program students (under 65 years of age) are provided with *guard.me* emergency health insurance. Only students who have paid tuition fees in full will be insured – it is your responsibility to ensure that your financial record with the English Language Program is in good standing. You will receive an insurance card during the first week of the program. If you do not receive an insurance card, please contact the ELP office.

You are insured from the first day to the last day of the program. Students staying for more than one program can contact the ELP office to have their insurance extended between programs for a fee of $2 per day.

If you will be living in Alberta for 12 months or more, you are eligible to register for the Alberta Health Care Insurance Plan (AHCIP). You must register within your first 90 days in Alberta — you are not automatically registered. To learn more about AHCIP for international students, go to study.alberta.ca/plan-your-stay/health-care.

Canadians and landed immigrants are expected to use their provincial health insurance. It is the student's responsibility to make all necessary arrangements with their provincial health provider.

Insurance Policy

For complete guard.me emergency health insurance coverage details, please visit guard.me/ucalgaryesl and create an account.

Please note that guard.me insurance plans with a continuous 6-month coverage may be eligible to limited emergency dental insurance for pain relief and optometrist coverage. Please contact guard.me to confirm your eligibility. Students with less than six months of coverage are encouraged to arrange their own dental insurance for their stay in Canada.

Insurance Claims

If you require medical care, you may need to pay the clinic or hospital directly. In this case, you will need to submit an insurance claim with the original receipts and doctor's notes in order to be reimbursed (get your money back). To submit a guard.me insurance claim, follow the video tutorial on the guard.me website, guard.me/video_tutorials.php, or visit the ELP office.

Scan to watch video tutorial

Medical Services

Non-Emergency Medical Services

For non-emergency medical services (e.g. flu symptoms, minor pain, ear infection, prescription refill), visit a medical clinic. Below is a medical centre close to the UCalgary main campus, but there are many other locations throughout Calgary.

Brentwood Family Medical Centre
#810, 3630 Brentwood Rd NW
(403) 289-1901

International students insured with guard.me can use the *Mobile Doctor* app to connect with doctors digitally. This can prevent the need to go to a walk-in clinic or the emergency room which may have long walk-in wait times. For more information, visit guard.me/ucalgaryesl.

Scan to download app

Emergency Medical Services

For emergency medical services (e.g. serious injuries or illness with potentially life-threatening conditions), visit a hospital or call 911 immediately. Estimated emergency department wait times can be found at albertahealthservices.ca/waittimes.

Foothills Medical Centre
EMERGENCY
1403 - 29 St. NW
403-944-1110

Peter Lougheed Centre
EMERGENCY
3500 – 26 Ave. NE
403-943-4555

Sheldon M. Chumir Health Centre
URGENT CARE *(Non-life Threatening)*
1213 - 4th Street SW
403-955-6200

Rockyview General Hospital
EMERGENCY
7007 - 14 St. SW
403-943-3000

South Health Campus
EMERGENCY
4448 Front Street SE
403-956-1111

South Calgary Health Centre
URGENT CARE *(Non-life Threatening)*
31 Sunpark Plaza SE
403-943-9300

For more information about medical services in Alberta, please visit albertahealthservices.ca

Mental Health Services

Mental health support is available for English Language Program students through *GuardMe Student Support Program (GMSSP)*. Support is free, completely confidential, available 24/7 (anytime of the day or night), and provides access to professionally trained counsellors who may speak your language and understand your culture.

Call 1-844-451-9700.

Download the *TELUS Health Student Support* app.

- Select "University of Calgary Continuing Education – ELP Student" as your school.
- Create a profile.
- Start a live chat with a counsellor. Chat support is available in English, French, Mandarin, Cantonese, and Spanish. To access support in another language, please request an appointment.

Scan to download app

Visit gmssp.org.

For urgent or crisis situations, call or text the Distress Centre at 403-266-4357.

Vaccinations

People who live, work, go to school, or are visiting in Alberta are eligible for vaccinations. To book an appointment or to find walk-in clinics and pharmacies, visit albertahealthservices.ca. If you have an Alberta health care number, you can book an appointment online or visit a walk-in clinic. If you do not have an Alberta heath care number, you must call Alberta Health Link at 811 to book an appointment.

Campus Emergency App

The University of Calgary is committed to creating a safe and healthy living and learning environment for students. Download the UCSafety App to receive alerts and updates that can save lives and prevent injury.

