

# GENERAL SERVICES AT THE UNIVERSITY OF LETHBRIDGE

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## 1. ACCOMMODATED LEARNING CENTRE

### Students with Disabilities

The Accommodated Learning Centre provides various accommodations for students with a wide range of documented conditions, including learning disabilities, ADHD, psychiatric disorders, as well as medical and mobility conditions. Supports include: exam accommodations, assistive technologies, specialized supports (tutors, strategists and notetakers) as well as Schedule 4 funding support. The Accommodated Learning Centre develops individual learning plans that correspond with a prospective registrant's official documentation. This documentation may include: a psycho-educational assessment, psychological report, psychiatric report, medical letter, counsellor's letter or any other diagnostic document from a health professional. For more information and possible assistance with these matters, contact the Accommodated Learning Centre.

Office: B760

Phone: 403-329-2766

Website: [www.uleth.ca/ross/accommodated-learning-centre](http://www.uleth.ca/ross/accommodated-learning-centre)

## 2. BOOKSTORE

### Retail Services

The University Bookstore is located on Level 2 of the Students' Union Building. It stocks all required course materials as well as a full line of general reading books, stationary, art supplies, University apparel and giftware.

### Textbook Reservation Service

The Bookstore can do your textbook shopping for you. Access the Bookstore's website for information as it becomes available. Textbook reservation sign-up occurs in April and is only available for the fall term for the Lethbridge campus only.

### Returns Policy

The Bookstore's policy for returning textbooks and other materials is clearly stated on the *Return Policy* attached to the receipt with your purchase. If you are unsure whether an item is returnable, please ask the Bookstore staff for clarification.

### Used Book Sell Backs

If a textbook is going to be used the following term, and the Bookstore requires inventory, we will purchase good-quality used copies from students. This service is available daily, except during term opening (watch for time changes). As well, the Bookstore sponsors semi-annual 'Used Book Sell Backs' during exam week in April and December. Exact dates and times are posted on campus and on the Bookstore website.

### Various Forms of Course Materials Available

The bookstore staff are continually reviewing various opportunities to provide cost savings to our students. Watch for options as they become available such as rental for new and used books, digital formats and special requests from instructors.

Website: [www.uleth.ca/bookstore](http://www.uleth.ca/bookstore)

### 3. BUS SERVICE

The City of Lethbridge operates a regular bus service between west Lethbridge and downtown in accordance with a published schedule, including one stop at the campus.

Bus passes and additional information on schedules are available from the Students' Union *Rockerman's Service Centre* (SU232) and the City of Lethbridge.

### 4. CAMPUS ID CARD

The University of Lethbridge Campus ID Card is the official picture identification of the University of Lethbridge. All students, faculty and staff need this card in order to access vending, printing, photocopying, food services, recreation facilities, athletic events, the Library and some off-campus services.

Campus ID Cards may be obtained at the ITS Solutions Centre in University Hall. Government-issued photo ID is required. For more information contact the ITS Solutions Centre (tel. 403-329-2490). The initial card is free—replacing a damaged, lost or stolen card is \$10.

Office: TH218

Phone: 403-329-2490

Website: [www.uleth.ca/information-technology/services/campus-id-cards](http://www.uleth.ca/information-technology/services/campus-id-cards)

### 5. CAMPUS SAFETY

Campus Safety is primarily a service-oriented department committed to providing a safe environment for our community and meeting the specialized needs of the University. In order to address specific needs and concerns, Campus Safety is divided into four divisions: Emergency Management, Parking Services, Risk and Safety Services, and Security Services.

Website: [www.uleth.ca/campus-safety](http://www.uleth.ca/campus-safety)

#### Emergency Management

Emergency Management is responsible for developing plans for all hazardous situations that might occur at the University of Lethbridge and plan training to ensure our Campus Incident Response Team and Emergency Management Team have the resources and information they require to make decisions to keep you and the University safe. In the event of an on-campus incident, Emergency Management is responsible for alerting the campus community with the appropriate information. Prepare, Plan, and Practice!

Website: [www.uleth.ca/campus-safety/emergency-management](http://www.uleth.ca/campus-safety/emergency-management)

#### Parking Services

Anyone intending to park a vehicle on the University of Lethbridge campus must purchase a parking permit. Permits are available in person at the Cash Office, or may be reserved

online using the Bridge ([www.uleth.ca/bridge](http://www.uleth.ca/bridge)). Please note, parking stalls on campus are a finite resource and the availability of a stall is not guaranteed; early online reservation is strongly recommended. Current permit rates can be accessed on the Bridge or the Parking Services website. Individuals holding a current disabled license plate and/or parking placard requiring specific needs should contact Parking Services for a permit to park in a pre-assigned area.

Short-term visitor Pay & Park is also available in various lots around campus, ranging from one hour to all day. Pay & Park permit dispensers are located in Lots C, D, G, H, and N. Students living in residence purchase parking permits via Housing Services.

Website: [www.uleth.ca/facilities/parking](http://www.uleth.ca/facilities/parking)

### Risk and Safety Services

Risk and Safety Services (RSS) is committed to the education and promotion of risk control and a strong safety culture for all members of the campus community who attend and use University facilities and services. RSS is responsible for oversight of the University's laboratory safety programs as well as managing the University's Environment and Occupational Health and Safety program. RSS also assists other departments by conducting safety audits, assisting with hazard assessments, and providing mandatory safety training such as WHMIS, Laser Safety, Radiation Safety, and Transportation of Dangerous Goods. Aside from safety, the department is also responsible for the administration of the University's insurance portfolio, risk management services for University activities, claims management, contract review relating to insurance and indemnity agreements, and the administration of the University's Alcohol Policy.

Website: [www.uleth.ca/risk-and-safety-services](http://www.uleth.ca/risk-and-safety-services)

### Security Services

Security Services patrol the campus 24 hours a day and are responsible for promoting a safe campus environment with the assistance and support of the campus community. In addition to foot and CCTV patrols, Security Services also delivers the following programs: Safe Walk, Working Alone, Crime Prevention, First Aid, Incident Investigation and the campus Lost and Found service.

Website: [www.uleth.ca/security](http://www.uleth.ca/security)

### 6. CAMPUS WOMEN'S CENTRE (CWC)

The Campus Women's Centre offers many services to the University and its surrounding community. It's a safe, quiet place where all students can come to talk. Student volunteers, experienced with student life on campus, are easy to talk to and can relate to issues such as frustrations with roommates, juggling home life with school life, and personal conflict. Although the Campus Women's Centre is not a licensed counselling centre, student volunteers are trained to recognize when someone is in need of counselling services and will direct them accordingly. The Campus Women's Centre can facilitate help for students through contact with local organizations such as the YWCA, the Womanspace Resource Centre, shelters and food banks.

The Women's Centre has a wide range of pamphlets and information about topics including sexual health, birth control, cancer, STI's, pregnancy, nutrition, HIV and AIDS, drug and alcohol abuse, sexual abuse, mental health, spirituality, feminism, daycare services, self-esteem, losing weight and piercings.

Throughout the year, the Women's Centre organizes and participates in a variety of events impacting women in our society today. These events include National Day of

Remembrance and Action on Violence Against Women, International Women's Day, Breast Cancer Awareness Month and AIDS Week.

Currently, each student contributes a levy fee of one dollar in the fall and spring terms. Since the Women's Centre fee is not compulsory, students may choose to opt out. To do so, students must submit a formal email request, indicating their full name and University ID number from a valid 'uleth.ca' account. Alternatively, students may stop by the office and fill out an opt-out form. Refunds will be administered during the last week in October for the fall terms and the last week in February for the spring terms. Applications and requests for opt out must be submitted prior to the refund dates. Students will receive an email confirmation instructing them to come to the Women's Centre in person to receive their refund in cash. A valid University ID card is required.

Office: SP150

## 7. CHAPLAINCY

Chaplains provide private consultation to any University student or staff in relation to spiritual or religious needs.

The Chaplaincy consists of Ministers of many faiths. Participating Chaplains have regularly scheduled hours for consultation.

Office: MH4054

Phone: 403-317-2849

## 8. CKXU RADIO

CKXU 88.3 FM is a community-based campus station with a mandate to showcase, promote and enhance southern Alberta's diversity.

The station and its volunteers are committed to serving the interests of both the University community and the community at large. In addition to its musical programming, the station is dedicated to giving voice to issues and points of view under-represented in mainstream media.

CKXU offers many opportunities apart from on-air programming, including advertising, fundraising and assisting with production, as well as news, sports and spoken-word programming. An interest in diversity and a willingness to learn is all that is required.

Office: SU164

Website: [www.ckxu.com](http://www.ckxu.com)

## 9. CONFERENCE AND EVENT SERVICES

Conference and Event Services provides support for the extended learning of faculty and students enabling the most recent research and knowledge to be shared on campus with both our on-campus and local communities. Conference and Event Services coordinates conferences, meetings, special events, the on-campus LUX Hotel, and provides support within a sustainable environment for the University, southern Alberta community, and casual guests.

