



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione  
Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale

# INCOMING EXCHANGE STUDENTS HANDBOOK

## 2018/2019

This document provides you with a description of the services of the University of Studies of Torino, the administrative procedures for your mobility period and some useful information for your first days in town.

This information is presented by the International Mobility office during the scheduled orientation meetings. Participation in the meetings is not compulsory, however it is recommended as an opportunity to clarify any doubts about the procedures and as an occasion to meet other international students arriving in Torino.

Starting from a.y. 2017/18 the University of Torino is launching the Buddy project **“Do you need support?”** providing support to Erasmus and international exchange students. Each Buddy will use his language skills and his experience of the University of Torino to help international students to follow the arrival procedures and adapt to the new context.



What does a Buddy do?:

1. They contact the international students using the email address they gave when they registered on [unito.it](http://unito.it). They reply to the most urgent questions (accommodation, academic organization, website of the University, arrival administrative procedures).
2. They can meet up with the students to go together to the administrative offices, such as Infopoint, International Offices of each Department
3. If necessary, they go with the students to the public offices of the *Agenzia delle Entrate* in order to get a tax code, or in *Questura* to get their residence permit.
4. They can show the location of the main university buildings (professors' offices, classrooms, canteens, administrative offices, libraries).

For further Information visit our webpage [Buddy Project](#).

Vicolo Benevello, 3/a – 10124 – Torino  
Tel. (+39) 011.670.44.25 | Fax (+39) 011.236.10.17  
E-mail: [internationalexchange@unito.it](mailto:internationalexchange@unito.it)



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# ADMINISTRATIVE PROCEDURES



## ARRIVAL AT INFOPOINT

Once students arrive in Torino, they have to register at Infopoint Office and collect their **certificate of arrival in double copy**: this document confirms the date of arrival and their status as Erasmus/international exchange students at the University of Torino.

This first step at Infopoint Office is **MANDATORY** because the starting date of the exchange period will be the one when students go to Infopoint Office to collect their Certificate of arrival.

To get any further copies of this document please directly refer to Infopoint Office.



## PERSONAL CREDENTIALS

After registering on the website [www.unito.it](http://www.unito.it), students receive their **personal credentials**. These normally correspond to: username=name.surname and password, which is the one set by students at the moment of their online registration.

About one week after their arrival, students are officially enrolled at the University of Torino and they can access the online services for students, which are available on the website [www.unito.it](http://www.unito.it).

Personal credentials give access to the following services:

- ✓ MyUnito (Unito.it reserved area)
- ✓ Unito Email account [user@edu.unito.it](mailto:user@edu.unito.it)  
(<http://en.unito.it/services/online-services/webmail/students-webmail-service>)
- ✓ Online career plan
- ✓ Online registration for exams (APPELLI)
- ✓ *CampusNet/Moodle* of the Department (e-learning platforms)
- ✓ Free wi-fi in University buildings

**NOTE:** If students have any problems in accessing the CampusNet/Moodle website, they have to refer directly to the Webmaster's email address of each Department website.

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### EXTENSION OF THE EXCHANGE PERIOD

Students who want to extend their mobility period at the University of Torino **have to be authorized** by both the Italian professor in charge of the bilateral agreement and by their home University.

Extension requests, in fact, are mandatory to be able to take exams after the official ending of the Erasmus/International mobility period, this is to say beyond the number of months confirmed in the students' online application.

In order to ask for an extension authorization students need to:

- ✓ send an extension request via email to [internationalexchange@unito.it](mailto:internationalexchange@unito.it) specifying the number of additional months and the new dates of your Erasmus/International mobility,
- ✓ provide the International Mobility Office with the authorization of the Italian professor in charge of the bilateral agreement and the authorization of your home University by sending an email to [internationalexchange@unito.it](mailto:internationalexchange@unito.it)

Once students have obtained the extension, they can ask for the renewal of the EDISU card\* by sending an email to [internationalexchange@unito.it](mailto:internationalexchange@unito.it)

**NOTE:** The Erasmus period can last maximum 12 months. In order to be able to take exams after these 12 months, it is necessary to have a specific agreement between the Italian didactic organization and the student's home University beyond the Erasmus programme.