1. Download the UCSafety app from the App Store (iOS) or Google Play Store (Android).
2. Open the app and select "Allow" to allow notifications.
3. Log in to the app using your UCalgary email and password.
4. Click "continue". Remember to enable notifications as you login to receive alerts or in settings under "Apps".

Scan to download App

In the event of an emergency, please contact Campus Security at 403-220-5333 or call 911.

Campus Safewalk

24-hours a day and 7-days a week, Safewalk is a free service committed to helping students, staff, and campus visitors safely reach their destination on campus. Co-ed pairs of Safewalk volunteers will walk anywhere on campus with you (including McMahon Stadium, Health Sciences, Student Family Housing, the Alberta Children's Hospital, and the University LRT station).

Requesting Safewalk volunteers to walk with you is easy!

- Call Campus Security at 403-220-5333 (24 hours a day, 7 days a week, 365 days a year)
- Use campus Help Phones, they are not just for emergencies
- Approach an on-duty Safewalk Volunteer to request a walk

Campus Evacuation Plan & Assembly Points

Staff and students may be required to evacuate during an emergency. Most evacuations will be signaled by activation of a fire alarm. If evacuation is ordered, follow these procedures:

- Stay calm, do not rush, and do not panic.
- Safely stop your work.
- Gather your personal belongings if it is safe to do so (e.g. keys, purses, jackets, cell phones, etc.).
- Use the closest emergency exit. Do not use the elevator.
- Proceed to the designated Emergency Assembly Point.
- Do not re-enter the building or work area until you have been advised by emergency responders that it is safe.

Assembly points have been identified across campus. These areas have been selected as they are large enough to hold a significant number of people and will provide an evacuated population access to washroom facilities and protection from the elements. To find the different assembly points on campus, visit ucalgary.ca/risk/emergency-management/evacuation-and-assembly-points.

Sexual Violence Support Center

Sexual harassment is unwanted or unwelcome sexual behaviour that affects you negatively. Sexual harassment is against the law. It is your right to not be sexually harassed.

Sexual harassment can take place at home, in school or in public. It may or may not be obvious. It could include:

- Unwelcome touching or physical contact
- Sending sexually explicit texts, e-mails or pictures
- Making sexually suggestive comments
- Inappropriate staring or sexual attention
- Pressuring a person to participate in sexual situations
- Inappropriate jokes, rumours or sexual remarks
- Repetitive, unwanted, invitations to hang out or go on a date
- Sexual violence or physical attacks

If you think you, or someone you know, has experienced sexual harassment, the University of Calgary provides support (help).

Contact the UCalgary Sexual Violence Support Centre by email at svsa@ucalgary.ca, by phone at 403-220-2208, or in-person at MacEwan Student Centre (MSC) room 373. Reporting or asking questions about sexual harassment is confidential and safe. For more information, please visit ucalgary.ca/sexualviolencesupport.

Visas and Permits

It is students' responsibility to obtain and maintain valid immigration status to study in Canada. For information about study permits, visa and other immigration questions, please visit ucalgary.ca/student-services/iss/immigration. Should you require further assistance, please contact the University of Calgary's International Student Services (ISS) by email at iss@ucalgary.ca using your UCalgary email.

Living in Canada

Money Matters

The unit of currency in Canada is the Canadian dollar (CAD). Paper notes are most commonly issued in $5, $10, $20, $50 and $100 bills. Most Canadians usually only carry $5, $10, and $20 bills. We recommend that students do not carry bills larger than $50, and no more than $200 in total at any time. Debit cards, travelers' cheques and credit cards, such as Visa, MasterCard and American Express, are widely accepted. However, many reasonably priced restaurants do not accept American Express or Diner's Club. Check with your own bank to see if your bankcards may be used in machines in Canada and how much this service will cost you.

Banks in Canada are generally open from 10:00 am to 4:00 pm, though these hours can vary, depending on the bank. Some banks are open on Saturdays. All banks will cash travelers' cheques, but you must provide identification (i.e. passport). If you are considering opening a Canadian bank account, visit the International Student Services (ISS) website for banking tips: ucalgary.ca/student-services/iss-old/resources/banking.

Cellphones

In general, there are two types of cellphone plans: post-paid (you get a monthly bill) and pre-paid (you pay for certain amount of services before you use it). You'll need to decide which option works best for you. Cellphone plans in Canada can be quite expensive ($40 - $100, depending on the mobile provider and included services).

Visit the International Student Services (ISS) website for things to consider when settling up your cellphone in Canada: ucalgary.ca/student-services/iss/settling-calgary/getting-essential-items/setting-your-mobile-phone.

