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1. WELCOME TO ISCTE-IUL

We are very glad that you have chosen ISCTE-IUL and we at the International Relations Office look forward to welcoming you. While moving to a new place can be exciting, some answers can be elusive and little things can get you stressed out. Consequently, the present arrival book was designed to smooth your integration: to help you get around the University, deal with necessary formalities and enjoy the local student life to the fullest.

We hope it will answer most of your questions even before your arrival in Lisbon and help you settle in afterwards.

Knowing that someone is there to help is always a bonus, so make sure you visit the office whenever you have a problem. We will be delighted to assist you!

Wishing you a lovely stay full of unforgettable experiences!

The IRO Team

2. LIVING IN LISBON

2.1 ENTRY PROCEDURES & VISAS

To live in Portugal, all students must have a travel document, such as a valid passport or a national ID card. Nationals of non-EU or non-EEA countries must apply for a Study Visa. This is a special permit issued for foreign students coming to Portugal (unless the country and Portugal have an agreement which provides exemption from visas). In this case, you can obtain a student visa from the Portuguese diplomatic representative of your country (i.e. the Portuguese Embassy or Consulate). This document may be granted on various entry bases. Family members may accompany you for the duration of your stay by requesting a temporary visa from the Portuguese Embassy or Consulate in the country of residence before coming to Portugal.

Non-EU citizens entering Portugal through a border with no police supervision are bound to declare that fact to our local authorities within three days. If you fly to Portugal, please make sure to register your entrance with the local police officer controlling arrivals (Customs Service).

The declaration of entry must be delivered to the Immigration and Borders Service (Serviço de Estrangeiros e Fronteiras - SEF) under the terms established by administrative rule of the Ministry of Internal Affairs. If you neglect this, you will have to pay a fine.

For any information about visa students may contact vistos@mne.pt.

- **Stays of up to three months**

Nationals of the European Union, as well as nationals of Iceland, Norway, Liechtenstein and Switzerland, don't need a visa to enter Portugal. They have the right to reside on Portuguese soil for a period of up to three months without other conditions or formalities beyond holding a valid identity card or passport.

- **Stays of more than three months** (requires Certificate of Registration)

European Union Citizens, as well as nationals of Iceland, Norway, Liechtenstein and Switzerland, whose stay on Portuguese soil lasts more than three months must formalise their right of residence through a Certificado de Registo requested during a period of 30 days after the three months of entry into Portugal at Câmara Municipal de Lisboa (Lisbon City Hall) or in the SEF Delegation of their area of residence.

The Certificate of Registration is valid for five years or for the planned period of residence if this is less than five years.

Schengen Visa

Students and researchers can travel in every Schengen country without extra administrative formalities. Schengen area countries ARE NOT the European Union countries. A Schengen visa obtained by any of the Schengen Area member countries allows free movement to its holder within the entire Schengen Zone regarding the European Union Schengen members as well as the EFTA Schengen members, up to its validity and timeframe.

The European Union and EEE include: Germany, Austria, Belgium, Bulgaria, Cyprus, Spain, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Czech Republic, Slovakia, Slovenia and Sweden.

If you wish to travel abroad within the Schengen area, your long-stay visa with multiple entries is enough to travel in the Schengen area, as a tourist, for 3 months.

Extension of Study Visas

An application for extension of stay must be submitted before the termination date of the visa at the Immigration and Borders Service.

The extension of the study visa is restricted to the time required to conclude the programme of studies, research work, and training course or to acquire a professional qualification.

Students and researchers are responsible for ensuring the extension of their study visa in due time using a pre-booking online appointment to extend short-stay visa or temporary-stay visa through the SEF's (Immigration and Borders Service) website:

<http://www.sef.pt/portal/v10/EN/asp/marcacao/index.aspx>. We strongly advise you to do so at least 2 months before the expiration date!

In any event, during September and February, the IRO sends an e-mail informing about procedures and timings regarding the extension of visas. Students and researchers should arrange for the interview to take place at the Immigration and Borders Service (SEF) at the Lisbon Lounge, which is the nearest ISCTE-IUL office (further information below). Afterwards, they will be informed about the date, hour and exact place of their appointment and which documents are needed.

At this stage, if you have any doubts, please contact: (+351) 808 202 653 (landline) or (+351) 808 962 690 (mobile network).

2.2 HOUSING

Housing in Lisbon is actually not so easily found, since Lisbon is popular with international students. The number of rooms available at ISCTE-IUL's Student Residence is limited, so we cannot guarantee accommodation for every exchange student.

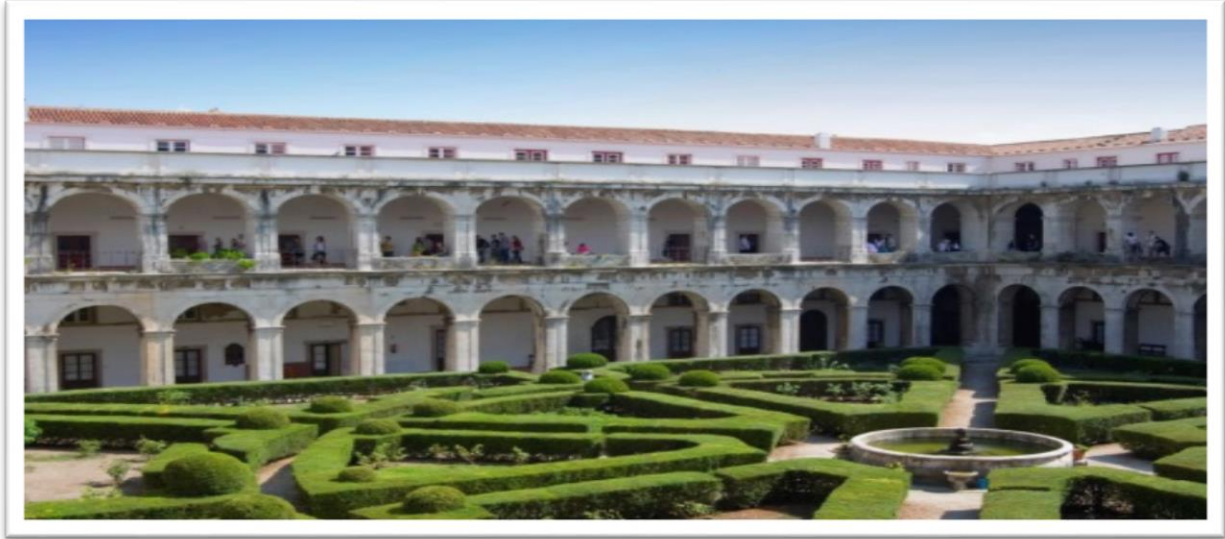
In order to improve your chances of obtaining accommodation, you are strongly advised to apply directly - and as soon as you are admitted - to the residences and private housing connections shown below: consult the website, have an overview of all available accommodations (including location, specifications, rent and photos).

Rents may range from €350 to €550 p/ month for a single room. Usually the amount equivalent to two months' rent in advance (deposit) is required (one month's rent and one deposit). Commonly, bills are included with an approximate 30-euro limit for gas, water, and electricity (with sensible use, €30 per person in the house should suffice for utilities).

You can start having a look at STUDY IN LISBON, the official platform for all those who want to be informed about studying and living in Lisbon: www.studyinlisbon.pt/en/alojamento .

University Residence

ISCTE-IUL University Residence Prof. José Pinto Peixoto



The ISCTE-IUL Prof. José Pinto Peixoto University Residence meets some of the accommodation needs of its visiting students and teachers.

Located in the 17th-century Santos-o-Novo Monastery, which is classified as a National Monument, on a small hill by the river Tagus in Lisbon's east end, the residence offers a splendid view and is a short distance from the central railway station of Santa Apolónia, the traditional quarter of Alfama, downtown Lisbon, Terreiro do Paço, and the new residential, retail and service area of Parque das Nações.

The area is served by buses that travel around a large city area, and go to important central areas, such as Terreiro do Paço, Marquês de Pombal, Rato, Saldanha, etc.

A double room costs around €260 per bed, p / month. Since there are more applicants than vacancies, the criteria used is the date of arrival of the application form.

Prof. José Pinto Peixoto University Residence

Address: Mosteiro de Santos-o-Novo, Calçada da Cruz da Pedra, 1900-409 Lisbon

Website: www.iscte-iul.pt/conteudos/iscte-iul/quem-somos/887/residencia

E-mail: residencia@iscte-iul.pt

Tel.: (+351) 218 149 380

Other Student Residences

Collegiate

Address: Rua do Conde de Redondo 79, 1150-102 Lisboa

Website: <https://www.collegiate-ac.pt/en/>

Contact: <https://www.collegiate-ac.pt/en/contact-us/>

Tel.: (+351) 213 500 070

ANJAF Residence

Address: Rua do Salitre, 185, R/C Dto. 1250-199 Lisbon

Website: www.anjaf.pt

E-mail: geral@anjaf.pt

Tel.: (+351) 21 384 56 90

Nine Student Living

Address: Avenida António Serpa, Nº9, 1050-026 Lisbon

Website: www.ninestudentliving.com

E-mail: info@ninestudentliving.com

Tel.: (+351) 916 348 775

Doorm Student Housing Lisbon

Address: Rua Fernandes Tomás 64 1200-180 Lisbon

Website: www.doormportugal.com

E-mail: info@doormportugal.com ; reservations@doormportugal.com

Tel.: (+351) 21 017 2350

Mob.: (+351) 932 111 950

U.hub

Website: www.uhub.eu/

E-mail: info@uhub.eu

Tel.: (+351) 932 963 158

Liv'in Lisbon

Website: www.livinlisbon.com

E-mail: students@livinlisbon.com

Tel.: (+351) 913 038 594

Fundação Cidade de Lisboa (Lisbon City Foundation)

