The start of term is nearly here! The following email outlines important information about how to access support at the Undergraduate Science Centre during September Rush and a reminder about the changes to our service structure.

As of June 1, the Undergraduate Science Centre (USC) is the home of all undergraduate student support in the Faculty of Science. Student support services are no longer available in department offices. Our program advisors, undergraduate administrators, internship coordinators, student events coordinator, and student experience coordinator are all part of the greater undergraduate support structure working together for you.

**September Advising Hours**

**August 31st to September 4th**
Monday, Tuesday, Wednesday: 10am-12pm, 1pm-4pm  
Thursday: 1-4pm  
Friday: 10am-12 pm

Please note that while advising is not available the afternoon of Friday, September 4th (advisors will be supporting Orientation), our phone lines will remain open for general inquiries.

**September 8th to 18th  Extended Hours**  
Monday-Friday: 9am-12pm, 1pm-4 pm

**How We Advise**

**Qless** is the best way for to speak with an advisor. We provide all advising on a drop-in basis. When you reach the front of the Qless line an advisor will call you at the preferred number on file in your Student Centre. If you prefer a Zoom session, please note this in the comments at check-in and an advisor will send a meeting link.

Check-in instructions and [Qless FAQ can be found here](#).

If you have general inquiries, quicker questions, or receive an error message in Qless that your region is not supported, **please call our Virtual Front Desk at 403-220-8600**.

We will also provide support via email at science.advising@ucalgary.ca. If you have a time-sensitive issue please try Qless or calling the Virtual Front Desk first for a quicker turnaround time.

**Term Tune-Up Webinars**

The USC is also hosting a series of webinars to help students prepare for the upcoming term and to answer some of our most frequently asked questions. The webinars are open to new and continuing students, and sign-up information can be found at the [Undergraduate Science Centre Events Page](#). All sessions will be recorded and posted on the [Science Program Advising](#) page for students that can’t make the session times.
Navigating a Digital Campus
September 2nd @2pm
“Everything is online!” But what is everything and where is it? This is a student’s guide to navigating and adapting to a digital campus.

Beyond September
September 9th @2pm
We can’t quite know what the future holds, but there’s definitely lots to look forward to in the academic year! Learn about upcoming opportunities, deadlines, and how to make the most of the next year in the Faculty of Science.

Help is On the Way!
September 10th @2pm
How to get your questions answered, find support, and start your Fall term off on the right foot.

As we continue to work from home during the Fall term, please check out our website (science.ucalgary.ca/current-students/undergrad-science-centre) or reach out to our virtual front desk at 403-220-8600 if you have any questions. Thank you for your patience as we adapt to our new structure and the rush of term start.

Wishing you a successful Fall term!

Undergraduate Science Centre
Faculty of Science
University of Calgary
SB 149
T: 403-220-8600