Conveniently located, the on-campus LUX Hotel provides easy access to University facilities as well as the downtown core. We aim to provide comfortable accommodations at affordable prices. Providing full accommodations May to August and limited accommodations September to April, we are the only hotel on the west side of Lethbridge.

Conference and Event Services can help coordinate every aspect of your event, from setup to take down. Our on-campus meeting spaces can be rented to accommodate groups of five to 450 people. Our rooms are located across campus and can provide you with cost-effective, state-of-the-art

venues that can accommodate all the requirements of your next meeting, conference or group event.

Phone: 403-329-2244

Fax: 403-329-5166

Email: [cnf@uleth.ca](mailto:cnf@uleth.ca)

Website: [www.uleth.ca/conference](http://www.uleth.ca/conference)

## 10. CONVOCATION

Convocation represents the culmination and celebration of a student's academic accomplishments at the University of Lethbridge; it is the formal ceremony where students don caps and gowns and receive their degrees, diplomas or certificates. University of Lethbridge Convocation ceremonies are held in the spring and fall, and are memorable and grand occasions. We strongly encourage all graduating students to attend and celebrate this important milestone with family, friends, faculty and University staff.

## 11. COUNSELLING AND CAREER SERVICES

Counselling and Career Services provides personal counselling and career services to students.

Office: AH153

### Counselling Services

Counselling services are provided free of charge to registered students. The purpose of the counselling services provided is to contribute to the total well-being and development of individual students. Individual personal counselling and career counselling, as well as group and wellness workshops are offered to assist students in realizing their educational and personal potential.

Although Counselling and Career Services normally operates on an appointment basis, counsellors see students experiencing a personal crisis as quickly as possible. After-hours and weekend emergencies should be handled through Campus Security (403-329-2345) or the emergency service at Chinook Regional Hospital (403-388-6300). Personal crisis situations experienced after hours should be directed to the Distress Line of Southwestern Alberta (403-327-7905 or 1-888-787-2880).

Students with career and/or personal concerns are encouraged to make a counselling appointment before the situation becomes overwhelming. Students are required to come to our office (AH153) to schedule an appointment.

For employees of the University, personal counselling is available through the Employee and Family Assistance Program. Call 403-329-2480 or 1-800-663-1142 (24 hours) for further information.

Email: [counselling.services@uleth.ca](mailto:counselling.services@uleth.ca)

Website: [www.uleth.ca/counselling](http://www.uleth.ca/counselling)

### Career Services

Career services are provided free of charge for students and graduates. The following career services are available:

*Career Exploration/Job Search Techniques* - Support gathering occupational information such as qualifications, job duties, educational requirements and labour market conditions. We assist students in any aspect of the job search process (e.g., resume writing, interview techniques) either on an individual appointment basis or in a group workshop.

*Job Postings* - Students/graduates looking for a job, whether it is part-time, temporary, summer or full-time after graduation, can view job postings online on our job board. Go to our website to view all our services including a link to the career services job board. Log onto the job board with your University of Lethbridge username and password.

**On-Campus Recruitment (OCR)** - We assist employers in recruiting University of Lethbridge students throughout the year. On-campus recruiting (OCR) postings can be found on our job board. Students may sign up on our website to attend OCR sessions.

**Career Resources** - Visit our homepage for listings of online resources for career and employment opportunities.

**Career Events** - Each fall, we coordinate the annual University of Lethbridge Career Fair. The Fair is open to all students and provides an exceptional opportunity to gather information on career paths and to network with potential employers. Other events are offered throughout the year.

**Graduate Employment Services** - Upon graduation, students can continue to utilize all the services of Counselling and Career Services. Alumni are encouraged to contact us before leaving campus to ensure they continue to receive relevant career-related information.

**Note:** For further information on all programs, please contact Counselling and Career Services at 403-317-2845, visit us in Anderson Hall (AH153), or access additional information through the following:

Email: [ces.students@uleth.ca](mailto:ces.students@uleth.ca); [ces.graduates@uleth.ca](mailto:ces.graduates@uleth.ca)

Website: [www.uleth.ca/ross/ces](http://www.uleth.ca/ross/ces)

Blog: [blogs.ulethbridge.ca/ces](http://blogs.ulethbridge.ca/ces)

## 12. ENROLMENT SERVICES

The Enrolment Services department includes student recruitment, student engagement and student communications. The department is responsible for events, programming and support for prospective students and their families, high school and college guidance counsellors, new and current University of Lethbridge students, as well as University Faculties and staff. Events include Open House, Information Evenings, New Student Orientation and Convocation. Programming includes prospective student advising, Mentor Mail, student communications, campus tours, Student-for-a-Day, tutoring, study skills and learning strategies, as well as mental health awareness and education. Resources such as the Viewbook, Parent and Family handbook, To-do List, prospective student website and the off-campus housing directory are created and maintained by Enrolment Services.

Phone: 403-329-2762

Email: [inquiries@uleth.ca](mailto:inquiries@uleth.ca)

Website: [ulethbridge.ca/future-student](http://ulethbridge.ca/future-student)

## 13. FIRST NATIONS, MÉTIS AND INUIT STUDENT SERVICES

The First Nations, Métis and Inuit Student Services (FNMISS) is a free, confidential service housed in the Paterson Center, that is also the site of Ikaisskini FNMI Gathering Place, for those students who self-identify as First Nations, Métis, and Inuit. The primary role of the FNMISS office is to guide, encourage and empower students in the university environment.

FNMISS can help you make the transition to the University of Lethbridge by helping you access services such as:

- Housing Information ([www.uleth.ca/housing](http://www.uleth.ca/housing))
- Off-Campus Housing ([www.uleth.ca/offcampushousing](http://www.uleth.ca/offcampushousing))
- Parking ([www.uleth.ca/facilities/parking](http://www.uleth.ca/facilities/parking))
- Academic Advising ([www.uleth.ca/ross/academic-advising](http://www.uleth.ca/ross/academic-advising))
- Scholarships and Loans information ([www.uleth.ca/graduate-studies/funding-fees](http://www.uleth.ca/graduate-studies/funding-fees))([www.uleth.ca/ross/student-finance](http://www.uleth.ca/ross/student-finance))
- Elder Support Program ([www.uleth.ca/future-student/elder-support-program](http://www.uleth.ca/future-student/elder-support-program))
- Counselling Services ([www.uleth.ca/counselling](http://www.uleth.ca/counselling))
- Career Bridge

- Student Success Centre ~ Tutors, Learning Strategies, Study Skills, Mental Health ([www.uleth.ca/student-success-centre](http://www.uleth.ca/student-success-centre))
- Accommodated Learning Centre ([www.uleth.ca/ross/accommodated-learning-centre](http://www.uleth.ca/ross/accommodated-learning-centre))
- Academic Writing Centre ([www.uleth.ca/artsci/academic-writing/writing-centre](http://www.uleth.ca/artsci/academic-writing/writing-centre))
- University of Lethbridge First Nations', Métis, and Inuit Alumni Chapter ([www.uleth.ca/alumni/first-nations-metis-inuit-fnmi-alumni-chapter](http://www.uleth.ca/alumni/first-nations-metis-inuit-fnmi-alumni-chapter))

The Eaglesnest listserv is the primary email communication highway for registered University of Lethbridge FNMI students who have self-identified on their application form. University announcements, community resources, and job postings are some of the communications that the Eaglesnest forwards. Updates to events are also available on the University of Lethbridge FNMI website.

Phone: 403-394-3904 or 403-332-4455

Website: [www.uleth.ca/first-nations-metis-inuit](http://www.uleth.ca/first-nations-metis-inuit)

## 14. FOOD SERVICES AND CATERING

Food Services offers an enhanced dining and catering experience to our students, faculty, staff and guests of the University of Lethbridge.

Delivered in an a-la-carte style with a variety of retail food outlets on campus, choices include a contemporary range of healthy menu options to meet most dietary requirements and fully satisfy the needs of our residence students on our mandatory dining plans.

### Retail Food Locations

Urban Market (University Hall, 6th floor)

Our signature dining outlet, Urban Market, is located adjacent to the Atrium on Level 6 of University Hall. This contemporary concept includes personal service stations offering fresh, made-to-order selections such as hand-made pizzas, calzones and bakery items; a Euro-style deli featuring a daily selection of soups, salads and sandwiches; a "home-style" entree station; sushi made fresh daily; custom stir-fry station; and full-service BBQ grill. Menus are rotated weekly featuring traditional favourites as well as new and innovative menu ideas.

Other locations include:

Starbucks (Library Building, 9th floor)

Cinnamon Cafe (Markin Hall, Atrium)

Subway (University Hall, 6th floor)

Tim's Express (University Hall, 6th floor)

Tim Horton's' (1st Choice Savings Centre, 2nd floor)

### Catering

Catering services offers a choice of three professional catering partners providing a full range of services to suit any occasion on campus.