Address: Rua Campo Grande 380, 1700-097 Lisbon

Website: <http://www.fundacaocidadedelisboa.pt/>

E-mail: fclisboa@fundacaocidadedelisboa.pt

Tel.: (+351) 217 568 241

SPRU – Residências Universitárias (SPRU University Residences)

Address: Rua dos Sapateiros nº 12, 1100-579 Lisbon

Website: www.spru.pt

E-mail: lisboa@spru.pt

Tel.: (+351) 213 216 400

Private Housing

The International Relations Office has formal and very long-lasting relations with the following enterprises and associations. These partners can assist you and answer any doubts you may have regarding the process of renting a room whenever you need to find or change accommodation while in Lisbon. Should any matter arise, do not book and contact them; they will check the room for you:

www.uniplaces.com
www.erasmuslifelisboa.com
www.erasmuslisboa.com
www.ondacity.com/
<http://esnlisboa.org/accomodation>

Other Options on the Market

www.lisbon4u.com
www.quartos4you.com
www.home-4-students.com
www.easyquarto.com.pt
www.home2students.com/
www.bquarto.pt/

Other useful websites:

<https://www.study-research.pt/> - Study and Research in Portugal
<http://www.studyinlisbon.pt/en/alojamento/> - Study in Lisbon

If, despite our recommendations, you arrive in Lisbon without accommodation, you can contact Inlife. Their motto is: See first, choose after. This enterprise does personalized housing trips for international students in Portugal.

Inlife Portugal

Address: Av. da República 50, 2nd floor, 1050-196 Lisbon

Website: www.inlifeportugal.com

E-mail: housing@inlifeportugal.com

Tel.: (+351) 211 229 077

Provisional Accommodation

Hostels

When it comes to amazing and budget-friendly hostels, Lisbon is the undisputed champion. If you do not have permanent accommodation upon arrival, you can also choose to stay in a hostel - a concept in which good accommodation can be inexpensive. Here are 14 of our personal favourites: Living Lounge, Yes Lisbon Hostel, Lisbon Poets Hostel, Lisbon Destination Hostel, Alfama Patio Hostel, Lisbon Lounge Hostel, Golden Tram 242 Lisbon Hostel, The Independente Hostel & Suites, Nest House Lisbon Hostel, Travellers House, Lisbon Calling Hostel, Home, Sunset Destination Hostel, Good morning Lisbon Hostel.

You can search at <http://www.hostelworld.com/> and <http://www.hostels.com/>.

The Youth Hostels (RNTJ)

It is advisable to make a booking at a city youth hostel for the first few days of your stay, especially while you are waiting to occupy the room or looking for permanent accommodation. However, a reservation needs to be made well in advance.

The National Network of Youth Tourism (RNTJ) consists of the Youth Hostels of Portugal and the Autonomous Regions of Madeira and Azores managed by Movijovem. These are places that can be used with no restriction of age, gender, nationality, creed or ideology and their aim is to promote exchanges and mobility among young people.

All clients must present the Hostelling International Card at any Youth Hostel of the National Network or buy a Guest Card at the reception and the Welcome Stamps (one stamp per night). The card costs approximately €6. Portuguese Youth Card holders can also benefit from this type of accommodation. A night at the Youth Hostel can cost approximately €16, and you can book online at:

Website: <http://www.pousadasjuventude.pt/en>

Tel.: (+351) 707 233 233

There are two Youth Hostels in Lisbon: Pousada da Juventude de Picoas (Picoas subway station) and Pousada da Juventude do Parque das Nações (Parque das Nações subway station).

Students with Disabilities

If you have any disability, you may require additional facilities in your living environment. These might include modifications to your home or requirements concerning the location or size of the room or apartment. If you need additional facilities in your living environment, please send an E-mail detailing your requirements to the International Relations Office. Finding suitable accommodation may take some time so please notify IRO as early as possible.

Some Tips While Searching for Housing

- Prices average around €350, but can be as high as €500 per room;
- It is important to check what is included in the price;
- Commonly, bills are included with an approximate 30-euro limit (gas / water / electricity);
- With sensible use, €30 per person in the house should suffice for utilities;
- Some landlords offer: cleaning of the common area (monthly / weekly), bed linen, towels;
- If your budget is tight, we advise you to share a room with another international student. A shared room is typically around €250 p/person;
- Do not make a bank transfer without verifying the identity of the receiver;
- If the bank account is not Portuguese, and the room is in Lisbon - it is rarely legit!

2.3 INSURANCE

Students and researchers are advised to inquire about their health insurance coverage before leaving their home country. If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in Portugal.

If you are not entitled to an EHIC (the European Health Insurance Card), you are advised to obtain private medical insurance and to ensure that your healthcare costs are covered by a health insurance policy while staying in Portugal. Students and researchers that will reside in Portugal for longer than 90 days are allowed to apply for a National Health Service Card. Additional information is available at: www.servicos.min-saude.pt/utente/Info/Portal/Foreigners

Personal Injury Insurance for All Students

All students can claim compensation for personal injury resulting from:

1. Accidents during school hours;
2. Accidents during direct travel between the home and the place where the school hours are spent.

The insurance covers, among other things, medical care, medication, as well as pain, suffering and medical disability caused by an accident.

2.4 HEALTH CARE

Health care is provided by the National Health Service (Serviço Nacional de Saúde – SNS), which includes health centres and public hospitals. Emergency services should only be used in serious situations.

Students of the EU, EEA and Switzerland are covered by the “European Health Insurance Card,” which allows them to benefit from the Portuguese health system as any national citizen. To gain access to the health services in Portugal, you must apply in your country of origin for the EHIC before coming to Portugal. Students from third-party countries are required to obtain private health insurance.

Whenever you need to be seen by a doctor, you may go to the “Health Centre” – Centro de Saúde, located in the area you are living in.

Another option would be the University Clinic located at the campus, Sedas Nunes Building, floor 0, East wing. The clinic has general practice, as well as many other medical specialties (prices from €25).

In case of emergency, you should go directly to the hospital.

2.5 BANK ACCOUNT

Opening a bank account in Portugal is recommended to third-country students, as money withdrawal from foreign banks can be rather expensive and foreign credit cards may not always be accepted.

Typically students will need a passport or an international ID card, an address in Portugal and a Portuguese fiscal number which can be provided at the Citizen's Bureau (Loja do Cidadão – further information below).

Nevertheless, the Activo Bank (by Millenium Bank) issues a temporary fiscal number at the moment you wish to open an account. The closest branches are in Saldanha (address: Praça Duque de Saldanha, Saldanha subway station) and in Colombo Shopping Centre (address: Av. Lusíada, Colégio Militar/Luz subway station)

Students can usually benefit from special arrangements between universities and banks which provide accounts for free or with low service fees. ISCTE-IUL and C.G.D. (Caixa Geral de Depósitos) have special arrangements for students. The closest branch of C.G.D. is in Campo Grande 28 (Entrecampos subway station), Tel. (351) 217 926 000.

Banks are open to the public between 8.30 a.m. and 3 p.m. on business days.

2.6 WHAT'S LOJA DO CIDADÃO?

Based on the concept of the One-Stop Shop, the Loja do Cidadão (literally, Citizen's Shop, or Citizen's Bureau) is a public service aimed at providing a multitude of citizen-oriented services (such as social security, health, immigration, etc.) in the same place.

Loja do Cidadão near ISCTE-IUL: address: Avenida Abranches Ferrão (Subway station: Laranjeiras – blue line).

Website: www.portaldocidadao.pt

Schedule: Monday to Friday, 8:30 am to 7:30 pm; Saturdays, 9:30 am to 3:00 pm.

Telephone: (+351) 707 241 107

2.7 TAX IDENTIFICATION NUMBER (NIF)

To start dealing with the Portuguese fiscal administration, students and researchers need to obtain the Tax Identification Number (NIF). The number is needed for any legal act in Portugal, even if you want to open a bank account.

Visit a Tax and Customs Authority or a Citizens' Bureau (Loja do Cidadão – further information below) and request the NIF by producing a valid passport or foreign ID card, a declaration from the IRO stating that you are studying at ISCTE-IUL, and approximately €7.

For those who are not residents, a fiscal representative should be assigned (any natural or legal person with residence on Portuguese soil).

In tenancy (renting) agreements it is not required to have a Portuguese NIF. In these cases, the landlord must indicate the country of origin (of residence) of the tenant and the NIF may be replaced by another identifying element, such as the passport number or other identification document that the non-resident owns.

2.8 NATIONAL HOLIDAYS

There are ten public holidays in Portugal, known as Feriado, when offices, banks, universities and public transit can be closed or offering more limited services.

Here is the full list of Portuguese National Holidays:

01 st January	New Year's Day
05 th March	Carnival
March/April (varies every year - moveable holiday)	Good Friday and Easter Sunday
25 th April	Freedom Day
01 st May	Labour Day
May/June (varies every year - moveable holiday)	Corpus Christi
10 th June	Portugal's National Day
13 th June	Lisbon's Municipal Holiday (Santo António /St. Anthony's Day)
15 th August	The Assumption Day
5 th October	Republic Day
1 st November	All Saints Day
1 st December	Restoration of Independence
8 th December	Immaculate Conception Day
25 th December	Christmas Day

2.9 PORTUGUESE LANGUAGE

Portuguese is the official language of ten countries. With more than 200 million native speakers, it is one of the most widely spoken languages in the world.