Public Transportation

The Calgary Transit System includes all public city buses and C-trains/LRT (Light Rail Transit). To use Calgary Transit, you will need to purchase single-use tickets or passes through one of the payment options below.

1. Pre-paid ticket books or monthly passes: Ticket books (10 tickets per book, each ticket is valid for 90-minutes) or monthly passes (each monthly pass is valid for one calendar month) can be purchased in advanced at most grocery and convenience stores in Calgary (e.g. Safeway, Save on Foods, Co-op, Circle K, and 7-Eleven); look for a sign on the front entrance indicating that they sell Calgary Transit fare products. Cash, debit, credit cards are accepted.
2. My Fare app: *My Fare* is a mobile ticketing app that allows you to purchase and use tickets and passes directly on your smartphone. Visa, MasterCard, American Express and Apple Pay are accepted.
3. C-train station ticket vending machines: All C-train stations have ticket vending machines at the entrance. Cash, debit, and credit cards are accepted.
4. Bus Money Box: All buses have a money box beside the bus driver. Only exact cash is accepted.

Full-time student enrolled in an English Language Program course 12 weeks or longer are eligible for a UPass and do not need to purchase single-use tickets or passes. Please refer to page 7 for more information.

Travelling by bus: If you are travelling by bus, enter the bus from the front. If you have exact change or a pre-paid ticket, place in the money box beside the driver. If you will take another bus or a C-Train, ask the driver for a transfer (a piece of paper that allows you to take another bus or C-Train within 90 minutes). For example, if you take a bus and then a C-Train to the University of Calgary, you will only pay once for the trip by requesting a transfer. If you have a monthly pass, show the driver when you get on. If you have mobile pass/ticket, scan the barcode at the onboard scanner beside the driver. You do not need to ask for a transfer. To get off, signal that you wish to stop approximately 100 meters before your stop by pushing a button on the wall, pulling a yellow string on the wall, or simply telling the driver. If you are not sure when to get off the bus, you can always ask the driver for help. Drivers are usually very helpful.

Travelling by C-train: If you are traveling by C-train, you must pay before you get on the C-train. There are ticket vending machines at the entrance of each C-train station. Ticket vending machines accept cash, debit and credit cards. If you use a pre-paid ticket, you must validate one ticket at a ticket vending machine by inserting your ticket into the validation slot (a time and date will be stamped on the ticket to validate it). If you have a monthly pass or mobile pass/ticket, you must always have it with you while using Calgary Transit. On the train, there is no driver, money box, or onboard scanner to show your ticket or pass to. However, a Calgary Transit Peace Officer may occasionally ask c-train passengers to show proof of payment (transfer, ticket or pass). If you cannot show proof of payment, you may be issued a fare evasion fine up to $250.

For bus/c-train schedules and maps, please visit calgarytransit.com or download the *Transit* app from the App Store (iOS) or Google Play (Android).

For the latest fares, visit calgarytransit.com/content/transit/en/home/fares---passes.

Climate and Weather

Calgary is a city where you experience all four seasons and chinooks – a warm wind that raises temperatures by as much as 15 degrees in a few hours. Overall, Calgary has a dry climate with mild temperatures. Mornings and evenings are generally cool, and the daytime warm and pleasant. Drinking lots of fluids and using lip balm and a skin moisturizer will help prevent headaches and dry skin. Calgary also has very high levels of solar radiation with an average 333 sunny days a year. Even if it is cloudy, you should wear sunscreen if you are going to be outside for a long time. The weather in Calgary can change very quickly, and you should be prepared for cold temperatures regardless of the season. For the latest weather, visit weather.gc.ca.

Food and Diet

The Canadian diet may be quite different from your own. You will probably have the opportunity to try many new foods while you are here. The province of Alberta is world-renowned for its beef, grain and pork, but many other meats, fish, vegetables and fruits are also available. Canadians eat earlier than in many other countries. Breakfast is normally at 8am, lunch at 12pm, and supper at 6pm. A typical breakfast will include a bowl of cereal, or toast with margarine, peanut butter or jam. Milk, juice and coffee are common beverages with breakfast. Lunches may vary, but sandwiches or salads are common.

If you are invited for a meal at someone's home, check with your hosts about what time they expect you to arrive and at what time they will be serving the meal. Mention any dietary restrictions, such as food allergies, if you are a vegetarian, or if your religion forbids certain foods. Your host or hostess will not expect a gift since you are their visitor. However, flowers, chocolates or a bottle of wine are usually welcome.