Services range from refreshments for small groups, luncheons, full-services formal banquets and receptions. Menus can be customized to meet individual client requirements and budgets.

*Aramark Catering*

Phone: 403-332-4475

Email: [catering@uleth.ca](mailto:catering@uleth.ca)

*LA Chefs*

Phone: 403-320-7702

Email: [lacheefs@lacheefs.ca](mailto:lacheefs@lacheefs.ca)

*Country Kitchen Catering*

Phone: 4030328-7756

Email: [booking@countrykitchencatering.ca](mailto:booking@countrykitchencatering.ca)

## 15. GRADUATE STUDENTS' ASSOCIATION

The Graduate Students' Association (GSA) mandate is to identify graduate student needs in order to ensure policies align appropriately. The GSA represents all academically employed graduate students including all students who are registered as graduate students at the University of Lethbridge and pay either full-time or part-time GSA fees.

The priorities identified by the GSA include:

- a. Providing an orientation for new members
- b. Organizing social, academic and special events for graduate students
- c. Enhancing financial opportunities available to graduate students
- d. Supporting academic skills development among graduate students independently or in collaboration with other University groups
- e. Promoting the general welfare of members and acting to serve and further the intellectual, cultural, social and recreational activities of its members
- f. Lobbying on behalf of graduate students at the local and provincial level
- g. Negotiating and upholding the terms and conditions of the graduate students' Collective Agreement with the University Board of Governors
- h. Improving communication with members by various means
- i. Acting as the official interface between students and administration

Office: M2041

Phone: 403-329-2132

Website: [www.ulgsa.ca](http://www.ulgsa.ca)

### University of Lethbridge Committees and Internal GSA Committees

The GSA represents graduate students and their interests on a variety of University of Lethbridge committees as well as on committees internally within the GSA Council. University of Lethbridge committees the GSA has a vote on include: a variety of General Faculties Council (GFC) Committees and Senate Committees, Alumni Association, Animal Welfare, Blood Services, Board of Governors, Budget Advisory Committee, CKXU, Lecture Series Committee, Teaching Centre Advisory Council, and more. Internal GSA committees include: Awards Committee, Collective Agreement Committee, Mental Health Steering Committee, Social Events Committee, Meeting of the Minds Conference Committee, etc.

Website: [www.ulgsa.ca/gsa-committees](http://www.ulgsa.ca/gsa-committees)

### Awards and Funding

The GSA has several awards in order to accommodate circumstances specific to graduate students. Applications for the following awards and funding are available through the GSA website ([www.ulgsa.ca](http://www.ulgsa.ca)).

- GSA Travel Award
- GSA Emergency Bursary Fund
- GSA Student Event Financial Assistance
- Government of Alberta Graduate Citizenship Award

### Provincial and National Affiliations

The GSA is a member of the Alberta Graduate Provincial Advocacy Council (Ab-GPAC), an organization focused on

lobbying the provincial government on behalf of graduate students' interests. Several current priorities include: reforming part-time student loans, international student fees, mandatory non-instructional fees regulation, reviewing the post-secondary funding model, mental health initiatives and the Alberta Immigrant Nominee Program.

### Social Events

The GSA offers a variety of social events regularly throughout the semester, such as a trip to Waterton, bowling, pub nights and a variety of other activities. All graduate students are welcome and encouraged to attend. Students are also invited to email us regarding any events they would like us to coordinate.

### Services provided by the GSA:

#### Collective Agreement

This agreement governs the employment of graduate students as graduate assistants at the University of Lethbridge. As required by the *Post-secondary Learning Act* of the Province of Alberta, this agreement was reached between the Governors of the University of Lethbridge ('the Board') and the University of Lethbridge GSA on behalf of all graduate students. This agreement recognizes the importance of graduate assistant positions to both graduate students as an apprenticeship in preparation for further academic or professional careers and to the University to assist with the volume of work associated with academic positions.

Website: [www.ulgsa.ca/governance](http://www.ulgsa.ca/governance)

#### Classifieds

This page features classified postings intended for University of Lethbridge graduate students. To post a classified advertisement to this page, please email us with all information you would like in your ad (including pictures). You must be a current University of Lethbridge graduate student or alumni, or a University of Lethbridge staff or faculty member to post on this page.

We are happy to post any advertisement ranging from residences to rent to babysitting requests, or even the sale of textbooks or electronics for graduate students.

Email: [gsa@uleth.ca](mailto:gsa@uleth.ca)

Website: [www.ulgsa.ca/gsa-classifieds](http://www.ulgsa.ca/gsa-classifieds)

#### First Impressions Orientation Program

The GSA First Impressions program is designed to make the move to Lethbridge, or the move from undergraduate to graduate student life, smoother for new students. We pair an incoming student with a current student to provide someone to whom questions can be directed and information sought, usually via email. Questions can range from: supervisor/student relationships, best cafes, cheapest groceries, public transportation, how/where to get a SIN card, how to fill out paperwork/register in courses.

We pair students based on department, Faculty, or common interest, depending on who our volunteers are.

Website: [www.ulgsa.ca/first-impressions-orientation-program](http://www.ulgsa.ca/first-impressions-orientation-program)

#### Meeting of the Minds Annual Conference:

Meeting of the Minds is held in March each year and represents an opportunity for University of Lethbridge students to showcase their research to the University community and the broader community of Lethbridge. Both communities benefit from this exchange of ideas. In particular, people from outside the University gain an opportunity to learn about the high calibre research taking place at the University of Lethbridge, much of which is (a) funded by their tax dollars, and (b)

applicable to their everyday lives. The University community also benefits from the all too rare opportunity for a free exchange of ideas between academics and the general public, and among Faculties and disciplines that do not often come together. Finally, student presenters benefit from the opportunity to practice placing their research into a context that is accessible to a diverse but informed audience.

### **GSA/L.A. Transit U-Pass Program:**

The Universal Transit Pass (U-Pass) program gives students enrolled in participating post-secondary institutions unlimited access to local transit. Because fees are collected from a large participant base, U-Pass prices are lower than the amount students would otherwise pay for monthly passes or tickets over the course of a term. U-Pass programs offer students a way to lower their transportation costs while at school and also benefit the local community and the environment.

Graduate students cannot opt out of the U-Pass unless they: (a) are completing practicum work or field work outside the City of Lethbridge for more than three quarters of the fall or spring/summer term, or (b) live outside of the Lethbridge transit area.

Students can pick up U-Passes or replace their defective U-Pass by visiting our office. Our office hours are listed on our website.

Email: [www.ulgsa/gsala-transit-u-pass-program](http://www.ulgsa/gsala-transit-u-pass-program)

### **SGS/GSA Study Carrel Space**

This space has been created for graduate students who do not have an office space on campus. Respectful use of the space is required so that future graduate students will also be able to use this space. There is a \$25 key deposit required. This deposit can be given to the SGS once the application has been accepted.

The GSA is currently accepting applications. There is no deadline for applications.

Website: [www.ulgsa.ca/sgsgsa-study-carrels](http://www.ulgsa.ca/sgsgsa-study-carrels)

### **Grad Student Lounge**

Grad students can use the Grad Student Lounge space in many ways! Studying, storing food (fridge and freezer provided), making tea or coffee (kettles and coffee makers provided), playing foosball, having group meetings, and more!

**Booking:** Please email [gsa@uleth.ca](mailto:gsa@uleth.ca) or visit us during our office hours.

**Using the space:** If you would like to use the space, please visit our office in M2041 to receive the access code. As this is a grad student space only, please bring your student ID!

Location: M3005

### **Grade Appeals**

Grade Appeals deal with claims where a student feels his or her course grade has been improperly determined. The GSA is here to help students through the grade appeal process. Students can book an appointment with the President or Vice-President (Academic) of the GSA by emailing them to discuss any questions they may have.

Email: [gsa.pres@uleth.ca](mailto:gsa.pres@uleth.ca) or [gsa.internal@uleth.ca](mailto:gsa.internal@uleth.ca)

### **Health and Dental Coverage**

Our health and dental coverage is handled by the Students' Union administration. For further details, please contact the Students' Union Health and Dental Plan Office.

Office: SU180

Phone: 403-329-2039

## **16. HEALTH CENTRE**

Confidential medical services include the following:

- Medical clinic (Monday - Friday, 9 a.m. to 4 p.m.) - a Doctor's office for students. You can book a doctor's appointment in this on-campus medical clinic for students.
- Psychiatrist clinic (limited appointments and by referral only) - talk to us if you require an appointment
- Mental Health Assistance - a mental health nurse, mental health therapist, behaviourist, addictions and wellness coordinator, and a dietitian are available to assist students
- Dietitian service (talk to us about making an appointment)
- Nursing Assessment and Care - one-on-one education, treatments and questions
- Communicable Disease Management
- Basic Health Insurance Inquiries (for International Students)
- First Aid Coordination - First Aiders and first aid kits are embedded on campus. If you need immediate assistance, call Security at 403-329-2345.