One of the difficulties students face when arriving in a foreign country is the language barrier. It is, therefore, essential for a good integration in Portugal to include becoming acquainted with the language.

Before you start attending the Portuguese Language Course, learn some words and short sentences that may be useful in your first few days in the city:

Olá!	Hello!
Bom dia!	Good morning!
Boa tarde!	Good afternoon!
Boa noite!	Good evening!
Adeus!	Goodbye!
Obrigado! m, Obrigada! f	Thank you!
Desculpe!	Sorry! (or, sometimes, Excuse Me!)
Sim! / Não!	Yes! / No!

Short Sentences for Daily Use

Como está?	How are you?
Bem, obrigado! m / Bem, obrigada! f	Fine, thanks!
Que horas são?	What time is it?
Onde é a cantina?	Where is the canteen?
Virar à esquerda	Turn left
Virar à direita	Turn right
Em frente	Straight ahead
Quanto custa?	How much does it cost?
Gostaria de falar com...	I'd like to speak to...

Transportation

Autocarro	Bus
Comboio	Train
Metro	Subway
Táxi	Taxi
Passe	Monthly card/pass
Saída	Exit

Academic

Estudante	Student
Professor m / Professora f	Professor
Propina	Tuition fee
Disciplina	Course
Inscrição	Enrolment

Biblioteca	Library
Cantina	Canteen
Tesouraria	Treasury
Computador	Computer
Documento	Document
Sala de aula	Classroom
Cartão de estudante	Student Card
Exame	Examination
Senha	Ticket

2.10 MEETING & GREETING

Initial greetings are reserved, yet polite and gracious. The handshake is accompanied by the appropriate greeting for the time of day. Once a personal relationship has been developed, greetings become more personal: men may greet each other with a hug and a handshake and women kiss each other twice on the cheek starting with the right, as can also be done between opposite sexes.

The proper form of address is the honorific title *senhor* and *senhora* with the surname. Anyone with a university degree is referred to with the honorific title, plus *doutor* or *doutora* (doctor) with or without their surname. A very frequent form of addressing people in a semi-formal manner is by referring to them with their first name (preceded by article) + verb in the third person singular. E.g. *A Maria quer almoçar connosco?* = would you (Maria) like to have lunch with us?

2.11 COST OF LIVING

Portugal has a relatively low cost of living, as compared to other EU Member States. The average monthly cost of living of a student in Lisbon can be estimated as follows:

Accommodation: between €350 and €550;
 Meals: between €150 and €200;
 Transportation: €36.20 p/ month (monthly pass).

For your reference, these are approximate prices of some products:

Carton of milk - €0.60
 Bottle of water (1.5 l) - €0.39
 Roll of bread - €0.12
 1 kg of rice - €0.90
 Coffee (espresso) - €0.60
 1 meal - €2.40 (at the canteen)
 Newspapers - €1 (daily) and €3 (weekly);
 Cinema - €4.50 (student ticket).

2.12 SAFETY

As you probably know, Lisbon is a safe city, **considered the safest capital in Europe according to Eurostat – 2010 report**. One of the safest capitals in all of Europe. No doubt. But still, you must always be careful.

As in any capital city, and, in this case, a very tourist-geared one, thieves are always on the lookout for distracted people. These "street artists" (pickpockets) are always looking for an opportunity to deceive you and take your belongings.

Top 5 Lisbon Safety Tips:

1. Never carry too much money with you and don't show it off (keep small amounts of money separated).
2. Don't show off your cameras or other expensive items. Keep them out of sight. Put them in a bag and keep the bag in front of you.
3. Pay attention to your belongings while you are at restaurants, bars, cafés and discos. Never leave them unattended. Never leave your wallet in your jacket.
4. Play safe when using public transit. It is the favourite place for pick pocketing. Be careful with your backpack: don't carry it on your back, but always in front of you.
5. Avoid walking in dark, isolated streets, especially if you are alone.

In case you are mugged, you should:

1. Stay calm;
2. Try to remember as much as you can about the mugger and any vehicle used to get away (so that you can describe it to the police later);
3. Immediately report it to PSP - Portuguese National Police, Tel.: (+351) 217 654 242; Website: www.psp.pt;
4. Cancel your credit, debit and bank cards immediately;
5. If you are left with no money or bank cards, you can transfer funds from your bank account at Western Union.

It can also be useful to keep the contact of the "Tourist Help Line": (+351) 808 781 212 (local collect call).

2.13 RELIGION

Although Church and State were formally separated during Portugal's First Republican Government (1910–1926) (with such separation reiterated in the constitution of 1976), Roman Catholic influence is still seen in Portuguese society and culture. The most predominant **religion in Portugal** is Christianity, mainly Catholicism. According to the 2011 Census, 81% of the population of Portugal is Catholic. Many Portuguese festivals, holidays and traditions have a religious origin and in almost every village the church has a prominent location on the main square.

Individuals are free to practice the religion of their choice. Discrimination on the basis of religious practice or affiliation is prohibited by law. Churches, mosques and temples coexist peacefully in a spirit of harmony and mutual respect.

2.14 GETTING THE "YOUTH CARD"

The European Youth card is available in up to 30 European countries, including Portugal. This card gives young people between the ages of 12 to 29 a wide range of advantages in terms of mobility, culture and communications, sports, services and information. This card entitles the holder to benefit from the price reductions for travel, accommodation, cultural events, as well as insurance and health benefits in some situations.

Movijovem and the Portuguese Institute of Sport and Youth will readily provide further details on the advantages of this card.

Website: <http://www.sej.pt>

E-mail: movijovem@movijovem.pt

3. THE FIRST FEW DAYS AT ISCTE-IUL

3.1 HOW TO GET TO THE UNIVERSITY

The campus is served by two Metro stations (Cidade Universitária and Entrecampos) and an extensive network of buses that allow easy access to any other point in Lisbon.

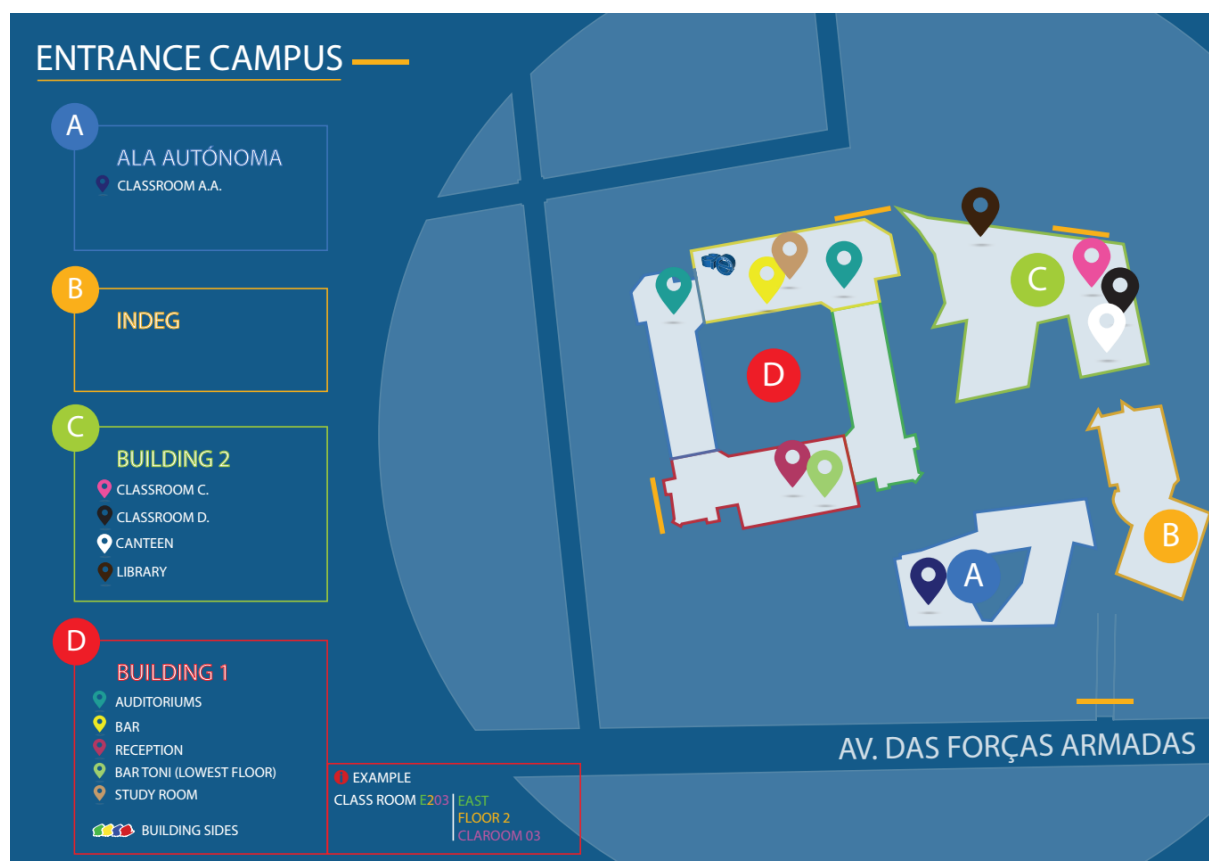
- **From the airport** (Lisbon International Airport, 7 km from the city centre)
 By [Aero-Bus](#): first stop Entrecampos; the ticket costs €3.50.
 By regular bus: Line 744, direction Marquês de Pombal, stop at Entrecampos; or Line 783, direction Amoreiras, stop at Entrecampos.
 By subway: take the red line, direction S. Sebastião and stop at Saldanha metro station; change to the yellow line, direction Odivelas and stop at Entrecampos subway station; 5 minutes on foot to ISCTE-IUL.
 By taxi: average price between €8 - €10.
- **By bus**
 Bus numbers 701 or 754 stop at Avenida das Forças Armadas, just outside ISCTE-IUL; bus number 755 stops at Cidade Universitária (5-minute walk to ISCTE-IUL).
- **By train**
 Get off at Entrecampos train station, at Avenida da República; walk 250 m towards the Entrecampos roundabout; at the roundabout, turn left, go up and straight ahead along Avenida das Forças Armadas and walk about 150 m; ISCTE-IUL's entrance will be on your right (signposted and a little recessed from the street, before the top of the hill).
- **By subway**
 Take the yellow line and stop at the Entrecampos subway station; walk towards the Entrecampos roundabout; at the roundabout, turn left, go up and straight ahead at Avenida das Forças Armadas and walk about 150 m; ISCTE-IUL's entrance will be on your right (signposted and a little recessed from the street, before the top of the hill).