Personal Hygiene

Most Canadians shower and use deodorant every day, typically in the morning and/or after they exercise. Canadian homes usually have a hot water tank, which means that the hot water has to be shared by all members of the home and can run out if someone takes a long shower. When showering, please put the shower curtain inside the bathtub, so that you do not spill water on the floor, possibly ruining the home. You should clean any of your hair out of the drain before you leave the bathroom. Used toilet paper can be discarded in the toilet and flushed; do not put used toilet paper in the garbage can. Typical usage is 8-10 sheets per trip. Using much more than this can cause the toilet to become clogged. Canadian public bathrooms do not have washroom attendants; users are encouraged to clean up after themselves.

Garbage, Recycling, and Compost

Canada has a culture of self-service. Canadians are generally careful to not litter and usually clean up after themselves. This includes putting garbage, recyclables and compost in the correct containers and wiping up spills after eating or after using public sinks. Most areas will have different bins for recyclable drink containers, paper products/cardboards, compostable waste, and other garbage. Public services to pick up trash or clean up bathrooms are very limited, and littering is looked at very negatively.

Some food courts, such as the food court in MacEwan Student Centre and those in shopping malls, have staff managed “waste sorting areas”. Food court customers leave their waste at these sorting areas where food court staff to sort and dispose on the customers’ behalf. The purpose of these sorting areas is to reduce the food court’s impact on the environment by decreasing the amount of waste sent to landfills and encouraging better recycling practices.

Cigarettes, Alcohol and Cannabis

In Alberta, you must be at least 18 years of age and have valid government-issued photo ID to purchase cigarettes, alcohol or cannabis.

Smoking is prohibited in indoor public spaces in the City of Calgary and at the University of Calgary. Smokers are required to go outside to smoke, but please note it is illegal to smoke within 5 meters of an entranceway on campus. It is illegal to drink alcohol outside in parks, on the street, or in a vehicle in the City of Calgary and at the University of Calgary.

Cannabis can only be purchased from licensed outlets in Alberta and cannot be consumed or smoked in public or commercial spaces. Cannabis cannot be purchased or consumed at the University of Calgary campus. Although cannabis was legalized in Canada in 2018, it is very important to understand the risks and guidelines. Adults over 18 years of age will be allowed to possess up to **30 grams** of cannabis in a public place. Please note that despite the fact that cannabis is legal and regulated in Canada, **it remains illegal to transport cannabis across Canada’s national border. Do not bring cannabis outside of Canada.** Please follow this link for the latest information: canada.ca/en/services/health/campaigns/cannabis.

Going Out

It is common in Canada for men and women to go out as friends in mixed groups. It is acceptable for either gender to ask someone out on a date. If you ask someone to go out with you and he or she refuses, it is advisable not to ask again. Persistent requests for dates are often considered offensive behavior in Canada. If someone asks you if you have a boyfriend/girlfriend, it is advisable to say "yes" if you are not interested in that person.

When you are out with friends in Canada, knowing who pays the bill can be complicated to figure out. “Splitting the bill” (each person pays an equal amount of the total cost) or paying for yourself is very common. “Tipping” is not mandatory for all services, but it is customary to tip 10% – 20% of the bill at restaurants, bars, clubs, and taxi services.

No matter where you are, it’s important to be aware of your surroundings and trust your instincts if you feel a situation may be unsafe. Keep these cautionary tips in mind:

- Do not accept drinks from strangers**.** Never leave a drink unattended at a bar or a club. Calgary is a safe city but there have been cases of drugging. Please be careful.
- Always travel with a friend. There is more safety in numbers.

Visit the Tourism Calgary website at visitcalgary.com for things to do in Calgary and the Travel Alberta website at travelalberta.com/ca for things to do in Alberta.

Things to Do on Campus

Art, Music and Theatre

You can enjoy a variety of music concerts from jazz to classical, musical ensembles, orchestras and choirs performed by celebrity performers to student recitals. For more information on concert listings and admission prices, go to machallconcerts.com/events and arts.ucalgary.ca/creative-performing-arts/news-and-events

Students’ Union (SU) Clubs

Join a UCalgary student club at the SU office in MSC 251 or at su.ucalgary.ca

Outdoor Centre

If you are interested in learning a new recreational activity, such as rocking climbing, the Outdoor Centre offers introductory lessons and outdoor equipment rentals. Visit the Outdoor Centre in KNB 180 or at outdoor-centre.ucalgary.ca for information about lessons, equipment rentals and prices.