\* *Please refer to University Restaurants paragraphs (page 11 of this document).*



### CLOSING OF THE ERASMUS AND/OR INTERNATIONAL MOBILITY PERIOD

The closing of the mobility period is **MANDATORY!**

At the end of their exchange period, before leaving, students **MUST** go to Infopoint Office to close their mobility period and deliver:

1. The list of the exams registered in their Examination record book ("Autocertificazione esami per studenti incoming" available at [www.unito.it](http://www.unito.it) » MyUnito » Carriera » Certificazioni Carriera).
2. Any final documents of their home University that they need to have signed/stamped by our University.
3. The email address of their Home University where Transcript of Records will be sent to.

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Closing the mobility period is a compulsory step in order to receive the Transcript of Records, which is the final document of the exchange study period certifying the beginning and ending dates of the mobility period and all the exams taken at UNITO (including the Italian language course).

If students' online Examination record book is complete and includes the grades of all the exams taken during the mobility period, this document will be sent to the students' home University by email within 5 weeks after the exchange period.

**IMPORTANT: the ending date of the mobility period will be the day when students go to Infopoint Office. For those students who will NOT go to Infopoint Office before leaving, the official ending date of the exchange period will be the date of their last exam.**

## ACADEMIC ORGANIZATION



### ADMINISTRATIVE REFERENCES

The main references for international students spending a mobility period in Torino are the following:

- a) **International Mobility Office:** reference office for all the administrative procedures related to the mobility period.

International Mobility Office

Tel: +39.011.6704425 (voicemail)

Fax: +39.011.2361017

Email: [internationalexchange@unito.it](mailto:internationalexchange@unito.it)

Students are received only by appointment to be requested via email or by phone.

Incoming students' procedures are available on the University website at [www.unito.it](http://www.unito.it) » English » International relations » Students' mobility

- b) **Infopoint Office:** it is the University main information point. It provides information about the services and the organization of our University. It is also the place where all the documents which need to be signed and stamped by the administrative office have to be handed out and where the documents prepared by the International Mobility Office have to be collected.

You can refer to Infopoint to:

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- find information about the academic offer, the Italian courses and the University services, as well as practical tips about the city
- hand out/collect the administrative documents related to the mobility period

Infopoint Office

Via Po, 29 (ground floor) - Torino

Tel: +39.011.6703020/3021 (voicemail)

Fax +39.011.6703012

E-mail: [infopoint@unito.it](mailto:infopoint@unito.it)

Opening hours:

Monday and Friday from 9:00 am to 16.30 pm

Tuesday, Wednesday and Thursday from 9.00 to 19.00



### REFERENCES FOR DIDACTIC ISSUES AND LEARNING AGREEMENT

The University of Torino is organized by Departments and Schools.

As regards all matters concerning any didactical issues and the Learning Agreement approval, students should refer to the professor in charge of their bilateral agreement, who is indicated in the certificate of arrival, or to the Erasmus delegates of the Department.

NOTE: 1 CFU (local credit) = 1 ECTS

It is essential to have the study plan signed as soon as possible, to be sure that the courses and the exams chosen will be approved.

Professors' contacts are available in the University address book on [www.unito.it](http://www.unito.it) into the section "People Directory". Professors' office hours are indicated in the contact details or directly on the Departments websites.

Students should contact the professors of the courses they are going to attend in order to introduce themselves and ask whether there is any specific information or there are any instructions for Erasmus or international students.

Besides, some Departments and Schools have their own International office, where students can refer to in order to have more information about the study plan and the Learning Agreement. According to their planning, these offices may organize orientation meetings specifically dedicated to incoming students.