3.2 THE CAMPUS

The ISCTE-IUL Campus, which is exceptionally located, offers modern, spacious and functional facilities in a complex whose newest building, Edifício II, was earned the prestigious Portuguese architectural prize, the Valmor Prize, awarded by Lisbon City Council to Architect Raul Hestnes Ferreira.

The university campus comprises four buildings: Sedas Nunes Building (the oldest, also called Building I), the Ala Autónoma building (Autonomous Wing), Building II (the newest) and INDEG

Campus Map



3.3 GO TO THE INTERNATIONAL RELATIONS OFFICE (IRO)

The International Relations Office is the central point for coordination and administration of all the procedures related to the University's international cooperation.

The Incoming Team at the IRO knows that, upon arrival, students are feeling a million different emotions and asking themselves a million different questions. While moving to a new place can be exciting, some answers can be elusive and little things can get you stressed out! Consequently, the IRO team will be always available to smooth your integration in a new city and campus and help you as needed.

Upon arrival, students and researchers should present themselves first to the IRO – Incoming Students Office (room 1S7, Sedas Nunes Building) and afterwards (if relevant) to their respective School or Research Units.

Suggestions, compliments and complaints to IRO actions are an important input that is welcomed by the office. These can be submitted through various means: specific books for compliments and complaints (ask at the IRO), suggestions, compliments and complaints boxes (throughout ISCTE-IUL), E-mail: sugestoes@iscte-iul.pt (suggestions) and reclamacoes@iscte-iul.pt (complaints).

Special orientations when first arriving at ISCTE-IUL:

- ERASMUS+, EXCHANGE AND VISITING STUDENTS

If you are an Erasmus+, an exchange or visiting student, you should have met the obligations below before arriving at the International Relations Office for admittance. Thus, be sure you have already:

1. Read all the information sent in our information package. (Actually preparing for your time in Portugal can be extremely important to ensure everything goes smoothly and you have no problems;)
2. Completed your student profile at fenix.iscte.pt, including the upload of all the required documentation;
3. Registered for the courses at fenix.iscte.pt and consulted the respective schedules (to avoid overlaps) and syllabi in order to know that the course is just what you need.

Students will be asked to:

1. Present a valid ID card or passport (for non-EU citizen);
2. Present a valid visa, compulsory for non-EU citizens (even up to three months of studies);
3. Present a valid European Health Insurance Card (EHIC) or a private medical insurance policy (for non-EU citizen) or PB4 for Brazilian citizens;
4. Present a vaccination booklet updated with the tetanus vaccine;
5. Present a valid travel insurance policy;
6. Have two passport photos (i.e. monthly transportation card/pass);
7. Reconfirm course enrolment at fenix.iscte.pt;
8. Confirm the exact address in Lisbon and the mobile phone number at fenix.iscte.pt;
9. Pay €30 for school insurance and enrolment (authorized up to two weeks after the beginning of each semester). This information is available on student's Fenix profile.

- VISITING OR FREE-MOVER STUDENTS

Visiting (or free-mover students) are international students from non-partner universities (or from partner Universities who have already used their exchange opportunity), and who were given the opportunity to study for one or two semesters at ISCTE-IUL as visiting students.

Visiting or free-mover students are required to pay tuition fees up to one month after arrival. Please note that this amount is reviewed whenever you decide to make changes to the initial course registration at fenix.iscte.pt. Students should E-mail or contact the IRO and inform about this intent.

Be aware that European Union nationals and third-country nationals should pay different fee amounts. European Union nationals pay the same fee as Portuguese students. Third-country students should pay €720 for each bachelor course of 6 ECTS credits. The Teaching Management Service (Serviço de Gestão do Ensino) is responsible for calculating the total tuition fee amount that the visiting student must pay.

Students must go to the treasury office located in corridor S (just in front of the IRO) for payment. It is open on weekdays, from 9:30 am to 3:00 pm (Monday, Wednesday, Friday) and from 9:30 am to 7:00 pm (Tuesday and Thursday). Do not forget to take a number. Nevertheless, the best option will be to pay via bank transfer. More detailed information here: <https://fenix.iscte-iul.pt>

- VISITING RESEARCHER

According to the Management Council's Deliberation of 11th September 2014, any researcher from a university with which ISCTE-IUL doesn't have a signed cooperation protocol or under the scheme of a specific project must pay a tuition fee of €250 p/ month. Visiting researchers also pay €30 for school insurance and enrolment.

Upon arrival, researchers shall present themselves to their respective Research Units to deal with every administrative aspect of their stay.

Mobility researchers from a partner university are exempt from tuition fees and should present themselves directly to the IRO upon arrival.

In any case, researchers must be registered at fenix.iscte-iul.pt.

- STUDENTS UNDER THE "INTERNATIONAL STUDENT STATUTE" (ISS)

All international students admitted under the "International Student Statute" (ISS) (a special international admission to 1st-cycle full-degree courses) should first head to the IRO and then to the registrar of the School to which their degree belongs.

Students will be asked to provide all the original documents (submitted at the time of application to ISCTE-IUL) recognized by Portuguese diplomatic or consular authority within a period of 30 days after enrolment. Furthermore, all items referred on the previous page will be required.

- FULL-DEGREE MASTER AND DOCTORAL STUDENTS

All international full-degree students enrolled for a master or doctoral degree programme can first head to the IRO (Incoming Students Office - see "useful contacts" chapter) and then to the registrar of the School to which their degree belongs. Please see contacts under the "useful contacts" chapter.

- DOUBLE- AND JOINT-DEGREE STUDENTS (Bachelor and MSC)

Mobility degree students arriving for a double or joint degree can head directly to the IRO (Incoming Students Office - see "contacts" chapter) and will then be forwarded to the following registrars:

Business School – IBS, for all the undergraduate and master double-degree programmes offered Ala Autónoma Building, room 140 (see "contacts" chapter).

School of Sociology and Public Policy - ESPP, for “European Master in Social Work with Families and Children” registrar (see "contacts" chapter).

School of Social Sciences - ECSH, for “Global-MINDS - European Master in the Psychology of Global Mobility, Inclusion and Diversity in Society” registrar (see "contacts" chapter).

3.4 OBTAINING AN ATTENDANCE CARD/ACCESS CARD

During your visit to the IRO, you will receive your attendance card, which is also the electronic pass that you will have to activate. The attendance card is extremely important for class assessment, as it is linked to your profile at fenix.iscte.pt.

Remember to keep the student card with you at all times, as you will need it to identify yourself at the various offices, to access the library, to enter the ISCTE-IUL premises at weekends and, more importantly, to register your attendance in classes. Do not forget to swipe it through the card reader as you enter the classroom.

Should you lose your student card, immediately report it to the IRO.

3.5 CERTIFICATE OF ARRIVAL

If needed, students may ask for a certificate of arrival or a signature of their own home Institution's arrival form. The certificate will be sent to the student's E-mail address. Students are requested to forward/deliver it to their home university.

3.6 ERASMUS+ LEARNING AGREEMENT

The purpose of the Learning Agreement (LA) is to provide a transparent and efficient preparation of the study period abroad and to ensure that the student will receive recognition in his/her degree for the educational components successfully completed abroad.

Upon arrival, Erasmus+ students should confirm their original LA at the IRO (room 1S7) up to 1 month after arrival - always after 15th October. Nevertheless, we strongly advise students to check with their home university regarding the deadline for returning the LA and for informing the IRO about it.

Changes to the initial mobility study programme should be exceptional, as the three parties (home university, ISCTE-IUL and the student) have already agreed on a group of courses that will be taken at ISCTE-IUL and previously entered in the Fénix student's profile. However, introducing changes might be unavoidable due to, for example, timetable conflicts. [Other reasons for a change can include the request for extending the duration of the mobility (from the 1st to the 2nd semester)]. Changes to the initial LA should once again be agreed upon by all parties within the deadlines mentioned above.

In case of any doubts concerning courses and syllabi, students should consult the respective Erasmus+ academic coordinator.

3.7 BUDDY PROGRAMME

The first few days in a new environment may not be easy. In order to facilitate your integration and contact with local students, the IRO has set up a buddy programme, in which local students volunteer their help and support to newcomers. Buddies should be available to help and give advice to exchange students with regard to studying and living Lisbon during their entire stay.

Buddies should be available for:

- picking you up at the railway station/airport;
- making you feel at home in Lisbon during the first few days and throughout your stay: answering practical questions and showing you around (town, shops and supermarkets, university life, cycling, student services, getting a monthly transportation card/pass...).