### **On-Campus Medical Clinic**

Don't have a family physician? Students can see a physician on campus Monday through Friday. Book an appointment for any health concern or your yearly physical. The clinic also accommodates needs for allergy and other injections, specific treatments, third party medicals, etc. (talk to us about planning your specific health needs).

Phone: 403-329-2484 (extension 1)

### **On-Campus Mental Health Assistance**

The Health Centre and Counselling Services work to assist students with mental health care. At the Health Centre we have a mental health team to assist with care, which includes a mental health nurse, a mental health therapist, a behaviourist, a dietitian, addictions and wellness coordinator, administrative support, a physician and two part-time psychiatrists. Psychiatrists are physicians who have extra training/expertise in mental health. Appointments are by referral; talk to us if you believe you need one.

### **Nursing Assessment and Care**

Nurses are available for discussions on health issues and health planning for specific subjects. If you have a chronic health issue that requires medical plans while you are at the University, come to see one of the nurses. Drop into the Health Centre to book an appointment to discuss your needs.

### **On-Campus First Aid**

Call 911 for an ambulance if emergency medical aid is required. When directed to hang up by the 911 Operator, call Campus Security at extension 2345 or 403-329-2345 at any time during the day or night. For any on-campus first aid, call Security at 403-329-2345 for immediate first aid service.

### **Communicable Disease Management**

The Health Centre will inform the University community about specific disease management for campus-wide illnesses. Remember, the first defence against viruses is simply washing your hands and protecting others from your cough or sneeze. Consider a flu shot. Check out our website for more information about specific concerns.

### **Health Education**

Campus-wide health education events are held throughout each term and are located in a variety of places on campus.

## Health Insurance

There are two types of health insurance. First, by law, all students **MUST** have basic provincial health insurance (this pays for doctor's bills, hospital care and most medical tests). Usually, this insurance is from your home province. If you have questions about the Alberta Health Care Insurance Plan (AHCIP) or your home province insurance, please ask the Health Centre staff. Second, there is an extended benefit plan that assists in paying for items not covered by provincial health insurance.

Students should either have an extended benefit plan from their work or family or have the Students' Union Health and Dental Plan. The Students' Union Health and Dental Plan assists with the cost of medications, ambulance rides, therapies and dental costs. If you have questions about the Students' Union Health and Dental Plan, drop by SU180.

**Note:** *The University does not assume responsibility for the cost of medical treatment or hospitalization.*

We want you to learn about your own health as you grow academically. Please ask for help when you need it!

Office: SU0209

Phone: 403-329-2484

Email: [health.centre@uleth.ca](mailto:health.centre@uleth.ca)

Website: [www.uleth.ca/hr/health-centre](http://www.uleth.ca/hr/health-centre)

## 17. HOUSING SERVICES

*'Come Live With Us!'*

Our focus in Housing Services is to provide students with the best possible environment for academic success and personal development. Residence Life programming is offered and coordinated through live-in Residence Assistants. Some examples of the programs and workshops offered in the past include: time management, physical activities, health and nutrition, alcohol awareness, study skills, exam preparation, library use, tutoring, movie nights, cabarets, resumé writing, and effective interview and job search skills.

The convenience of living on campus, together with access to the University's services and programs, gives students educational, social and cultural advantages. Residents tend to be more involved in campus life, build stronger friendships than their off-campus counterparts and develop greater tolerance and understanding. All this adds up to an enhanced opportunity to graduate from the University of Lethbridge.

### Campus Housing Choices

The University provides campus housing for single students in fully-furnished bedrooms, self-contained apartment units and townhomes. For mature and graduate students, we provide unfurnished townhomes. Units meeting the needs of students with physical challenges are also available.

The Tsuu T'ina House, Residence Village (RV), a portion of the units in Siksika House, and Mount Blakiston House units are furnished and assigned to students in their second and subsequent years of study.

The remaining portion of the units in Siksika House are unfurnished and generally for graduate and mature students.

**Aperture Residential Park Single Housing Apartments and Townhomes** - Our apartment and townhouse-style buildings accommodate 542 students in studio, one-, two- and four-bedroom, fully-furnished units. All bedrooms are single occupancy and suites are assigned on a bedroom-by-bedroom basis. Study areas, swipe-card and coin-operated laundry facilities, and barbeques are provided in each residential area. These buildings include a fitness room, study and meeting rooms, television lounge, and games room which are available to all residence students. The Tsuu T'ina House, Residence

Village and Mount Blakiston House buildings are located south of Aperture Drive.

**Please not that Kainai House will be closed for the 2017/2018 academic year for renovations and improvements.** This will reduce the number of available units for students from 566 to 417.

### Aperture Park Graduate and Mature Student Townhouses

Housing for mature and graduate students with or without families is provided in Siksika House with two- and three-bedroom townhome units. All townhomes have a refrigerator, stove and window coverings. The three-bedroom units include a washer and dryer. Central, coin-operated laundry facilities are available in each of the buildings for the other tenants. Each home has its own entrance and balcony, with living room and kitchen on one floor and bedrooms on a separate level. The townhomes are located just south of the two apartment buildings in Aperture Residential Park.

### What You Should Bring for Comfort

The following items are suggestions only: personal computer, circuit breaker-equipped power bar, extension cords, alarm clock, hair dryer, towels, toiletry items, athletic gear, laundry soap, cleaning supplies, vacuum cleaners and bedding.

**Note:** *All electrical appliances must be CSA approved.*

Please refer to our website for more information.

Website: [www.uleth.ca/housing/what-bring](http://www.uleth.ca/housing/what-bring)

### Application Process

Applications are accepted starting in September for the following September occupancy. Applications may be obtained online. You must apply to the University of Lethbridge for Admission prior to being eligible to apply for campus housing. Once you have received your University of Lethbridge ID number you may log on to the Housing Residence Portal to apply. All applications must be accommodated with a non-refundable application fee plus deposit payable online. **Students are advised to apply as early as possible to improve their chances for accommodation.** Newly admitted applicants applying before April 1 will have their names entered into an accommodation lottery. Approximately 75% of the allocated beds will be randomly selected. The names drawn will be guaranteed accommodation prior to June 15. Returning students whose applications are received by January 16 will participate in the lottery draw for 75% of the allocated beds. Others will have their names placed on the application list in priority order according to date received. Offers will be based on roommate compatibility, application profiles and unit availability.

### Offer of Accommodation

Once accommodation is assigned, the student is advised through an *Offer of Accommodation* letter via email. This letter must be signed and returned, along with the second advance payment, by the deadline date as stated in the offer. Failure to meet this deadline will result in cancellation of the application and loss of the first advance payment.

### Security Deposit

All students staying in campus accommodation will be required to submit a security deposit of \$300 for single student housing or the equivalent of one month's rent for family housing. Interest will be payable on any unused amount if applicable under Provincial Government Statute. Security deposits will be used to cover any outstanding housing-related charges deemed payable upon termination of occupancy, including cancellation fees, damage, cleaning, lost keys, dining plan, etc.

**The security deposit shall not be deemed to constitute a limit for any charges which may be incurred under the lease.**

### Cancellations

Applicants who are declined admission to the University, who cannot be accommodated by Housing Services by the first day of classes, or who cancel their application in writing prior to receiving a room offer may request a refund of all advance payments. Cancellation for any other reason will be subject to forfeiture of the advance payments according to the cancellation schedule as outlined in the *Offer of Accommodation*. The refund amount for these cancellations is based on the date upon which written notice is received by Housing Services; therefore, students are advised to contact Housing Services as soon as their plans change. (Cancellation over the Christmas break may be submitted by email to [housing@uleth.ca](mailto:housing@uleth.ca).) All cancellations received after a student has moved into residence are subject to one calendar month's notice. Failure to provide this notice will result in next month's rent charges.

### Fees

Rates for single student housing (Apartments and Townhomes) must be paid at the beginning of each term.

A utility surcharge may be levied to offset increased utility costs due to the effects of deregulation and the resulting inflationary impact.

Rental rates include all utilities except telephone line and Internet access and are based on a two-term (single) or 12-month (family) contract. Arrangements may be made with Housing Services for a summer contract for single students (May-August).

### Emergency Response/Internet Digital System Fee

All residence bedroom spaces are equipped with the VoIP (Voice over Internet Protocol) communication system, which provides each resident with Internet access and a telephone in their room. The system allows for efficient communication within residence for emergency response in the event of critical incidents. A mandatory \$72 fee is levied to each resident per term for this service.

### Organization of Residence Students (ORS)

The ORS (a Students' Union club) provides community development opportunities to meet, interact and socialize in the academic atmosphere for the benefit of each member and the community as a whole. A \$45 membership fee is levied to each resident per term.