To have general information about the Learning Agreement, the academic organization and the courses students have to write to:

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- Campus Luigi Einaudi – CLE, Department of Law, Department of Cultures, Politics and Society, Department of Economics Cognetti De Martiis (*Dipartimento di Giurisprudenza, Dipartimento di Culture Politiche e Società, Dipartimento di Economia Cognetti De Martiis*): [international.cle@unito.it](mailto:international.cle@unito.it)
- Department of Pharmacy (*Dipartimento di Farmacia*): [erasmus.farmacia@unito.it](mailto:erasmus.farmacia@unito.it)

NOTE: students who will be studying at the School of Management and the Department of Psychology MUST send their Learning Agreement to the following International Mobility Offices:

- School of Management and Economics, Department of Management and Department of Department of Economic, Social, Mathematical and Statistical Sciences (*Dipartimento di Management, Dipartimento di Scienze Economico-Sociali e Matematico-Statistiche*): [exchangestudents.econ@unito.it](mailto:exchangestudents.econ@unito.it)
- Department of Psychology (*Dipartimento di Psicologia*): [erasmus-socrates.psicologia@unito.it](mailto:erasmus-socrates.psicologia@unito.it)

Furthermore, in case of any particular problems, students can also refer to the Erasmus delegates of each Department. The contact list of the Erasmus Delegates is available (“University Erasmus Commission” pdf file) on [www.unito.it](http://www.unito.it) » English » International Relations » Students' Mobility » Erasmus and Exchange students.



### PROCEDURE FOR EXAMS

In order to take exams at the University of Torino, the following steps are COMPULSORY for each exam:

- 1) Filling in the online career plan (PIANO CARRIERA) according to the approved Learning Agreement.
- 2) Online application for the exams (APPELLI) using the proper procedure\*.

\*The document “Guidelines to online exams registration”, providing information on how to apply for exams, is published at the following link:

<http://en.unito.it/international-relations/students-mobility/erasmus-and-exchange-students>

At the same page specific information regarding courses and exams indicated by each Department/School is available. **Consulting both documents is STRONGLY RECOMMENDED.**

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In case students face any technical problems in applying for exams, they have to promptly inform Sezione Mobilità e Didattica Internazionale ([internationalexchange@unito.it](mailto:internationalexchange@unito.it)).

**WARNING: fixed short period to book the exams! Please carefully check the exams booking period.**

### **ONLINE mark registration**

At the University of Torino the grades of the exams can be either accepted or rejected.

In particular, regarding oral exams, students can directly inform Professors about the acceptance or the rejection of the grade.

On the contrary, in case of written exams, an automatic acceptance is scheduled; students can however refuse the grade by accessing the ONLINE procedure within a short period established by Professors (usually 5 days). In this case an automatic email will be sent to students' Unito email address ([user@edu.unito.it](mailto:user@edu.unito.it)) in order to accept/reject the grade.

**WARNING: fixed short period to accept/reject the grade! Please carefully check the specific time windows when exams grades can be rejected.**



### **ECTS STATISTICS GRADES**

ECTS grade statistics table related to single academic activities (courses) taken by the students will be reported on the Transcript of records in order to grades recognition at their home University.

**NOTE: 1 local credit UniTO (CFU) = 1 ECTS credit**

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### USEFUL INFORMATION

Please find below some useful information for the organization of your stay in Torino.



#### HEALTH ASSISTANCE

An information point for clarifications on how to access the National Health System (SSN) is available at EDISU Piemonte (Ente per il Diritto allo Studio Universitario).

Please refer to the following contact details:

#### Ufficio Assistenza Sanitaria

#### EDISU PIEMONTE

Residenza Universitaria “Verdi”

Via Giuseppe Verdi 15 - Torino

Tel. +331 6109713

e-mail: [ezio.chionio@edisu-piemonte.it](mailto:ezio.chionio@edisu-piemonte.it)

[www.edisu.piemonte.it](http://www.edisu.piemonte.it)

Please pay attention to the following information:

- a) **European Union citizens** have to refer to the Azienda Sanitaria Locale (**ASL**), located nearby their residential area, in order to access the National Health System (**SSN**). They can choose a family doctor (free of charge) and use hospital services and specialists' examinations at public hospitals or at private clinics, which have agreements with the National Health System (“*strutture convenzionate*”), at the same price expected by Italian citizens (payment of “ticket”).
- b) When asking for a residence permit, **Extra-EU citizens** must purchase a private health insurance, which covers only medical expenses for emergencies.  
In order to access the SSN, which provides the same services offered to European citizens, extra-EU students must refer to the ASL located nearby their residential area.

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### TAX CODE (CODICE FISCALE – CF)

It is not a mandatory ID document for incoming students, but it is often requested for administrative procedures such as a rental contract or the opening of a bank account. Extra-EU students must apply for a tax code in order to submit the request for their residence permit.