- introducing you to customs in Lisbon and to the Portuguese language: doing daily things together from time to time and inviting you over to your family's place...;
- joining in the welcoming activities organised by the IRO;
- having a cup of coffee together...

3.8 ORIENTATION WEEK

The purpose of Orientation Week is pretty simple: to make you feel happy, involved and informed.

It is specifically designed for newly-arrived international mobility students: Erasmus+ exchange programme, exchange as part of university agreements, visiting/free-mover students and ISS students (students under the International Student Statute).

Orientation Week, which helps students with their initial adjustment to living in Lisbon and studying at ISCTE-IUL, offers them a great opportunity to make new friends and get to know the IRO team, academics and buddies.

Orientation Week is disclosed before the start of the winter and spring semester. It begins on Monday with the Welcoming Session and ends on Sunday with a trip to Sintra. At the welcoming session, students will be given general information about ISCTE-IUL, courses and formalities.

Furthermore, the programme represents a chance to savour Portuguese culture, to get to know Lisbon and its surroundings, and to experience some cultural highlights and the local nightlife.

Has your buddy been helpful and offered you support every time you needed it? If so, invite your buddy to take part in Orientation Week!

3.9 MONTHLY TRANSPORTATION CARD/PASS

Students are advised to get the Lisboa Viva card ((Cartão Lisboa Viva).). Lisboa Viva is a “smart card” that works by approaching the card to a validator, at the stations' access gates. To travel around Lisbon for 30 days, you will need to use the Metro and Carris networks, and the monthly card/pass will cost €36.70. Students under the age of 23 get a 25% discount. In this case the IRO issues declarations for the application.

You can apply for a Lisboa Viva card at any station. The card may be collected, at the customer's discretion, at any sales offices. The card, which costs €7, will be delivered within 10 working days. You can also get your card within 1 working day with the express delivery option for €12. Express delivery cards can be requested and collected at the following subway stations: Campo Grande, Marquês de Pombal and Loja Mob (Avenida Duque de Ávila, n.º 12, Saldanha, subway station).

The Lisboa Viva card may be topped up at any subway station as well as through the ATM network. For the moment, ATMs can only be used to top up cards; i.e., the Lisboa Viva needs to have been previously loaded with the same transportation options.

The Erasmus Lisboa Association has a special partnership providing support and discount for international students in case they decide to get the 5 months' card in advance, with a 5% discount on the purchase. Students can find this association at the Lisbon Lounge.

The IRO provides students with the information and guidelines on how to fill in the application to get the Viva card.

Monthly card/pass sales office http://www.metrolisboa.pt/eng/?page_id=31

Useful links <http://www.metrolisboa.pt/eng/lisboa-viva-card/> ; <http://www.carris.pt/en/home> ; <http://metro.transporteslisboa.pt/eng/transportes-in-portugal/>

3.10 START GETTING INVOLVED WITH THE BESOCIAL PROJECT

ISCTE-IUL seeks to contribute toward a responsible and sustainable society development through research, education, citizenship training and active involvement in the community.

Volunteering provides a good way of both making a difference in the local community and finding out more about Lisbon. Whether you're an experienced volunteer, or have never thought about it before, your time at ISCTE-IUL offers the perfect opportunity to get involved.

With this aim in mind, the IRO organizes several volunteering projects under the “BeSocial Project” throughout the semester, such as cleaning the beaches near Lisbon, planting trees, helping to improve schools and orphanages, etc. Most events are especially organised for those who can't make a regular commitment but still want to join in.

The IRO events are disclosed at: www.facebook.com/iscteiul.international

Participate whenever you are called upon!

The AEISCTE also engages in many charitable activities, as well. Please consult their Facebook page for exchange students: <https://www.facebook.com/exchangestudentsaeiscte/>.

3.11 START GETTING INVOLVED WITH THE GLOBAL VILLAGE EVENT

The Global Village events are designed to provide a multicultural experience, to celebrate cultures and to connect international and Portuguese students. The events take place in October and in March.

Students are invited to set up a booth and to show the ISCTE-IUL community how great their country, culture and university are.

For this purpose, students are asked to bring to Portugal typical objects, or a piece of a traditional garment, the national flag, typical ingredients for preparing a delicious dish from their region, some booklets about their university/country/city, etc.

This event is intended to be part of the intercultural experience that you will take part in. The IRO also takes part in the event, by showing a sample of typical Portuguese food.

You can take a look at the pictures from previous editions of the Global Village event at this link:

<https://www.flickr.com/photos/iscteiul/sets/72157665383791280>

3.12 THE “STUDY IN LISBON LOUNGE”

The Study in Lisbon Lounge was created by Lisbon City Council to help international students and researchers upon their arrival in Lisbon.

Services offered at the Lisbon Lounge: Visa & Immigration Services; Bank account opening; Accommodation; Transportation Services; Language Schools; Phone SIM Cards; Health Care; Insurance; Jobs and Internships; Scholarship; Leisure, Sports and Cultural Activities; Academic Entrepreneurship Programme for International Students; Contact with Embassies and Consulates.

At the Lisbon Lounge, students and researchers can get support about opening a bank account, finding accommodation, taking out insurance policies, getting the transportation card/pass and opting for social and cultural activities from Erasmus Lisboa, Erasmus Student Network and Erasmus Life Lisboa. These are Associations especially dedicated to caring about international newcomer students and researchers.

Their schedule at the Lisbon Lounge (and SEF):

Monday	Tuesday	Wednesday	Thursday	Friday
SEGUNDA	TERÇA	QUARTA	QUINTA	SEXTA
9:30	9:30 10:00	9:30	9:30 10:00	9:30
				
12:30 - 13:30	12:30 - 13:30	ALMOÇO	12:30 - 13:30	12:30 - 13:30
				
17:00	17:00	17:00	17:00	17:00

Address: Praça Carlos Fabião 3, Office 3 (leave ISCTE-IUL through the Ala Autónoma Building and cross Avenida Forças Armadas to the opposite side - second block of flats).

GPS coordinates: 38.745985, -9.152591

Website: <http://www.studyinlisbon.pt/en>

E-mail: studyinlisbon@cm-lisboa.pt

Tel.: (+351) 218 172 995

3.13 CULTURE SHOCK

Culture shock is a term used to describe the anxiety and feelings (of surprise, disorientation, confusion, etc) felt when people have to operate within an entirely different cultural or social environment, such as a different country or a different state from that where they live.

Severe culture shock (moving to a foreign country) often consists of distinct phases. Not everyone moves through the phases the same way and not everyone is in the new culture long enough to experience all three:

- **The honeymoon phase.** During this period the differences between the old and the new culture are seen in a romantic, wonderful, new light. For example, when moving to a new country, an individual might love the new foods, the pace of the life, the people's habits, the buildings, atmosphere, and so on.
- **The "everything is awful" phase.** After a few days, a few weeks, or a few months, minor differences between the old and the new culture begin to add up, becoming tiresome and annoying. One may long for food the way it is prepared "back home;" the pace of life may be deemed too fast or slow, the people's habits might be considered annoying, etc.
- **The "everything is ok" phase.** Again, after a few days, weeks or months, one grows accustomed to the new culture's differences and develops routines. At this point, an individual no longer reacts to the new culture positively or negatively because it no longer feels like a new culture. Individuals become concerned with basic living again, as they were in their original culture.

Reverse culture shock. Returning to one's home culture after growing accustomed to a new one can produce the same effects as described above.

Here are some tips to ensure you have a more enjoyable stay: read up about the country and its culture before and after arrival; avoid being offended, offending locals or any general cultural misunderstanding; be open-minded about the culture; have a sense of humour, be able to cope with failure; communicate; be flexible and adaptable; be curious; be positive with realistic expectations; be tolerant with differences and ambiguities; be positive regarding others; take time out or rest apart from cultural exchange in order to reduce the "shock" of adjustment.

Source: http://en.wikipedia.org/wiki/Culture_shock

During Orientation Week, the "Portuguese Culture and Cultural Differences" course is offered to international students, so they can become familiar with local customs.

4. ACADEMIC MATTERS

4.1 ACADEMIC CALENDAR 2018/2019

The academic year is divided into semesters or terms: the 1st semester runs from mid-September to early February; the 2nd semester runs from mid-February to late June. Depending on the course selection, it is possible for students to attain a full academic workload of a semester (30 ECTS) during each semester.

There are no lectures during Christmas Break, Carnival and Easter Break.

1st Semester

Start: 03-09-2018; End: 01-02-2019

Classes: between 03-09-2018 and 21-12-2018

Christmas break: 22-12-2018 to 02-01-2019

Assessment period (includes re-sitting period): 03-01-2019 to 01-02-2019 (1)

Grade reporting: 22-02-2019 (2)

2nd Semester

Start: 04-02-2019; End: 29-06-2019

Classes: between 04-02-2019 and 31-05-2019

Carnival break: 04-03-2019 to 08-03-2019

Easter break: 15-04-2019 to 28-04-2019

Assessment period (includes re-sitting period): 01-06-2019 to 29-06-2019 (1)

Grade reporting: 12-07-2019 (2)

(1) Class and Exam Calendar: the programmes providing two assessment periods should specify the periods.

(2) Students' final grades should be reported to all curricular units (1st and 2nd cycle) no more than ten business days after completing the assessment.

4.2 LECTURES

Lectures are usually held from Monday to Friday, in the morning, afternoon and evening.

Lectures are taught in Portuguese, except for English-taught undergraduate, master and doctoral degree programmes and single courses taught in English within degree programmes.