Active Living

Check out Active Living for intramurals, drop-ins, and the wide range of recreation programs at the Active Living Client Services in KNA 104 or at active-living.ucalgary.ca

Dinos Sporting Events

Support the UCalgary Dinos at an upcoming sporting event: godinos.com/index.aspx

Volunteer Opportunities

If you’re looking for volunteer opportunities, consider Students’ Union Volunteer Services: su.ucalgary.ca/programs-services/volunteer-programs and Peer Helper Program: ucalgary.ca/student-services/leadership/leadership-development/peerhelper

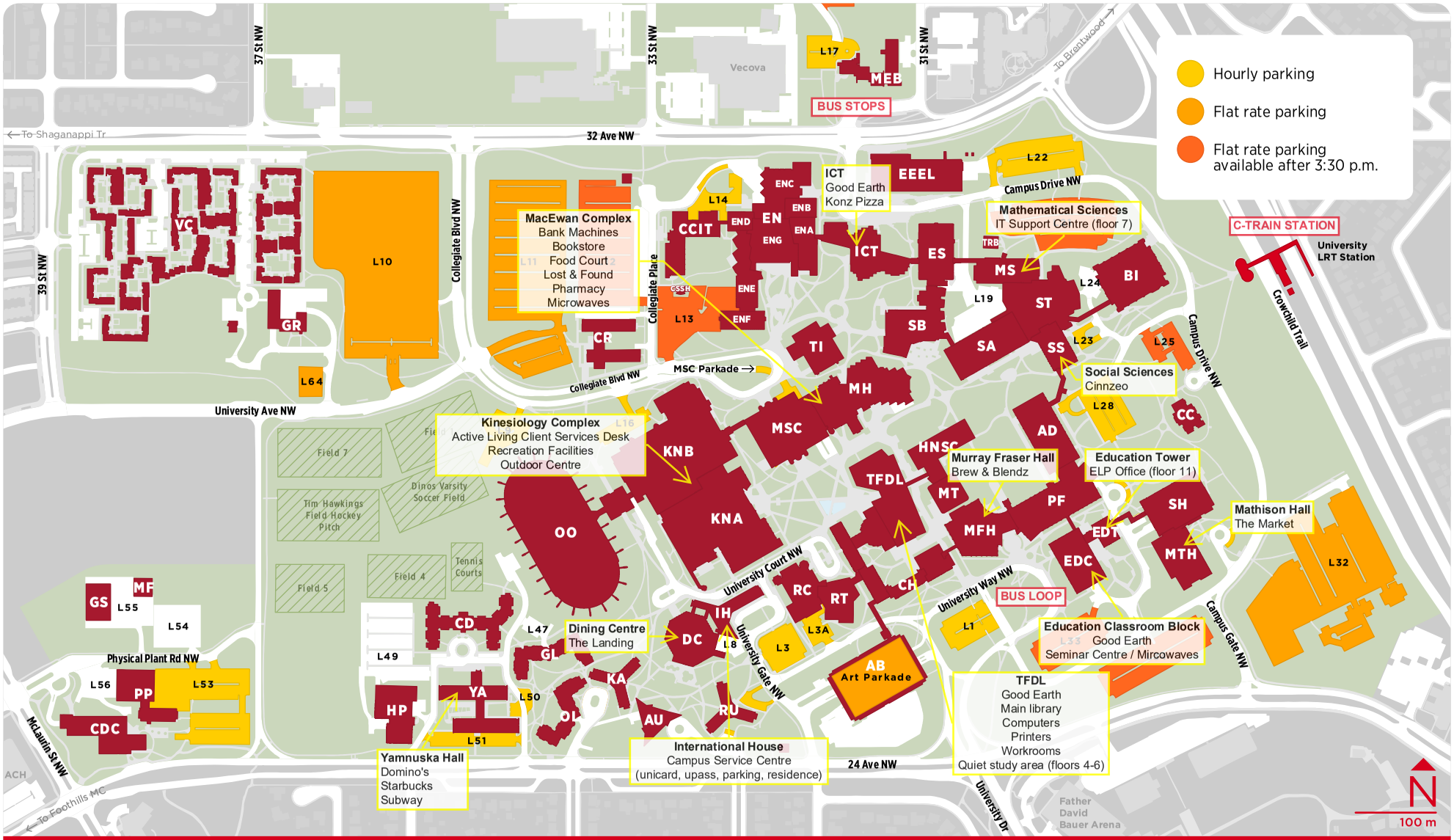
Study Space

Find on-campus study space at su.ucalgary.ca/studyspace/index.php

Main Campus

ucalgary.ca/map