The document can be requested to the following office:

#### **Local office of Agenzia delle Entrate**

Corso Bolzano 30 – Torino

Tel: +39 011.5523111 <http://piemonte.agenziaentrate.it/>



### LOCAL PUBLIC TRANSPORTS

Students can choose between different types of bus tickets: single, prepaid travel cards, weekly, monthly and season tickets. Single tickets and prepaid travel cards (i.e. 5 or 15 rides) can be purchased at tobacconists' or newsagents', while as for weekly, monthly and season tickets, it is first necessary to have a Bip Card (electronic card). Bip Cards can be obtained at the railway stations. For instance, Porta Nuova railway station has a specific office issuing season tickets and providing further information about tickets and any possible reduced fares for students.

Further information about the different types of tickets is available on <http://www.gtt.to.it> » Torino e cintura

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# STUDENT SERVICES



## ACCOMMODATION

For information on seeking accommodation and useful links, students can consult:

- the university website on [www.unito.it](http://www.unito.it) » English » Living in Turin » When you arrive » Housing, where they will also find suggestions for a temporary accommodation while they are looking for rooms;
- the StudyinTorino portal, for all the international students in Torino <http://www.studyintorino.it/367-2/>,
- the [Cercoalloggio](#) service, in cooperation with the University of Torino provides help in searching for a room and signing a rent contract,
- the platform [Housing Anywhere](#), where students leaving for mobility can find incoming students to whom renting their room,
- the offers of accommodation on the notice boards for students present in all the Departments (generally there are offers of single rooms in apartments, sharing the kitchen and bathroom with other students);
- Informagiovani offices of the Municipality of Torino's website: [www.comune.torino.it/infogio](http://www.comune.torino.it/infogio).
- the website concerning the accommodation offer of EDISU\* <http://www.edisu.piemonte.it/>.

*\*NB upon availability, Erasmus students can book a room for [short period only \(15-20 days\)](#) while they look for an accommodation*



## UNIVERSITY RESTAURANTS

Erasmus and International students can access the University restaurants at competitive fares presenting the EDISU card, which has to be collected at the EDISU Office at the following address:

### Edisu Office

Via Giulia di Barolo, 3/bis

E-mail: [edisu@edisu-piemonte.it](mailto:edisu@edisu-piemonte.it)

### Opening hours:

Monday and Friday from 9:00 to 11:00

Tuesday-Wednesday-Thursday from 9:00 to 11:00 and from 13:30 to 15:00

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There are five university restaurants in Torino, offering also special menus as vegetarian, ethnic and gluten-free:

- Ristorante universitario - Lungo Dora Siena, 102/B (with gluten-free\* menu upon reservation)
- Ristorante universitario - Via Principe Amedeo, 48 (with gluten-free\* menu upon reservation)
- Ristorante universitario - Via Ormea, 11bis (with gluten-free\* menu upon reservation)
- Ristorante universitario - C.so Castelfidardo, 30/A (with gluten-free\* menu upon reservation)
- Ristorante universitario located at the Borsellino Residence - Via Paolo Borsellino, 42

*\*Students have to book gluten-free meals some days in advance.*

*In case students do not consume booked food they will be asked to pay the whole rate for it.*

A complete meal costs 2,50 Euro and an all-in-one dish meal costs 1,80 Euro.

More information about the University restaurants is available on <http://www.edisu.piemonte.it/en> (the list of canteens is present under the tag: Services/University canteens).

Edisu also offers substitute canteen's services to students whose departments are far away from Edisu canteens thanks to agreements with cafeterias, bars and diners:

More information can be found at <http://www.edisu.piemonte.it/en> » Services » Substitute canteen's services

Students can also refer to EDISU Piemonte to:

- get information about university restaurants, study and PC rooms
- ask for legal advice about the rental contracts
- ask for information regarding the cultural and sport activities and the student activities organized by their staff

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### CUS TORINO

CUS TORINO is the University sports centre. It organizes sporting activities and tournaments open to everybody and it offers students and staff its facilities at special fares.