To follow the English-taught programmes and courses, good command of English is required. According to the Common European Framework of Reference for Languages (CEF or CEFR), ISCTE-IUL requires level B2, meaning "The capacity to achieve most goals and express oneself on a range of topics."

However, no official language test is required before or upon arrival for partner universities' students.

4.3 ATTENDANCE

Attendance at lectures is compulsory. Only medical reasons can justify an absence from an exam or a lecture. In such a case, you must provide us with a medical certificate from the doctor as soon as possible.

4.4 PORTUGUESE LANGUAGE FOR FOREIGNERS

At the IUL Lab Languages and Transversal Competences (LLCT), students can acquire and develop skills that, along with the expertise of each scientific field, will facilitate socio-professional integration, maximize access to employment and promote responsible citizenship.

Portuguese Language Courses are offered to all international students willing to learn or improve their Portuguese language skills.

However, remember that attendance is NOT compulsory, these courses are NOT free of charge, and enrolment is NOT made directly at fenix.iscte.pt.

The LLCT offers 4 levels of Portuguese Language courses: Intensive, Beginner, Elementary and Intermediate.

- **Intensive level (27th August – 7th September)**
It runs for 2 weeks, on weekdays (10.30 am – 13.30 pm), 30 contact hours, earns 6 ECTS credits, and the fee is €200. It requires a minimum of 20 students. Students should pay for the course after their arrival, at the treasury (Tesouraria).
A1 (CEFR level).
- **Beginner level (24th September – 27th November)**
It usually takes place 2 hours a day, twice a week, 36 hours in all, earns 6 ECTS credits, and the fee is €200. It requires a minimum of 20 students. Students should pay for the course after their arrival, at the treasury (Tesouraria). A1 (CEFR level).
- **Elementary level (21th September – 14th December)**
It usually takes place 2 hours a day, Tuesday and Thursday (4 – 6 pm), 36 hours in all, earns 6 ECTS credits, and the fee is €200. It requires a minimum of 20 students. Students should pay for the course after their arrival, at the treasury (Tesouraria). A placement test (both oral and written) to access this course is compulsory. Please contact the LLCT (see below).
A2 (CEFR level).
- **Intermediate level (11th October – 6th December)**
It takes place 2 hours a day, Tuesday and Thursday, 30 hours in all, earns 6 ECTS credits, and the fee is €200. It requires a minimum of 20 students. Students should pay for the course after their arrival, at the treasury (Tesouraria). A placement test (both oral and written) to access this course is compulsory.
A2 (CEFR level).

Important notes:

- Once you have started attending the course, a payment is required. Should you drop the course, refunds are not accepted and you absolutely need to inform IUL Lab Languages and Transversal Competences at llct@iscte.pt and the IRO at incoming.iro@iscte.pt
- ISCTE-IUL does not certify the aforementioned courses according to CEFR level, but, rather as Intensive, Beginner, Elementary and Intermediate. The IRO will issue a free transcript when all courses are concluded. A specific certificate just for the language course will cost you €10.

For more information, please contact LLCT-IUL (Lab Languages and Transversal Skills):

Sedas Nunes Building, room 1W7

E-mail: llct@iscte.pt

Tel.: (+351) 210 464 021

4.5 ASSESSMENT

Assessment is usually carried out through examination and assignments submitted during the academic year. Formal examinations are held at the end of each semester. As a general rule, the approach consists of integrating the international mobility student, to the maximum extent possible, into the procedures normally observed by the Portuguese student.

It should be noted that, as students are allowed to choose modules across schools and years, exam timetable conflicts might occur. In the event of such conflicts, alternative arrangements should be discussed with each course professor. Alternatively, students can apply for re-sitting examination dates.

ANY student who intends to improve his/her grades needs to enrol at the Teaching Management Service (Serviço de Gestão do Ensino) and must pay a fee of €20. These re-sitting periods are subject to very specific rules and circumstances. Find out more at the Teaching Management Service **in a timely** manner.

Some changes may occur on exam dates, schedule and classrooms. Students should check their Fenix profile regularly.

Students should **NOT** book their flight back before knowing the exact dates of all exams!

4.6 FÉNIX PLATFORM

FÉNIX will be your best friend throughout your stay. FÉNIX is the academic management system that will enable you to access all the relevant information about your academic career, namely your class attendance rate, your schedule, your grades and your situation regarding tuition fees. This is the platform where you may enrol in optional courses, manage masters' applications, and also look up information about your colleagues and professors.

4.7 SCHEDULE & SYLLABI

All students can check their schedule at feix.iscte.pt, at their student's profile. In this platform, students can also consult the syllabi and examination dates.

Some changes may occur in your schedule. Please check it regularly.

4.8 E-MAIL

ISCTE-IUL provides all its students with an e-mail account (a12345@iscte-iul.pt). The ISCTE-IUL account can be accessed through Office 365: <http://mail.iscte-iul.pt>, so checking your e-mail account couldn't be easier! This is the e-mail account used by ISCTE-IUL services to send you relevant information: registration deadlines, requirement responses, library, facility management, job opportunities, etc. That is why checking it regularly is very important and it is your responsibility to do so.

4.9 E-LEARNING

Your ISCTE-IUL credentials also enable your access to the e-learning platform, which provides you with a space to manage your learning activities and tasks. The platform enables the management and distribution of academic materials, as well as other features that facilitate communication and evaluation, submission of term papers to faculty members, detection of plagiarism, access to class tape recordings, among others, thus complementing face-to-face class activities. You can access the platform via web or using a mobile app!

At e-learning.iscte-iul.pt, learning materials are provided (for example, slides, preparation exams, or other relevant study material that accompanies a course). Often, professors use this platform as a means of communication: announcements are usually communicated through e-learning.

Your registration in e-learning is simply to give you access to the learning materials. It is not a binding enrolment for the course and you still have to register at fenix.iscte.pt. To access e-learning, you have to use your ISCTE-IUL account, by taking out “@iscte.pt”.

International students receive relevant information about the E-learning platform throughout Orientation Week.

4.10 EXTENSION OF STUDY PERIOD

Should students wish to extend their stay from the 1st to the 2nd semester, they must follow the following procedures: 1. Fill in the “Request for extension of study period abroad” form and fill the changes to the original Erasmus+ Learning Agreement (LA); 2. Sign and obtain the signatures of the person in charge at the home institution (Erasmus+ academic coordinator, other); 3. The request and changes to the original LA, duly signed, have to be sent to the IRO (incoming.iro@iscte.pt) preferably no later than 15th November; 4. The IRO informs the student and the university of origin about ISCTE-IUL’s decision.

In case you are a non-EU student, please also remember to extend your residence permit, your visa and health insurance.

It is not possible to extend the stay from the spring semester to the following winter semester (new academic year). Otherwise, students will be accepted under the scheme of a visiting/free-mover statute and will be required to pay the stipulated tuition fees.

In any case, **all requests for extension of stay are subject to a decision** that takes into account the management of places for mobility in the subjects chosen by the students, no. of mobility students already accepted for each semester, etc.

The ISCTE-IUL Business School doesn’t accept ANY extension of stay.

5. SERVICES AND FACILITIES

5.1 MEALS

ISCTE-IUL has two canteens, located on the 3rd floor of Building II, which serves lunch and dinner (it also has a bar service, on the 2nd floor).

The prices for a full meal (soup, main dish, drink and dessert) is around €2.50.

Schedule:

From Monday to Friday

Lunch – 11:45 am to 3:00 pm

Dinner – 6:30 to 8:00 pm

Saturday

Lunch – 11:30 am to 1:00 pm

Aside from the canteen, the following bars and restaurants can be found at ISCTE-IUL:

- Bar/Self-Service Agora Cafe and Pizzeria (known as the "Student Association Bar")
Building I - Wing N - Floor 0
- Marinha & Dedeiras Bar (known as the Senhor António's bar)
Building I - Wing S - Level 0
- Bar/Restaurant SURBIAS
Autonomous wing – 4th Floor

5.2 LIBRARY

The goal of ISCTE-IUL's Library, specialized in the area of social and human, entrepreneurial and technological sciences, is to support all the Institute's sectors of activity, providing, in the best possible conditions, the bibliographic resources needed for the performance of teaching, research, lifelong education and cultural extension functions. ISCTE-IUL Library's facilities cover three floors.

The document collection of ISCTE-IUL's Library includes around 103,700 printed volumes (monographs, reference works, theses and dissertations), 16,600 e-books, and 48,000 journals in hard-copy and digital formats. Our users may also count on a wide range of services, namely domiciliary loaning, services of scientific dissemination and information (bibliographic research), selective dissemination of information, provision of external documents through interlibrary loans service or provision of copies, among others.

The Library's entire space is covered by wireless network, and all desks are equipped with sockets to power laptops. An Online Catalogue can be consulted locally or via Internet: <https://catalogo.biblioteca.iscte-iul.pt/cgi-bin/koha/opac-user.pl> You can find it on the 4th floor of Building II. It is open from Monday to Friday, 9:30 am to 9:00 pm, and Saturday, 9:30 am to 1:30 pm (on holidays, the new schedule will be announced).

Students can take 3 to 6 books on loan, depending on the degree; however **you must pay attention to the deadline for returning them**. No library card is needed; you simply need to be registered at fenix.iscte.pt and present an ID document.

The Library also has various pieces of equipment to support students with Special Educational Needs, especially for blind and partially sighted individuals, thus enabling their access to information, the access to hard-copy and digital format publications, the conversion of documents into formats adapted to their needs and the printing of documents in Braille.

International students receive specific information about how to use the library during Orientation Week.

