

UPass Frequently Asked Questions for Undergraduate Students

WHAT IS UPASS?

The Universal Transit Pass (UPass) gives students enrolled at the University of Lethbridge unlimited access to local transit during each term they are registered for classes. It is an environmentally friendly, cost-effective and safe way to navigate Lethbridge.

UPass will be implemented in Fall 2018 for all **undergraduate students** taking one or more courses. If you are enrolled in at least one credit course per term at our Lethbridge Campus, you will be assessed for UPass. There is an opt out process for those who meet the criteria outlined in the Opt Out section of this FAQ.

I'M A GRADUATE STUDENT. CAN I GET UPASS?

uLethbridge graduate students have had UPass since 2007; it is managed exclusively by the Graduate Student Association. For more information, visit ulgsa.ca/gsaservices

HOW MUCH DOES IT COST?

The UPass fee is assessed each term and the cost is equivalent to a one-month Lethbridge Transit adult pass. Currently, this is \$77.00 plus a \$5.00 administration fee. The **total cost of a four-month term UPass is \$82.00**. The charge will appear on your account on the Bridge.

* Note: A Lethbridge Transit post-secondary term (four-month) pass is currently priced at \$289.00, reducing the cost of a pass by \$207.00 each term!

WHEN WILL UPASS START ?

UPass for undergraduate students is effective September 1, 2018.

IS THE UPASS VALID IN THE SUMMER?

Yes! The UPass fee will be assessed to students enrolled in on-campus spring and summer courses with the same opt-out criteria as fall and spring terms.

HOW DO I GET UPASS?

You will receive a new student ID card with UPass-enabled technology. Technology in the card will be updated for each term you are registered in classes; this will reactivate your

UPass. If you choose not to register in classes during a specific term, you will not be assessed the fee or have a valid UPass on your uLethbridge student ID card.

New uLethbridge student

If you are a **new uLethbridge student**, you can [complete the form and upload your photo](#) until August 24. You can pick up your new UPass student ID in the Atrium in UHall, 8:30 a.m. to 4:30 p.m., Sept. 3-6. After that, you can pick it up at the ITS Solution Centre TH218.

Continuing uLethbridge student

Continuing uLethbridge students **can exchange their existing student ID card for the new UPass ID card** at the ITS Solution Centre in Turcotte Hall (TH218) starting June 14, 2018. **There is no cost** to exchanging your current student ID card for the new UPass student ID card. You can pick up your new UPass student ID in the Atrium in UHall, 8:30 a.m. to 4:30 p.m., Sept. 3-6. After that, you can pick it up at the ITS Solution Centre TH218.

If you are a **continuing student who has lost their student ID card**, please [complete this form](#) by August 24.

uLethbridge student living in residence

If you are a **new uLethbridge student who will be living on campus**, Housing Services will communicate with you about how you can get UPass, as the process is slightly different. You will receive your new UPass card during **Move-in Day**.

uLethbridge graduate student

Graduate students with an activated UPass card DO NOT need to get a new card. The graduate UPass and the undergraduate UPass are separate entities. Contact ulgsa.ca/gsaservices for more information.

The ITS Solutions Centre will be set up in the Atrium in UHall, from 8:30 a.m. to 4:30 p.m. from September 3 to 6 to make picking up your UPass card as simple as possible.

I HAVE LOST MY STUDENT ID CARD. WHAT CAN I DO?

If you are a **continuing student who has lost their student ID card**, please [complete this form](#). There is no cost to exchanging your current student ID card for the new UPass student ID card. However, if you have lost your current student ID card, you will be charged a **\$10 replacement fee**.


Let us know if you need a reprint of your current student ID. We will send you an email once it's printed if you wish to pick it up at the ITS Solution Centre (TH218) this summer. Otherwise, it will be waiting when you return in September.

We are unable to issue a UPass student ID without a copy of your current student ID card; your current student ID card must be deactivated for your safety as it is linked to your personal information.

I AM A STUDENT WHO WILL BE LIVING IN RESIDENCE. HOW DO I GET UPASS?

You will receive your UPass student ID card during **Move-in Day**. For more information, contact the Housing office at 403-329-2584 or housing@uleth.ca. If you are a new uLethbridge student, you can upload a current photo for your UPass student ID card [here](#).

WILL MY CURRENT ID CARD WORK FOR UPASS?

No, if your current card does not have this logo on the back , it will not work.

Continuing undergraduate students will need to **exchange their current student ID card** for a **new UPass student ID card**. If you are a **continuing student who has lost your student ID card**, please [complete this form](#).

IS THE UPASS VALID ONLY FOR TRAVEL TO AND FROM THE UNIVERSITY?

No, UPass is valid anywhere and anytime Lethbridge Transit system operates. Visit their [website](#) to learn more, or [map your route](#).

CAN I OPT OUT OF UPASS?

Yes! Students who are enrolled exclusively in uLethbridge online courses, or who attend classes exclusively on the Calgary Campus, will be automatically opted out.