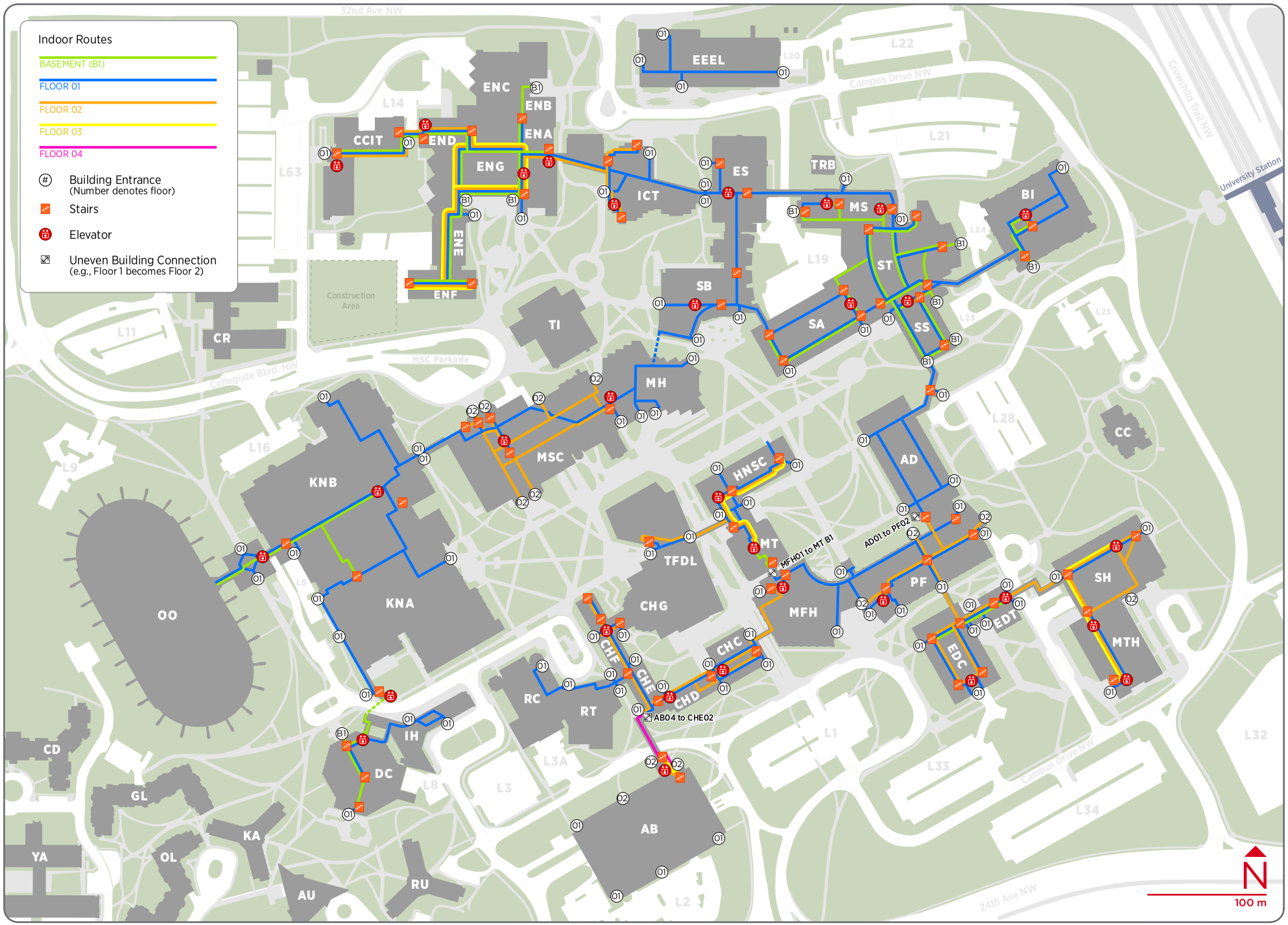
UNIVERSITY OF CALGARY



AB Art Building & Parkade
AD Administration
AU Aurora Hall
BI Biological Sciences
CC Child Care Centre
CCIT Calgary Centre for Innovative Technology
CD Cascade Hall
CDC Child Development Centre
CH Craigie Hall Blocks C-G (University Theatre)
CR Crowsnest Hall
CSSH Cenovus Spo'pi Solar House
DC Dining Centre
EDC Education Classrooms
EDT Education Tower
EEEL Energy Environment Experiential Learning
EN Schulich School of Engineering
ES Earth Sciences
GL Glacier Hall
GR Grounds Building
GS General Services Building
HNSC Hunter Student Commons
HP Heating Plant
ICT Information & Communications Technology
IH International House
KA Kananaskis Hall
KNA Kinesiology Block A