5.3 COMPUTERS

The IT Infrastructure and Communications Services maintain, manage and administer ISCTE-IUL's information systems and technologies. All students, faculty members and non-faculty staff members have an institutional account (a12345@iscte-iul.pt), which you have received upon registering and enrolling at Fénix. Check your ISCTE-IUL e-mail account regularly, which is accessed through Office 365: <http://mail.iscte-iul.pt>, using your credentials (a12345@iscte-iul.pt). Along with the e-mail account, you have a range of services and applications at your disposal, for instance: Wireless network (eduroam); Fénix (consultation of classes, class schedules, tuition fees, class summaries, among other information); E-Learning (class materials, submission of term papers, among other possibilities); Software installation and respective licenses; VPN access (access outside ISCTE-IUL to systems and databases as if you were on campus); Computer labs.

ISCTE-IUL provides classrooms with computers with Internet browsers where students can study (room 1N15 Sedas Nunes Building, floor I, north corridor). Students can also request a computer whenever they need one.

Contacts:

IT Infrastructure and Communications Services general support room, Sedas Nunes Building, room 1SE01 (near the ATM machine)

Schedule: Monday to Friday from 8:00 am to 8:00 pm (during academic periods)

E-mail: iajuda@iscte-iul.pt

5.4 PHOTOCOPIES

There are two kinds of photocopy services at ISCTE-IUL: self-service and 2 photocopy shops (one near the ATM machine situated at Sedas Nunes Building, and the other located near the Student's Association (AEISCTE)).

5.5 AUDIOVISUAL SUPPORT

If you need audiovisual material to carry out an assignment or academic paper, you must go to room 1SE01 at Sedas Nunes Building.

E-mail: ajuda.dsi@iscte-iul.pt

5.6 AEISCTE – STUDENTS' ASSOCIATION

The Students' Association is a structure run for students, by students, and its aim is to represent the interests of all students. It fulfils three main functions – to represent, support and advise all students.

The Students' Association is very active in developing cultural, leisure and sports activities for the student community. During your stay, AEISCTE will organize dozens of activities, such as parties, sporting events, charitable activities, among others. You can follow updates and incoming events in ISCTE's AE ("Associação de Estudantes," meaning Students' Association in Portuguese) page: <https://www.facebook.com/aeiscte/>

Be sure not to miss any of ISCTE's well-known parties, which take place inside the university and always attract lots of students from all over Lisbon. You can count on great music and inexpensive beverages all night - <https://youtu.be/Bk1TqW0JN2A>.

The biggest party will take place on the last Saturday in October, so make sure you meet your international colleagues and interact with the local students.

The AEISCTE also provides some services at low cost and encourages student participation in active social life. If you want to make your AEISCTE Card and have discounts on photocopies, party tickets, concert tickets, sports, purchases of ISCTE-IUL merchandising, etc., you must go to their office with a picture and €10.

International students receive relevant information about the Students' Association during Orientation Week.

Website: <http://aeiscte-iul.pt/en/>;

<http://facebook.com/aeiscte>

E-mail: geral@aeiscte-iul.pt,

Tel.: (+351) 217 903 018

5.7 ISCTE-IUL THEATRE GROUP - MISCUTEM

mISCuTEm is the ISCTE-IUL theatre group, founded in October 2001. Every year they accept new students and organize a play to be presented at the end of the academic year. If you want to take part in this experience, you can go to OE3 or send an E-mail to miscutem@gmail.com

5.8 TUNA ACADÉMICA - TAISCTE

A tuna is a group of university students in traditional university dress who play traditional instruments and sing serenades. The tradition originated in Spain and Portugal in the 13th century as a means for students to earn money or food. Nowadays students don't belong to a tuna for money or food, but seeking to keep a tradition alive, for fun, to travel a lot and to meet new people from other universities.

Founded in 1990, ISCTE-IUL tuna is always open to new admissions. If you know or want to learn to play an instrument or try your vocal skills, you can go to OE1 and OE2, or contact them:

Website: <https://pt-pt.facebook.com/TAISCTE>

E-mail: taiscte@gmail.com;

5.9 SPORTS

If you are interested in sporting activities, we have some suggestions for you. Here you can find the most inexpensive way to enjoy sports in Lisbon:

ISCTE-IUL Students' Association (AEISCTE). The AEISCTE offers a wide range of sports which you can freely take part in by joining the current sport teams. Sporting activities are greatly valued at ISCTE-IUL: the teams are extremely good and participate in a lot of inter-university tournaments. Some of the available options include: Handball, Basketball (Women's and Men's teams), Futsal (W. and M. Teams), Football and Volleyball (W. and M.) teams.

Sports week will take place in the beginning of October (Fall) and the futsal championship will run from the first semester until the middle of the second semester (Spring). Last but not least, the Universities' championship will happen in the spring semester, which brings together several universities in one single championship.

For further information, please contact the Students' Association, floor 0, corridor north, Sedas Nunes Building.

Website: <http://www.aeiscte.pt>

Tel.: (+351) 217 903 018

Lisbon University Stadium. To apply, you have to go to the secretary of the Pool Complex. (Please check the Map of Lisbon for location.) Don't forget to bring with you: a student declaration (from the IRO) and one photo.

Website: <http://www.estadio.ulisboa.pt/gca/index.php?id=7>

Tel.: (+351) 210 493 418

5.10 FEELING HOMESICK? COUNSELLING SERVICE (GAA)

The decision to study at ISCTE-IUL brings the opportunity to make new friends, to expand your academic knowledge, and to change your current view of the world. But it also brings challenges. Feeling homesick can be one of them, even if you've already lived abroad. It is one of the emotional states that can be a part of what is known as culture shock. Homesickness is a common experience for international students.

The trigger in this case includes having no one really close or special with whom to share the experience.

Symptoms of homesickness can include:

1. Feeling down-hearted, tearful or anxious;
2. Feeling lost or lonely;
3. Longing and grieving for your former life;
4. Being unable to stop contacting people at home;
5. Being absent-minded, or finding it difficult to focus;
6. Feeling unwell;
7. Dwelling on the past.

Whenever you feel very upset and lonely, or when nothing seems to matter, consider talking things over in private with ISCTE-IUL's Counselling Service (GAA) which provides free and confidential psychological and educational counselling. The GAA works directly with the student with the purpose of promoting his/her well-being, supporting him/her in his/her higher education integration process and throughout his/her academic path, to overcome any emotional/personal or academic issues. You can book a face-to-face appointment, by telephone or by e-mail.

Contact:

Ala Autónoma Building, room AA201 and AA203

Appointments: Mondays and Tuesdays from 11:00 am to 12:00 pm; Thursdays from 2:00 to 3:00 pm; Mondays to Fridays from 8:00 am to 7:30 pm

To schedule an appointment, you may contact gaa@icte.pt.

Tel.: (+351) 217 650 232

5.11 SPECIAL EDUCATIONAL NEEDS (NEE)

Being part of GAA, this service is tasked with providing support to the student's integration in the institution and in academic life, functioning as an enabling element in what regards accessibility to services, faculty members and any types of support identified as necessary in each case.

Contact:

Sedas Nunes Building, room 1W1

Schedule: Tuesdays from 9:00 am to 1:00 pm and Thursdays from 2:30 to 7:00 pm

E-mail: nee.gaa@iscte-iul.pt

5.12 CAREER SERVICES & ALUMNI

The main purpose of Career Services & Alumni Office is to support your integration in the labour market, as well as to accompany you throughout your professional career. The Career Services section prepares you for the inherent requirements of job recruitment processes by means of a set of specialised workshops, career guidance events, disclosure of job and traineeship opportunities, among other activities, ensuring the mediation between your expectations and those of the companies which regularly recruit at ISCTE-IUL.

Career services' main activities include: Curricular, professional and summer traineeships. Career guidance (résumés, job interviews, group interviews, social networks). Mentoring. Workshops. Job fairs. Employment portal - ISCTE-IUL Talents.

The Alumni section is aimed at ensuring the connection between ISCTE-IUL and its former students, and streamlining the relationship between the latter and our current students.

Alumni main activities include: Alumni Portal. Organising annual meetings (Portugal, United Kingdom, Spain, Germany, France and the Netherlands). 'ISCTE Brings us together' (ISCTE-IUL Alumni worldwide network): Angola, Brazil, Cape Verde, China, Macao, Mozambique and São Tomé and Príncipe.

Contacts:

ISCTE-IUL Business School Students - IBS Career Services, Ala Autónoma Building, room AA230.

Schedule: Monday to Friday from 9:30 am to 6:30 pm

E-mail: career-service.ibs@iscte-iul.pt alumni@iscte-iul.pt

Tel.: (+351) 210 464 209/10

ISTA, ESPP and ECSH Students: ISCTE-IUL Career Services and Alumni Office, Sedas Nunes Building, rooms 1W2 and 1W3

Schedule: Monday to Friday from 9:30 am to 6:30 pm

E-mail: career.services@iscte-iul.pt alumni@iscte-iul.pt

Tel.: (+351) 217 903 057

5.13 UNIVERSITY CLINIC

The university clinic, a partnership between the SAMS and the ISCTE-IUL, is especially geared to the university community, while offering highly advantageous conditions. You may find a clinical body with more than 20 physicians in all specialties, as well as the possibility of performing diagnosis.

Contacts:

Sedas Nunes Building, east door

Schedule: Monday to Friday from 8:00 am to 8:00 pm. Tel.: (+351) 210 416 370

6. AFTER SETTLING IN, DISCOVER LISBON AND ENJOY!

6.1 WEATHER & TIME

Lisbon has a subtropical-Mediterranean climate with slightly cold winters and hot summers. It is almost impossible to find snow in Lisbon!