In addition, Lethbridge Campus students have the ability to opt out of a UPass based on the following conditions:

- Students living in on-campus residence
- A student enrolled in a co-op, practicum, or exchange program who is not simultaneously enrolled in any on-campus credit courses at the Lethbridge campus within a given term
- Presentation of a valid CNIB or Paratransit registration
- Students living outside of the Lethbridge city transit boundaries but within an 80 km radius of Lethbridge city limits
 - Aetna, Ardenville, Barnwell, Barrons, Beazer, Cardston, Carmengay, Carway, Champion, Chin, Claresholm, Coaldale, Coalhurst, Conrad, Cranford, Del

Bonita, Diamond City, Enchant, Fincastle, Fort Macleod, Glenwood, Granum, Hill Spring, Iron Springs, Kirkcaldy, Leavitt, Lethbridge County, Lomond Lowland Heights, Magrath, McNabb, Milk River, Monarch, Mountain View, New Drayton, Nobleford, Picture Butte, Pincher Creek, Purple Springs, Raley, Raymond, Retlaw, Shaughnessy, Skiff, Spring Coulee, Stand Off, Stavley, Stirling, Stowe, Taber, Tempest, Travers, Turin, Vauxhall, Warner, Welling, Whiskey Gap, Woodhouse, Woolford, Wrentham

If your town is missing and you feel it should be included, contact the ULSU to have your request evaluated. 403-329-2222, su.manager@uleth.ca or in person at SU180.

The opt-out deadline for UPass for the fall and spring terms are the same as those for the University of Lethbridge Students' Union (ULSU) Health & Dental plan. Students registered for summer courses will opt out in May — deadline be determined.

If you meet the opt out criteria above but want UPass, do not opt out.

WHY IS EVERYONE ASSESSED THIS FEE?

In March 2018 the University of Lethbridge Student Union (ULSU) held a referendum on implementing UPass for undergraduate students on the Lethbridge campus.

Of the undergraduate students who voted, 65.17% agreed to implement UPass.

WHAT ARE THE BENEFITS OF UPASS?

- Parking is not affordable for all students; UPass provides an inexpensive alternative
- The bus stop is located in a central campus location; students do not need to walk far to access the buildings and vice versa
- It creates another travel option for students who drive, in the event of car trouble or inclement weather
- Revenues to the City and increased transit ridership will potentially contribute to improved transit services
- It's easier for occasional users to run errands and explore the city

WHEN AND HOW DO I OPT OUT?

Opt-out periods will run simultaneously to those of the University of Lethbridge Students' Union (ULSU) Health & Dental plan.

Fall: September 21

Spring: January 22

Summer sessions: May (Stay tuned for more details)

Since student circumstances may change from term to term, **students who are eligible to opt out of UPass will need to do so each term.**

You can opt out of UPass, if eligible, by logging into the Bridge and completing the opt-out request form during the opt-out period. Stay tuned for more details.

WHAT HAPPENS IF I MISS THE OPT-OUT DEADLINE?

Opt-out deadlines are firm and not open to extension. If you miss the opt out deadline, you will be charged \$82.00 for that term.

WHAT IS THE APPEAL PROCESS?

The appeal process for UPass follow the same timeline as the health and dental opt-out during the fall and spring terms. Students registered in summer courses will have the opportunity to appeal in May (deadline to be determined).

Please contact the ULSU for more information:
403-329-2222, su.manager@uleth.ca or in person at SU180

I HAVE A UPASS, AM I STILL ELIGIBLE FOR AN ON-CAMPUS PARKING PASS?

Yes! Your parking pass eligibility is not affected by whether or not you have UPass.

I AM A CALGARY CAMPUS STUDENT, AM I ELIGIBLE FOR UPASS?

Not at this time; however, if you are Calgary Campus student, connect with your ULSU representative to discuss. The ULSU is committed to exploring this option if there is enough interest on the Calgary Campus.

WHAT IF I NEED MORE INFORMATION ON OPTING OUT?

Contact the ULSU for further support or information specific to your circumstances. You can reach the ULSU at 403-329-2222, su.manager@uleth.ca or in person at SU180.

HOW DO I PAY FOR UPASS?

The \$82.00 fee will be applied to your student account. You can pay in person at the Cash Office (AH144) or view your payment options online at: ulethbridge.ca/financial-services/payment-methods

HOW WILL I KNOW IF I AM ELIGIBLE FOR UPASS?

You can check your fees to confirm the fee has been charged at ulethbridge.ca/financial-services/students. If you are eligible to opt out, the fee will be credited to your account when complete.

WILL MY STUDENT LOAN COVER MY UPASS?

Yes, provincial student loans will cover the costs of your tuition and fees.

IS UPASS TRANSFERABLE?

No, UPass is non-transferable. **UPass is embedded in your student photo ID card.** You should not share your student ID card as it is linked to significant personal information.

I AM AN INTERNATIONAL STUDENT ON THE LETHBRIDGE CAMPUS, AM I ELIGIBLE FOR UPASS?

Yes! International students registered in courses required for their degree will be assessed the \$82.00/term fee just like other undergraduate students.

WHERE CAN I GET MORE INFORMATION?

Undergraduate students should contact the ULSU at 403-329-2222, su.manager@uleth.ca, in person at SU180 or visit the website ulsu.ca.

Graduate students can visit the GSA office MH2041 or visit the website ulgsa.ca/gsaservices