### Policies

The University has policies, regulations and programs to provide for students' personal, academic, social and cultural growth, as well as their privacy and well-being. Breach of these policies and certain Criminal Code offences will be grounds to terminate the students' use agreements and evict them from University Housing. Housing policies are available online (refer to *Residence Community Handbook*).

### Summer Housing

Students working or studying in Lethbridge over the summer are invited to stay in our residence. Special contract terms and rates are available. Accommodation is available in residence from approximately May to August for summer session students.

Mailing Address:

Housing Services  
University of Lethbridge  
4401 University Drive  
Lethbridge, Alberta, T1K 3M4

Office: C420

Phone: 403-329-2584

Fax: 403-329-2030

Email: [housing@uleth.ca](mailto:housing@uleth.ca)

Website: [www.uleth.ca/housing](http://www.uleth.ca/housing)

## 18. INFORMATION TECHNOLOGY SERVICES

The Department of Information Technology Services provides computer support to the University community.

Student computing facilities are supported by the ITS

Department at the following locations:

AH147 lab	1 general purpose PC lab	Open 24 hours
E6 labs	3 general purpose PC labs	Open 24 hours
B5 labs	3 PC labs and 1 Mac lab (after hours with card access)	Office hours
W650 lab	Mixed PC/Mac study lab	Open 24 hours
Library	50 PC computers	Library hours
Email stations	50 PC computers	Open 24 hours

Additional lab information can be found on the Information Technology website ([www.uleth.ca/information-technology/resources/lab-resources](http://www.uleth.ca/information-technology/resources/lab-resources)).

All computer facilities are equipped with a broad selection of current software that include Office Suite, productivity and creative packages, as well as a large selection of class-specific software. Printing is available for a nominal fee using the campus *Bridgebucks* card system. Scanners are available for student use in the main lab locations.

A number of other departments maintain additional computing facilities, including Computer Science (60 Linux stations), Geography (25 PC computers), and Modern Languages (36 PC computers).

Wireless networking is available in most areas on campus. Service is available via two different methods:

### Enhanced Wireless (Student @ UofL)

The enhanced network will require you to enter your student username and password and provides access to additional services that are not available to guests. This is the preferred network for general student use.

### Hot Spot Wireless (Guest @ UofL)

This service is a general-use public Internet connection. Simply connect to the "Guest @ UofL" wireless network and you will be able to browse the web and access email.

All students on campus automatically receive an email account at no charge. Check out the Computer Use Policy: [www.uleth.ca/policy/computer-use-policy](http://www.uleth.ca/policy/computer-use-policy)

Phone: 403-329-2490

Website: [www.uleth.ca/it](http://www.uleth.ca/it)

## 19. LIBRARY

The University of Lethbridge Library promotes personal learning through rich and relevant collections, innovative technologies, exemplary assistance, quality instruction and varied learning and study spaces.

### Library Website

The Library's website provides access to resources and services available both on and off campus. These resources and services include access to electronic indexes and databases; the library catalogue; e-journals, e-books and other electronic resources; a virtual tour; help guides; and electronic reference services. Off-campus access to licensed online resources such as e-books, online journals and electronic indexes/databases is restricted to current University of Lethbridge faculty, staff and students.



## On-Site Services

**Assistance:** Library staff members are here to assist Library users with class assignments, research questions, and can provide instruction in the effective use of information resources and the tools available to locate them. To get help with your information needs, submit a question via our online “Ask Us” reference service ([www.uleth.ca/lib/Ask\\_Us](http://www.uleth.ca/lib/Ask_Us)), use our instant messaging reference service, or stop by the Information and Research Assistance Desk on Level 10 to talk with one of our talented reference staff. A variety of tours of physical and virtual resources are offered at the beginning of the fall and spring terms, or by special request.

**Collections:** The Library provides access to educational materials in a variety of formats that support the University’s academic and research programs. There are roughly 1.4 million physical items in the collection including books, journals, government publications, audiovisuals, maps and microforms. The Library subscribes to electronic resources in a variety of disciplines including indexes and databases, e-books, e-journals and government documents.

**Borrowing:** Individuals with a validated University of Lethbridge Campus ID Card (including alumni) are entitled to borrow circulating materials from the Library. Also available is The Alberta Library (TAL) card, which can be used to borrow books directly from participating libraries throughout Alberta. Community members may purchase a membership or use their TAL cards from their home libraries to borrow books.

Loan periods vary depending on the type of material borrowed; some items are non-circulating. Materials in heavy demand, such as required readings for courses, may be placed on reserve and are subject to shortened loan periods. For further information regarding borrowing privileges, you can visit the General Services Desk on Level 10 or go to the “Services” section of the Library website.

**Interlibrary Loans:** The Library will try to obtain—for faculty, staff and students —materials required for study and research that are not available at the University of Lethbridge Library. To request an Interlibrary Loan, go to the “Services” section of the Library website.

**Media:** A collection of equipment is available for use on site as well as for loan (pc/mac laptops, projectors, digital and analog camcorders, audio recorders, etc). Visit the General Services Desk on Level 10 to book, borrow, or obtain assistance in using available equipment. Some services are restricted to faculty, staff and students of the University. For more information on Media, go to the “Services” section of the Library website.

**Study and Creative Facilities:** The Library provides a variety of individual and group learning study spaces including study tables, carrels and group work rooms. The Library provides access to general-use computers equipped with a variety of productivity software and applications. The Library also provides access to hardware and software to support production of multimedia projects. Listening and viewing equipment is available for use with a variety of media types. Group work rooms are equipped with wall-mounted monitors for connection to laptops (perfect for collaboration or practicing presentations). Wireless network access is available on all three levels of the Library. A number of computers with specialized software and devices are also available to assist faculty, staff and students with accommodation needs. Copiers/printers are available on all three levels of the Library.

### Faculty of Education Curriculum Laboratory

The Curriculum Laboratory, located on Level 11, is a learning resource centre designed to support the Faculty of Education’s teacher education program. Multi-format materials relevant to the Alberta school curriculum are available for preview and/or

loan. Collections and facilities include group study spaces, Mac computers, a scanner, and other preview and materials preparation equipment that are available to users when the Library is open. Circulating materials are signed out and returned at the Library’s General Services Desk.

Website: [www.uleth.ca/education/currlab](http://www.uleth.ca/education/currlab)

### Policies

The University has policies, plans and publications to provide users with fair and equitable access to Library materials, resources and services in a productive and safe environment. Users and visitors are expected to engage in behaviour consistent with these goals. Library policies are available online.

### Library Hours

The Library’s hours vary throughout the year. Please check the Library’s website for current Library hours.

Phone: 403-329-2265

Email: [gsd.library@uleth.ca](mailto:gsd.library@uleth.ca)

Website: [www.uleth.ca/lib](http://www.uleth.ca/lib)

## 20. MAIL SERVICES

The Mail Services Office, located in the Park Way Service Complex, is not a full-service outlet for the public. Pre-stamped outgoing mail may be deposited any time in the red mail boxes located in the following places:

- University Hall - Level 6 (across from east patio)
- Students’ Union Building - Level 2 (across from the Bookstore)
- Physical Education Building - Level 2 (across from the Recreation Services Office)

Postage stamps may be purchased at the Students’ Union Rockerman’s Service Centre (SU232).

## 21. OFF-CAMPUS HOUSING

Enrolment Services maintains a current off-campus housing registry listing properties available for rent in Lethbridge. You can access the list online. We can also mail you an up-to-date list of available options. Please contact Off-Campus Housing for more information.

Phone: 403-329-2092

Website: [www.uleth.ca/offcampushousing](http://www.uleth.ca/offcampushousing)

## 22. OFFICE OF THE ASSOCIATE VICE-PRESIDENT (STUDENTS)

The Office of the Associate Vice-President (Students) includes the Registrar’s Office, Enrolment Services, and Student Services (RESS). Student Services includes the Accommodated Learning Centre, Counselling and Career Services, the First Nations, Métis, and Inuit Student Services, and Scholarships and Student Finance. Details of services provided by each of these units, as well as by the Registrar’s Office, are available elsewhere in this Part of the Calendar.

Office: AH148

Phone: 403-332-4432

## 23. PRINTING SERVICES

Printing Services provides quality material and service in the following areas: offset printing and design, wide-format printing, custom learning resources, high-speed copying and vanda card-operated copiers.

### Copy Centre (Park Way Service Complex)

With fast turnaround times, the Copy Centre offers high-speed photocopying, digital printing, black and white and/or

colour copies, collating, folding, stapling, hole punching, and a number of different covers and bindings.

**Note:** Copyright permission is the responsibility of the individual requesting copies and must be obtained from the author and/or publisher of the work. For more information regarding copyright, please contact the Office of the University Copyright Advisor (email: [copyright@uleth.ca](mailto:copyright@uleth.ca); phone: 403 332-4472).

### Offset Printing and Design (Park Way Service Complex)

Typesetting and design, offset printing and Printing Services administration are located in the Park Way Service Complex. Everything from business cards and forms to full-colour posters, (including wide-format printing up to 42 inches), banner stands, and complete book production may be accommodated. We can take any printing project from an idea to the design and layout stage through to production, finishing, and binding.