KNB Kinesiology Block B
MEB Suncor Building (Mechanical Engineering)
MF Materials Handling
MFH Murray Fraser Hall
MH MacEwan Hall
MS Mathematical Sciences
MSC MacEwan Student Centre
MT MacKimmie Tower
MTH Mathison Hall
OL Olympus Hall
OO Olympic Oval
PF Professional Faculties
PP Physical Plant
RC Rozsa Centre
RT Reeve Theatre
RU Rundle Hall
SA Science A
SB Science B
SH Scurfield Hall
SS Social Sciences
ST Science Theatres
TFDL Taylor Family Digital Library
TI Taylor Institute for Teaching & Learning
TRB Trailer B
VC Varsity Courts
YA Yamnuska Hall

Stay warm. Stay inside.

Indoor Building Routes



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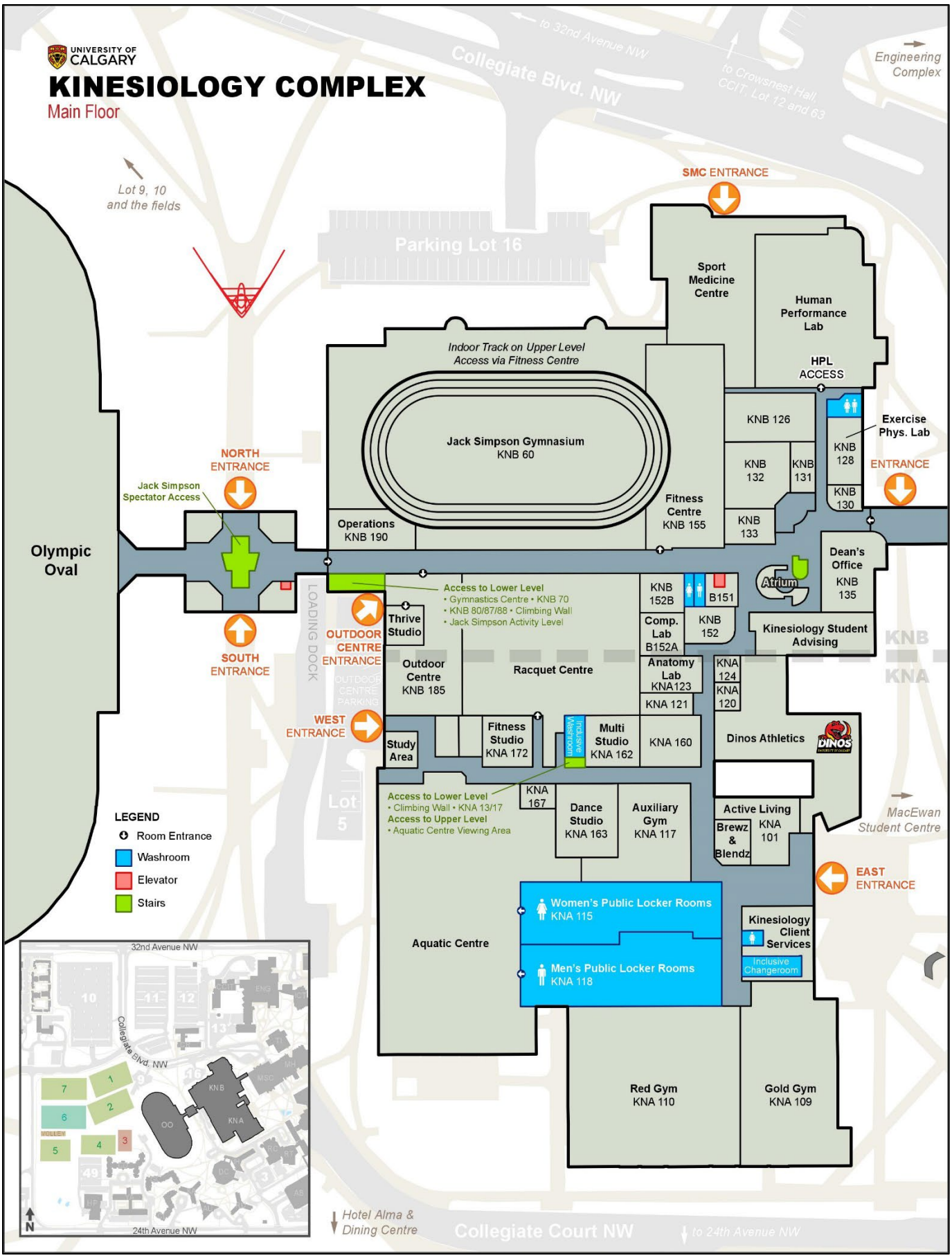
Created by Geospatial Services, IT