The CUS Card is the subscription card of CUS Torino and gives access to facilities, activities and discounts. It is valid for one academic year and is free of charge for all students enrolled at the University of Torino, including the Erasmus and international students.

Students can request the CUS card directly at CUS in order to practise sports (at competitive and non-competitive level) in the CUS centres at special fares and to rent tennis courts, five-a-side football fields, etc.

In order to collect the CUS card, students need to have a medical certificate issued in Italy, which can be obtained through a family's doctor, the SUIISM Center or directly at the CUS Torino office located in Via Braccini 1.

The list of activities and events organized by CUS Torino are published on the CUS website.

For further information students can also write an e-mail to: [stefania.bisacco@custorino.it](mailto:stefania.bisacco@custorino.it)

### CUS Torino

Via Braccini, 1 – 10141 Torino

Tel. +39.011.388307

[www.custorino.it](http://www.custorino.it)

[http://www.custorino.it/International\\_Student](http://www.custorino.it/International_Student)



### LIBRARIES AND STUDY ROOMS

The list of the libraries, all equipped with study rooms, is available on the university website at: [www.unito.it](http://www.unito.it) » English » About Unito » Libraries.

The list of the Edisu study rooms and computer rooms is available at the following link: [www.edisu.piemonte.it](http://www.edisu.piemonte.it) » Services » Computer Rooms.

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### **COUNSELLING: SUPPORT AND ASSISTANCE**

The counselling service offers free professional support to students experiencing:

- personal or social difficulties that interfere with their academic goals
- adaptation problems to Torino
- stress and anxiety conditions

The counselling service guarantees maximum privacy.

Students are received only by appointment to be requested at:

Tel./Fax: +39 011.8394775

E-mail: [counseling@unito.it](mailto:counseling@unito.it)

### **FURTHER INFORMATION**



### **INFORMAGIOVANI**

You can refer to the Informagiovani Centre to:

- get information about different topics: seeking accommodation, job research, holidays organisation, participation in international mobility programmes, volunteering activities, sports activities, etc.
- be informed about events and activities targeted to young people organised by the city of Torino
- have free access to Internet points

#### **Centro Informagiovani**

Via Garibaldi 25 - 10122 Torino

#### Opening hours:

Monday, Wednesday, Thursday and Friday from 13.00 to 18.00, Tuesday: 10.00 -18.00

#### Contacts:

tel. 011.4424981 – active from Monday to Friday during the office hours.

E-mail: (to ask information) [centro.informagiovani@comune.torino.it](mailto:centro.informagiovani@comune.torino.it)

Website: <http://www.comune.torino.it/infogio/>

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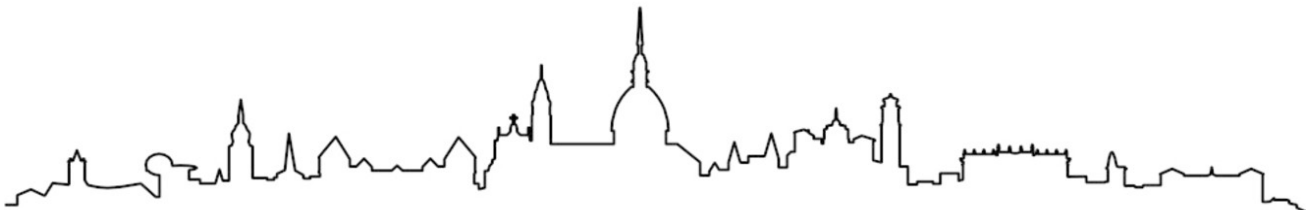


### EMAIL AS MEANS OF COMMUNICATION

- ✓ Students' private email address – used for the registration on Unito website – will be used by the International Mobility office to provide information and updates about the administrative procedures for incoming students and also to inform students about any events and activities dedicated to Erasmus and international students organized during the year.  
Please inform our office in case of any change of this email address.
- ✓ The online procedures to apply for exams and for grades registration send automatic emails to the students' Unito email account ([user@edu.unito.it](mailto:user@edu.unito.it)). For this reason, students have to regularly check Unito email account as well as the private one.

For any further information students can directly write to [internationalexchange@unito.it](mailto:internationalexchange@unito.it).

**We wish you a good stay in Torino!**



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