### Venda Photocopiers/Printers

Venda card-operated photocopiers/printers are located throughout the Library, in the Level 6 Atrium, in Anderson Hall, and in University Hall, E6, and computer labs. The venda copiers accept Bridge Bucks—using your University of Lethbridge Campus ID Card. For more information regarding Bridge Bucks and adding value to your account, please visit [www.uleth.ca/my-card/bridge-bucks-information](http://www.uleth.ca/my-card/bridge-bucks-information).

Hours: Monday to Friday 8:30 am - 12:00 pm, 1:00 - 4:30 pm

Location: Park Way Service Complex

Phone: 403-329-2625

Website: [www.uleth.ca/printing](http://www.uleth.ca/printing)

## 24. REGISTRAR'S OFFICE

The Registrar's Office (RO) houses a number of units that assist students with everything from an introduction to the University, to registering in courses and applying for graduation. The units located in the Registrar's Office include Admissions; Curriculum Management Services; the Information Centre; the Student Information System (SIS) team; and Student Records/Registration. This office is responsible for producing the Calendar and the Timetable; managing admissions, registration, and Convocation; maintaining the official student record; responding to inquiries about student records; providing access to grades at the end of each term; and issuing transcripts.

Website: [www.uleth.ca/ross](http://www.uleth.ca/ross)

## 25. SPORT AND RECREATION SERVICES

### Pronghorn Athletics (403-329-2681)

The intercollegiate athletics program has been an integral part of student life at the University of Lethbridge since 1969. Any full-time student interested in participating in an athletic activity at a high competitive level is eligible to try out.

Currently, the University of Lethbridge has the following athletic teams:

- Men's and Women's basketball
- Men's and Women's ice hockey
- Men's and Women's soccer
- Men's and Women's swimming
- Men's and Women's track and field
- Women's rugby

The University of Lethbridge Pronghorns compete in the Canada West Conference of USports (formerly Canadian Interuniversity Sport). The Pronghorns are full members of USports, which represents universities across Canada and operates annual National Championships for the four university conferences across the country.

As a result of the high level of athletic competition, many Pronghorn athletes have represented the province and the country in national and international competitions. This speaks well for the calibre of coaching and the quality of athletes at the University of Lethbridge.

All student athletes who maintain the appropriate academic standing are eligible for financial assistance, in the form of scholarships, awards and grants through Scholarships and Student Finance.

For those students who are interested in athletics but are not able to compete, the Athletics program offers other opportunities, such as team managers, athletic trainers, game day staff, event coordinators and volunteers.

University of Lethbridge students are entitled to reduced admission prices to all Pronghorn home athletic events.

Website: [www.gohorns.ca](http://www.gohorns.ca)

### Facilities and Services

The 1st Choice Savings Centre for Sport and Wellness and Community Stadium facilities at the University of Lethbridge include the following (hours of operation may vary):

- Fitness Centre
- Ascent Climbing Centre
- Max Bell Aquatic Centre
- Triple gymnasium (seating for 2,000 spectators)
- 4-lane 200-metre indoor track
- Multi-purpose rooms
- Dance and fitness studio
- Research laboratories
- Kinesiology classrooms
- Pronghorn Ticket Centre
- Stadium - artificial turf, lights, 8-lane, 400-metre track

### Customer Service Centre

The Customer Service Centre is located on Level 1 of the 1st Choice Savings Centre for Sport and Wellness. Memberships, lockers and registrations for recreation programs are sold at this location. This is also the controlled access point to all facilities and locker rooms. Your Campus ID Card is required for ALL access. This includes all academic classes, locker room access and casual use.

### Fitness Centre/Indoor Track

The Fitness Centre is located in PE156. Access to the indoor track is via the stairwell in the Fitness Centre.

### Max Bell Aquatic Centre

This 50-metre training facility features several springboards, a 3-metre and 5-metre dive tower, and a 12.5-metre x 21-metre movable floor.

Please visit our website for swim times.

### Triple Gymnasium

Please visit our website for Open Gym times.

### Ascent Climbing Centre

Come check out the 53-foot-high wall and additional bouldering cave.

Please visit our website for Climbing Centre times.

### Stadium

Located on the south end of the campus. Please visit our website for open times and details ([www.uleth.ca/sportrec](http://www.uleth.ca/sportrec)).

## Locker Rooms - Men and Women

Both men's and women's main locker rooms have steam rooms. Access to the locker rooms requires your Campus ID Card as these rooms are beyond the Customer Service Centre, which is our controlled access point. We also have a dedicated family change room as well as day use locker rooms for men and women.

- Towel service lockers
  - Available for one-, two- or three-term rental
- Textbook lockers
  - Level 2 - PE Building
  - Level 4 – University Centre for the Arts (Music Department)
  - Level 7 – University Centre for the Arts (stairwell overlooking Atrium)
  - Level 8 – University Centre for the Arts (Art Department)
- Bike lockers
  - Available at various locations on campus.

Office: PE160

## Risk Awareness

Sport and Recreation Services will not be held liable for any injury or death resulting from the use of Sport and Recreation Services equipment or participation in any activity/program nor will be responsible for: medical or dental expenses; ambulance expenses; or damage, theft or loss of personal equipment, eye glasses or contact lenses incurred while participating in any activity/program.

Each person has a different capacity for participating in physical activities, programs and services. You should be aware that all activities, services and programs offered are educational, recreational or self-directed and may involve inherent risks, and that your participation in any and all activities, facilities, programs and services provided by Sport and Recreation Services is strictly voluntary.

Your participation in any and all activities, facilities, programs and services provided by Sport and Recreation Services is at your own risk and you assume full responsibility for your choice to use and/or apply the information or instruction you receive and assume any and all risk of injury, illness, damage, loss or expense that might result.

Part of the risk involved in undertaking any exercise activity or program is related to your own state of fitness or health. It is understood that your choice to participate in any activity, service or program brings with it the assumption of those risks stemming from your choices and the fitness, health, awareness, care and skill that you possess and use. If any risk factors related to engaging in physical exercise pertain to you, it is to be understood that you should have received clearance from your physician to engage in physical activities of the sort or type you have chosen to participate in.

## Facility Bookings

For all facility bookings and rentals, please contact us.

Phone: 403-329-2658

## Programming

Sport and Recreation Services offers a diverse selection of seasonal recreation and fitness activities and programs including, but not limited to, the following:

- Swim lessons - private and group for both children and adults
- Climbing courses
- Dance classes

- First Aid and CPR courses
- Fitness - personal training and assessments
- Fitness classes
  - Aqua aerobics
  - Cycling
  - Group
  - Prenatal
  - Seniors
    - Fitball
    - Walking
- Golf lessons
- Gymnastics (at off-campus location, Northside Recreation Facility)
- High-performance training
- Intramural sports
- Sport clubs
  - Badminton
  - Curling
  - Dance/Cheer
  - Field lacrosse
  - Golf
  - Ringette
- Walking
- Kayaking
- Lifeguarding and instructing courses
- Martial arts
- Sport camps
- Yoga

NOW AVAILABLE – Online registration for most programs.

For further information or to register for programs please contact the Customer Service Centre.

Full programming information is described in our free Activity Guide as well as on our website.

Phone: 403-329-2706

Website: [www.uleth.ca/sportrec](http://www.uleth.ca/sportrec)

## 26. STUDENT AWARDS - SCHOLARSHIPS AND BURSARIES

The University of Lethbridge offers a wide range of awards that serve to recognize the achievements of students who pursue their university education at the University of Lethbridge. These awards are granted based on academic achievement as well as other factors (e.g., financial need, leadership potential, community involvement, artistic ability).

Graduate students are eligible to apply for awards if they are:

- an applicant entering the University from another post-secondary institution; or,
- a student continuing his/her studies at the University of Lethbridge.

While not all awards require the student to apply, an application is strongly recommended for students who feel that they may qualify for awards. Application forms for most awards are online on the School of Graduate Studies website: [www.uleth.ca/graduate-studies/funding-fees](http://www.uleth.ca/graduate-studies/funding-fees).

### Scholarships General Policies and Procedures

For a complete description of awards administered by the University of Lethbridge, please refer to the School of Graduate Studies website: [www.uleth.ca/graduate-studies/award-opportunities](http://www.uleth.ca/graduate-studies/award-opportunities).

**Liability** - The University assumes liability for the payment of scholarships, bursaries, prizes and other awards only to the extent that expected gifts from donors or returns from particular investments of endowed funds are realized.

**Application** - To be eligible for awards, application forms must be submitted no later than the designated date. Application forms and information are available from the website [www.uleth.ca/graduate-studies/funding-fees](http://www.uleth.ca/graduate-studies/funding-fees).

A student who has not applied for awards cannot claim for the right of consideration by the University.