UNIVERSITY OF CALGARY
KINESIOLOGY COMPLEX
Main Floor
to 32nd Avenue NW
Collegiate Blvd. NW
to Crowsnest Hall, CCIT, Lot 12 and 63
Engineering Complex
Lot 9, 10 and the fields
Parking Lot 16
SMC ENTRANCE
Sport Medicine Centre
Human Performance Lab
HPL ACCESS
Indoor Track on Upper Level
Access via Fitness Centre
Jack Simpson Gymnasium
KNB 60
KNB 126
KNB 128
KNB 132
KNB 131
KNB 130
KNB 133
Exercise Phys. Lab
ENTRANCE
NORTH ENTRANCE
Jack Simpson Spectator Access
Operations
KNB 190
Fitness Centre
KNB 155
Olympic Oval
Dean's Office
KNB 135
Atrium
Access to Lower Level
• Gymnastics Centre • KNB 70
• KNB 80/87/88 • Climbing Wall
• Jack Simpson Activity Level
KNB 152B
B151
Comp. Lab B152A
KNB 152
Kinesiology Student Advising
Thrive Studio
OUTDOOR CENTRE ENTRANCE
SOUTH ENTRANCE
LOADING DOCK
Outdoor Centre
KNB 185
Racquet Centre
Anatomy Lab
KNA123
KNA 124
KNA 120
KNA 121
WEST ENTRANCE
Study Area
Fitness Studio
KNA 172
Inclusive Washroom
Multi Studio
KNA 162
KNA 160
Dinos Athletics
Access to Lower Level
• Climbing Wall • KNA 13/17
Access to Upper Level
• Aquatic Centre Viewing Area
KNA 167
Dance Studio
KNA 163
Auxiliary Gym
KNA 117
Active Living
Brewz & Blendz
KNA 101
MacEwan Student Centre
EAST ENTRANCE
LEGEND
Room Entrance
Washroom
Elevator
Stairs
Women's Public Locker Rooms
KNA 115
Men's Public Locker Rooms
KNA 118
Aquatic Centre
Kinesiology Client Services
Inclusive Changeroom
Red Gym
KNA 110
Gold Gym
KNA 109
32nd Avenue NW
Collegiate Blvd. NW
24th Avenue NW
N
Hotel Alma & Dining Centre
Collegiate Court NW
to 24th Avenue NW

Campus Tour Worksheet

Please write down the answers to the questions below during your campus tour.

1. Where can you buy study supplies like binders, notebooks and pens?

   _____

2. Where can you find bank machines in MacEwan Hall?

   _____

3. Where are the microwaves in MacEwan Hall?

   _____

4. What should you do if you have immigration/student visa questions?

   _____

5. Where do you go if you need a doctor?

   _____

6. What should you do if you would like access to the gym or other campus recreational facilities?

   _____

7. Where can you rent outdoor equipment for excursions?

   _____

8. Where do you pick up your University of Calgary ID card (unicard)? What will you need to bring with you when you pick up your unicard?

   _____

9. Where can you find computers and printers on campus?

   _____

10. Where is the meeting place for English Language Program activities?

    _____

11. Where is the English Language Program office located? When is the office open?

    a. _____ b. _____

12. Where do you get a public transit (bus and c-train) pass?

    _____

Find Your Next Course

Whether you want to improve your English language skills, take professional development courses, or gain experience in a Canadian academic setting, we offer a variety of programs to accommodate your needs...

English Language Program

Learn English full-time or part-time and experience life in Canada. For more information, visit esl.ucalgary.ca.

International Professional Programs (IPP)

Gain expertise in a specialized field and develop your leadership skills. For more information, visit conted.ucalgary.ca/international/programs.

Notes