**Academic records** - Only academic records from the last five years will be considered for measurement of academic achievement for University awards.

**Interrupted studies** - Students who interrupt post-secondary studies and return after an absence shall be considered for University of Lethbridge awards. Evaluation will be based on the student's last year of attendance at the University of Lethbridge subject to the rules guiding Graduate awards.

**Conditions** - Unless otherwise stated, awards made to full-time students are conditional on the student proceeding with full-time studies at the University of Lethbridge in the terms following the award. Failure to meet this condition may result in the forfeiture of any unpaid balance.

**Replacement** - Any award administered by the University of Lethbridge is subject to replacement by an award of equal or greater value.

**Payment schedule** - Awards equaling \$1,000 or less are paid on October 1. Awards totaling more than \$1,000 are disbursed in two equal payments: the first on October 1 and the second on February 1.

**Deductions** - The University may deduct from award payments any funds owed to the University.

**Tax receipts** - T4A forms will be issued to award recipients by the University or any other issuing agency in the spring following the year of the award.

**Government Student Loan Programs** - It is the responsibility of the student receiving an award, who is currently receiving financial assistance in the form of student loans and grants, to notify the applicable government student loan program as soon as possible regarding the number and value of scholarships, bursaries and other awards.

**Deferral** - A deferral postpones the payment of a financial award until a student is registered full-time at the University of Lethbridge. A request for a deferral must be submitted in writing by the student to the Graduate Awards Advisor by September 15 for the fall term and January 15 for the spring term or May 15 for the summer term. Justifiable reasons for deferral include:

- unavoidable circumstances; an award may be deferred when circumstances which are substantially beyond the student's control prevent his/her full-time registration in the term for which an award was made.

## 27. STUDENT FINANCE - GOVERNMENT STUDENT LOANS AND GRANTS

The Federal, Provincial and Territorial governments of Canada provide financial assistance to help residents in the pursuit of post-secondary education. This assistance is provided in the form of loans and grants. Scholarships and Student Finance provides advising concerning these government student assistance programs.

The level of government financial assistance awarded to a student depends on evidence of financial need and on personal circumstances. In Alberta, parental income is no longer used to determine the loan funding a student can receive. During the 2016/2017 academic year, the maximum amount an Alberta resident was eligible to receive was \$15,000 in combined Canada and Alberta student loan funding. Students may also

qualify for low or middle income grants in their first and subsequent years of study. Grants are also available for students with dependents and students with permanent disabilities.

Financial assistance is also available to students who are considered to be residents of other provinces and territories. The amount and type of provincial or territorial funding available for out-of-province students varies according to the appropriate provincial or territorial guidelines.

Government student loans are interest-free while students are attending full-time at a post-secondary institution. To ensure that interest-free status continues during full-time study, it is the student's responsibility to provide appropriate proof of enrolment to all lenders holding the student's loan(s). Repayment of government student loans begins six months after ceasing to be a full-time student.

Students in receipt of financial assistance to attend full-time studies who withdraw completely or revert to part-time studies may be required to repay a proportionate amount of their assistance granted for the current academic session. Furthermore, such assistance for the next term is automatically cancelled and students may be ineligible to receive further funding for a 12-month period. Students intending to return to full-time studies in the next term and who require financial assistance must submit a new financial assistance application for the appropriate period of studies.

Students who need to apply for financial assistance should apply prior to the term in which assistance will be required. Many provinces and territories do have deadlines and it is advisable to check the deadlines in advance of application. Processing of an application can take four to six weeks and processing must be completed prior to the end of the term to which it pertains.

Payment of tuition and fees are a first charge against assistance received from government student loans and grants. Refunds of tuition and fees are subject to be returned to the lender.

For application forms and more information, please visit Scholarships and Student Finance, located in Anderson Hall.

More information on Government Student loan programs is available from the following website:

[www.esdc.gc.ca/en/student\\_loans/provincial.page](http://www.esdc.gc.ca/en/student_loans/provincial.page)

Office: AH115

Phone: 403-329-2585

Website: [www.uleth.ca/ross/student-finance](http://www.uleth.ca/ross/student-finance)

## 28. TEACHING CENTRE

**Mission:** To promote and enhance outstanding and inspirational teaching in a vital and engaging learning environment.

### Teaching Centre Vision:

Through its commitment to scholarship, research, and best practice in teaching and learning, the Teaching Centre is committed to promoting and enhancing the professional development of university-level instructors. The Teaching Centre is also committed to the advancement of creativity, originality and discovery in teaching. A commitment to excellence in teaching will ensure that, in a rapidly changing educational environment, the University of Lethbridge will provide outstanding learning experiences for students and promote the development of faculty that are founded on these principles:

- Teaching and learning are fundamental to the purpose of the University, and the University community is committed to excellence in teaching.

- All students must be provided opportunities to learn in ways consistent with most effective instructional practices.
- Effective university teaching can be defined, learned, demonstrated and continually enhanced.
- Scholarly inquiry is fundamental to the enhancement of teaching effectiveness.
- Teaching development is most likely to occur in a collaborative community characterized by trust and mutual respect.

#### Teaching Centre Goals:

- Foster a culture of excellence in teaching and learning inside and outside the classroom.
- Coordinate and facilitate professional development opportunities for the teaching community.
- Develop, identify and support innovative teaching practices.
- Deepen the University's commitment to a scholarship of teaching and learning.
- Investigate innovative educational practices, strategies, technologies and processes.

#### Graduate Assistant Teaching Development Program

Many graduate students at the University of Lethbridge are assigned work as a Graduate Assistant during the course of their graduate program. Graduate Teaching Assistants (GTAs) may be required to grade examinations and assignments, instruct laboratory and tutorial classes, lead discussion groups, or teach an undergraduate-level class. In order to be adequately equipped for these duties, and to acquire significant skills for their future academic careers, all graduate students are strongly encouraged to participate in the Graduate Assistant Teaching Development Program (GATD) throughout the fall and spring terms.

The Graduate Assistant Teaching Development Program provides an opportunity for professional development in critical teaching skills, equipping graduate students to carry out their teaching duties effectively. Graduate students who participate in these sessions receive formal recognition of their participation in this academic professional development program via a *Certificate of Participation*. This program addresses essential aspects of good teaching, equipping GTAs to carry out their teaching duties effectively and enhance their teaching skills as their careers advance.

GATD workshops address topics such as professional expectations and responsibilities, establishing a productive learning environment, dealing with students, classroom management, grading and assessment, leading discussion groups, preparing a presentation, the multicultural classroom, teaching and learning styles, and other topics of importance to GTAs. Graduate students are also strongly encouraged to attend other Teaching Centre events, such as the Talking about Teaching Seminar Series and the "SPARK" Teaching Symposium.

Participation in the GATD Program and attendance at other Teaching Centre events provides an opportunity for professional development as well as formal recognition of participation. The *Certificate of Participation* formally documents hours of completed participation in the GATD program. Attendance at other Teaching Centre events is also recognized. This certificate is a valuable addition to a graduate student's curriculum vitae when applying for academic positions, doctoral programs and post-doctoral placements.

The Teaching Centre additionally provides support for graduate students through assistance with:

- course and lesson planning

- effective student assessment
- student engagement strategies
- effective classroom management
- teaching with technology
- blended and online learning
- one-to-one teaching consultation

#### 29. THE MELIORIST (STUDENT NEWSPAPER)

*The Meliorist* has been the student newspaper at the University of Lethbridge since 1967. It offers a bi-weekly newspaper service and provides an open forum for all members of the University community and the surrounding area of southern Alberta. *The Meliorist* Publishing Society is an autonomous body that determines the editorial direction of the paper, with students providing the content. *The Meliorist's* staff members gain first-hand knowledge in writing, editing, photography, layout and management of a weekly newspaper. State-of-the-art computer equipment is used in the production of *The Meliorist*.

Since its inception, the newspaper has embraced the philosophy of Meliorism, which holds that the world naturally tends to get better as the result of human effort.

Office: SU172

Email: [contactmeliorist@gmail.com](mailto:contactmeliorist@gmail.com)

Website: [www.themeliorist.ca](http://www.themeliorist.ca)

#### 30. UNDERGRADUATE STUDENTS' UNION SERVICES FOR GRADUATE STUDENTS

##### Students' Union Building (SUB)

Opened in the fall of 1990, the SUB is a joint project of the Students' Union, the University of Lethbridge and the Government of Alberta. Overlooking the Oldman River Valley, the Students' Union occupies 56 percent of the SUB, featuring a retail floor, The Zoo pub, conference and major event facilities, food kiosks, convenience store, office suite, club rooms and Alumni offices. *The Meliorist*, CKXU, Campus Women's Centre, Pride Centre, Lethbridge Public Interest Research Group (LPIRG), University of Lethbridge Bookstore, Health Centre, Enrolment Services and the Registrar's Office are also located in the SUB.

##### Social and Cultural Events

The Students' Union sponsors many social and cultural events, such as Fresh Fest, cabarets, concerts, speakers' series and a variety of other student-oriented activities.

##### Services provided by the Students' Union:

###### Clubs

There are over 90 Students' Union ratified clubs on campus covering many areas of interest. Clubs are the best way to pursue an interest in a non-academic setting, meet people, have fun and expand horizons. All clubs welcome new members with innovative ideas.

To get involved with a club, watch for clubs rush week in the Atrium during the second week of the fall and spring terms. Here, clubs will have information tables promoting their organizations. To start a new club, come to our office and ask for a Clubs Handbook. This guide contains information about how to start and maintain a club and lists the many advantages associated with being an active club on campus. More information can also be obtained at the Students' Union office, on our website or by contacting the VP Internal Affairs.

Phone: 403-329-5155

Website: [www.ulsu.ca](http://www.ulsu.ca)

## Grade Appeals

Grade Appeals deal with claims when a student feels his or her course grade has been improperly determined. The Students' Union is here to help students through the grade appeal process. Come to our office to pick up pamphlets with advice, sample letters and a checklist to help you in organizing your appeal. We encourage students to seek counsel from the VP Academic at the Students' Union concerning any inquiries about the grade appeal process.

Phone: 403-329-2770

## Food Bank

The Students' Union operates a Food Bank on campus to help students when they are in financial need. Any student with a valid University ID card may access the campus Food Bank. Students must come to our office and fill out a form in order to receive a package filled with a variety of food items. Users are limited to a maximum of two packages per month (10-visit maximum) and will remain confidential. Users are asked to contact the Students' Union at least 24 hours before the time they would like to pick up the hamper to ensure availability. Email: [food.bank@uleth.ca](mailto:food.bank@uleth.ca)

## Handbook

The Students' Union Handbook is available free of charge to all students from the Students' Union office while quantities last. The Handbook is a great way for students to stay organized, as it includes a day timer as well as a weekly list of important deadlines. It also contains a variety of local advertisements and coupons to help orientate new students to Lethbridge.

## Health and Dental Coverage

All full-time students at the University of Lethbridge who pay Students' Union fees are automatically included in an extended health and dental care program.

The coverage period is from September 1 to August 31. Optional family coverage is also available for an additional fee.

The health coverage includes prescription drugs (80% on a managed formulary), ambulance benefit, physiotherapy, chiropractic services, massage therapy, naturopath, speech therapy, medical equipment and appliances, dental accident benefit, accidental death and dismemberment and emergency travel medical coverage. This plan does not replace provincial health care.

The dental care coverage includes basic and preventative services (75%) such as checkups, cleanings and X-rays; minor restorative services (50%) such as fillings and extractions; endodontic services (75%) such as root canal therapy; and periodontal services (75%) such as scaling and gum treatment. The coverage period is from September 1 to August 31.

Optional family coverage is also available for an additional fee. Full-time students enrolled in the fall term pay premiums for the Health and Dental Plan for the full year. Full-time students enrolled in the spring pay premiums for the spring semester only. Regardless of a change in status (e.g., full-time to part-time or student to non-student), all students enrolled at the beginning of their respective term will retain their coverage until August 31.

Students can opt out of the Student Health and/or Dental Plan if proof of comparable coverage and a completed waiver form is presented to the Students' Union Health and Dental Plan office. Students may opt out online using the Bridge ([www.uleth.ca/bridge](http://www.uleth.ca/bridge)). The opt-out deadlines for the fall and spring semesters will be posted at the Students' Union office and throughout the University (see **Fees, Important Dates and Fee Deadlines, p. 33**). The opt-out procedure is annual and must be done each year of the student's enrolment. The

deadline set for January is for newly registered full-time students and students upgrading from part-time to full-time only.

Part-time students and students' dependents may add on to the Student Health and/or Dental Plan.

Phone: 403-329-2039

## Photocopying and Faxes

The Students' Union *Rockerman's Service Centre* provides photocopy service located outside Galileo's. Fax service is also available in the *Rockerman's Service Centre*.

## Recycling

The Students' Union is responsible for campus can and bottle recycling. Recycling bins are located throughout campus. Proceeds from this recycling are used to create and enhance scholarships for University of Lethbridge students.

## Speaker Series

Established in June of 1990, the Students' Union Speaker Series has brought in such noteworthy Canadians as Ben Wicks, Dr. Lloyd Axworthy, Stephen Lewis, Fred Penner, Jacques Parizeau, Peter Mansbridge and Gwynn Dyer as well as international figures such as Dr. Jane Goodall, William Sampson and Bill Nye. For more information or to submit suggestions, please contact the Students' Union Office.

## Student Employment

The Students' Union provides part-time employment in many of the Students' Union operations. Applications are accepted in our office from students throughout the year.

## The Zoo

As the campus pub, The Zoo is wholly owned and operated by the Students' Union. It is THE place for meeting friends and having a good time.

The Zoo is open daily at 8:00 a.m. to serve breakfast. Our experienced staff prepare great and affordable meals all day. Featured menu items include a variety of appetizers, pizzas, burgers, sandwiches and vegetarian choices. Food and drink specials are offered on a daily basis.

The Zoo is more than just great food as it offers a friendly atmosphere in a smoke-free environment. The pub has a balcony offering a fantastic view of Lethbridge. Enjoy some downtime by watching your favourite sports program on the largest screen in Lethbridge or by playing games on the widescreen TV in one of two sofa lounges. The Zoo also hosts a wide range of activities including cabarets, live bands, comedians and theme nights.

By combining two other ballrooms to create a massive hall, The Zoo has the capacity to hold almost any size of event. The public may rent one or more of these rooms for events such as business meetings, conventions, trade shows, or weddings.

## Rockerman's Service Centre

Rockerman's Service Centre, located on Level 2 of the Students' Union Building, is the campus convenience store. Students can purchase confectionary items, concert and cabaret tickets, newspapers, magazines and much more. Students also have access to fax and photocopier services as well as microwaves.

## Lethbridge Transit Breeze

The Breeze card provides riders with the most economical and convenient method of taking the bus. To purchase your monthly or semester Breeze card, visit the Students' Union *Rockerman's Service Centre* (SU232).

## Food Court

The Food Court is located on Level 2 of the Students' Union Building and offers a variety of food to please your palate.

*Baadshah Cafe:* Indian Cuisine.

*Tivoli:* Includes a salad bar, chicken and fries as well as a number of pasta dishes and finger foods.

*Hiroba:* Chinese food with your choice of buffet-style or made-to-order menu and daily specials.

*Smoothie Hut:* Smoothies, wraps and pitas.

*Icy's:* A variety of tacos and similar-type salads. Includes a breakfast menu and healthy frozen yogurt treats.

*The Coffee Company:* An assortment of specialty coffees, espresso drinks and muffins.

*Subway:* Gourmet submarine sandwiches on fresh-baked bread, soups and cookies.

## Galileo's Lounge

The north end of the Food Court has been converted to a friendly, soft and quiet space. With wireless Internet, computer receptacles and cushy seating, this is the place to unwind, catch up on reading, take a catnap and meet new friends. This space also boasts a sofa lounge/living room, student gallery, movie wall and observation deck. If you are interested in reserving this room for an art show or maybe showing a movie, please contact us.

## Additional Information Resource

Visit our website to find more information about our organization, the council and staff and more details about the services we have to offer.

*Office:* SU180

*Website:* [www.ulsu.ca](http://www.ulsu.ca)

## 31. UNIVERSITY ADVANCEMENT

University Advancement works to enhance the reputation, build relationships and seek resources necessary to support the student experience, teaching, and research goals of the University of Lethbridge.

Comprised of the Departments of Alumni Relations, Advancement Services, Development, Communications and Marketing, and Public Affairs and Government Relations, University Advancement reports to the Vice-President (Advancement) and are responsible for the coordination and management of the following:

- alumni relations activities and the Alumni Association;
- fundraising and sponsorship activity;
- government relations;
- media relations and public affairs activities;
- social media coordination and management;
- institutional marketing;
- visual identity and branding;
- internal and external communication coordination and management; and
- publications and graphic design.

*Office:* A735 (Level 7)

*Phone:* 403-329-2582

*Fax:* 403-329-5130

*Email:* [advancement@uleth.ca](mailto:advancement@uleth.ca)

## 32. WRITING CENTRE

The University's Writing Centre offers individual consultations with trained academic writing instructors and tutors to students from all Faculties and programs. The Centre provides practical writing support that supplements in-class instruction and helps students understand a wide variety of writing assignments including research papers, summaries, critical essays, literature reviews, annotated bibliographies and lab reports. It also provides assistance with formatting, thesis development, essay organization and grammar and punctuation.

Appointments can be made online by visiting the Writing Centre website.

*Office:* L1006A (Library)

*Website:* [www.uleth.ca/artsci/academic-writing/writing-centre](http://www.uleth.ca/artsci/academic-writing/writing-centre)