Lisbon has one of Europe's mildest climates and warmest winter seasons (from December to February). During the winter, temperatures in Lisbon usually range from 8° (low) and 15° (high): the average high often exceeds 10° and, during the coldest months of the year (January and February), the average low stands at 8° or 9°.

The summer season in Lisbon starts in May and lasts until October. From July on, the weather gets really hot and very often the temperature exceeds 30°. Throughout this period, rainfall is very low.

Portugal and the archipelago of Madeira are in the GMT time zone (one hour less than Central European Time – CET). In the Azores, it is one hour earlier than in mainland Portugal and Madeira.

Legal time changes occur twice a year (in March and October). In March, and throughout the summer, clocks are set one hour ahead and the Portuguese time zone is equivalent to GMT+1.

6.2 WHAT'S MY QUARTER?

Lisbon's main districts:

Chiado. The heart of the city. A fancy area, this was once a meeting point for Lisbon's major intellectuals and still the hub of its most elegant restaurants, its main theatres and its most luxurious cafes. Next to some significant addresses, such as the world's oldest bookstore, you will find multinational brand stores, all of them with a cool look.

Príncipe Real. Lisbon's best shopping district. The city's best known fashion designers have their stores and showrooms here, and this is also where you will find the most trendy restaurants, the most popular kiosks and stylish cafés. Ideal for those looking for the city's cool side where you can easily while away an hour or two, and squares full of trees offering a break in the shade.

Bairro Alto. This Lisbon quarter, which was laid out in 1513, is a place that truly changes overnight. In daylight, this bohemian district is a sleepy place, hung over from the previous night, with not much going on except for the shops down Rua do Norte. When the sun sets, a new life begins, with restaurants opening their doors, and crowds showing up to spend their bar-hopping night.

Alfama and Sé. This is Lisbon's oldest district, where Arabs, Visigoths and Romans once lived. You will find traces of all of them here. The very narrow streets and its tiny houses are permeated by Lisbon traditions that include sardines being grilled in the open air and Fado being played on several street corners. Ideal for those seeking history and tradition.

Campo de Ourique. This is perhaps the most family-oriented part of Lisbon, full of good pastry shops, kid's clothing stores, fine grocery shops and a bunch of decently-priced restaurants.

Baixa. Downtown ("Baixa") was fully rebuilt after the 1755 earthquake along a pattern of long streets, each devoted to a business (shoemakers, jewellers, saddlers), an area of which only a few traces remain.

Cais do Sodré. No quarter has undergone such a transformation in recent years. In past decades, Cais do Sodré was mostly known as something of a red-light district, but little remains of that reputation. Cool bars, fancy restaurants and lovely stores began springing up in this quarter, which has become a major nightlife hangout. Ideal for party people.

6.3 EATING OUT

Portugal is filled with homey mom-and-pop restaurants at nearly every corner. These restaurants serve traditional *comida* (food) at rather inexpensive prices (around 5-10 euros). Having a sandwich for lunch or dinner seems to be a highly unpopular habit in Portugal: even the smallest cafés treat their customers with a fresh and plentiful hot dish of the day (*prato do dia*)!

The Portuguese cuisine is rich and varied, and having meals with family or friends is part of the national customs. Therefore, eating out is an important event in Portuguese culture. Restaurants fill up very quickly, especially from 12:30 to 2:00 pm, and from 8:00 to 10:00 pm.

6.4 THE FUNICULARS

There are three special funicular railways (**Gloria, Bica and Lavra**) that take you up to some spectacular miradouros ((belvederes):

Gloria funicular connects Lisbon's downtown with the Bairro Alto.. It is located on the west side of Avenida da Liberdade, in Restauradores Square. It takes you right up to the Miradouro de São Pedro de Alcântara, a wonderful look-out point with a shady statue-lined terrace and providing plenty of photo opportunities.

Just across the road, at the Solar de Lisboa (a Port Wine Institute), a vast range of port-wines may be tasted and purchased.

The **Bica funicular** climbs Rua da Bica for 245 metres from Rua S. Paulo, near Santos, to the Calhariz district (Calçada do Combro/Rua do Loreto). The lowest station of this funicular is almost hidden behind a frontage at Rua de S. Paulo, bearing the inscription Ascensor da Bica. It's the most traditional of the three, especially in June, during the Santo António festivities, where people dance in the streets, listen to Fado, eat grilled sardines and drink.

The **Lavra funicular** was the first transportation of this type to challenge the laws of gravity, linking Largo da Anunciada and Travessa do Forno do Torel. It runs from the eastern side of Avenida da Liberdade, near Restauradores Square, at a 25% gradient for 180 metres.

Source: <http://blog.travelingtolisbon.com/2014/04/23/lisbons-funiculars-gloria-bica-and-lavra/>

6.5 THE LISBON TRAM 28 - A TOUR THROUGH OLD LISBON

The most unique way to explore Lisbon is by its traditional yellow trams. Tram 28, considered a national treasure, takes you on a tour which runs through a selection of old Lisbon's sights, historic buildings and traditional housing. There are many choices amongst the 35 stops of tram 28 for places to get off and discover Lisbon's heritage!

The best place to get on board is by Miradouro das Portas do Sol. (We suggest ending your journey by Basílica da Estrela.). The average intervals between each passing tram are of 15 minutes, and the entire trip takes between 40 minutes and one hour.

While tickets may be purchased with the driver, most passengers use pre-paid cards. We recommend the latter, to avoid having to get a ticket each time you board, and to save money.

Upon entering, validate your ticket by scanning it on the machine behind the driver.

As you step on and off, watch your wallet and other possessions, as this is not only a major tourist attraction, but also a favourite target for pickpockets, who easily blend in with tourists.

6.6 LISTENING TO FADO – MUSIC THAT IS THE SOUL OF LISBON

Fado is the heart of the Portuguese soul. It is Portuguese folk music, typically of sadness or a fatalistic character, and usually accompanied by guitar.

Fado is usually linked to the Portuguese word *saudade*. This word describes a feeling and translates nostalgia for unfulfilled dreams. It speaks of an undefined yearning that can't be satisfied.

By the early twentieth century, Fado had become a fixture in the everyday life of Lisbon's working class: skilled singers known as *fadistas* performed at the end of the day and long into the night. Fado was the earthy music of taverns and street corners in Alfama and Mouraria, the old and poor sections of Lisbon.

If you want to experience Fado first-hand, spend a night at a Fado Restaurant, or, in Portuguese, “Casa de Fado”. The most traditional ones are located in Alfama, Mouraria and Bairro Alto. We can recommend Clube de Fado, Senhor Vinho, Mesa de Frades, Csa de Linhares, Adega Machado.

There are also the so-called “Fado Vadio” or ‘vagabond fado’ venues, where amateurs (enthusiastic if not always tuneful singers) take centre stage. We advise Bela, A Nini, Tasca do Chico and Tasca do Jaime.

6.7 THE COFFEE SHOPS

Just like in other Latin countries, coffee is an integral part of the Portuguese ‘way of life.’ There's no way you can come here and not order a coffee at some point! The most popular type coffee is the espresso. In Lisbon, you would order a *bica* and in Porto a *cimbalino*. Elsewhere, it's simply called a *café*. There are infinite variations on how it is served, so don't be afraid of being specific about your needs.

There are many different ways of ordering coffee, even when it comes in a small cup:

- A cheio is a full espresso cup, a ristretto is called italiana (short, strong, the coffee that flows out in the first few seconds after starting the coffee machine);
- A cortado is a standard measure from the 'small cup' button on the machine, not to be confused with a spanish cortado (cut with milk);
- A pingado is an espresso with a drop of milk (sometimes hot milk, sometimes not);
- A garoto has more milk, about 50/50 coffee-to-milk ratio, but still in a small cup;
- A carioca is the opposite of a ristretto – a full small cup minus the strongest first seconds of an espresso;
- A abatanado is a long black, or a large black coffee;
- A café duplo is a double espresso;
- A descafeinado is a decaf.

Coffee and milk?

- A galão is served in a tall glass and is about 3/4 milk. Traditionally, a galão is made with a second passing of coffee from the machine and is very weak. If you want something more like a caffè latte than coffee-flavoured milk, order a galão directo. You can also ask for a dark one – escuro, or a light one – claro.
- A meia de leite is half milk, half coffee, in a regular cup, like a flat white in Australia.

6.8 GETTING A TANNED LOOK

Although Lisbon is the European capital with the most sunshine hours per year and the one closest to sandy beaches, you don't have to go to the coast nearby to get a tan — you may return home with a bronzed glow by simply staying in the centre of the city, and often with wonderful views to look at.

Our choices in the city centre include:

1. Ribeira das Naus – it is a waterfront promenade and was already, at some point, the “beach” of the city centre. It's located between Praça do Comércio and the Cais do Sodré Station (from where you can easily travel to the beaches of Cascais).
2. Cais das Colunas, across the road from Praça do Comércio, is the “quay of the columns,” where ships have docked throughout the centuries. Now it's a tourist magnet for its wonderful views, where you can sit in the sun in the company of seagulls and feel the breeze of the Atlantic.
3. Portas do Sol: it's called “The Gateway of the Sun” for a reason. This is where you get the best sunrise views and where the sun shines all day long. There's a café serving meals and drinks throughout the day and you may sit there in the sun and just do nothing

Other spots in: <http://www.golisbon.com/blog/2013/04/30/10-spots-to-get-a-tan-in-lisbon/>

6.9 WORDS TO BE COOL IN LISBON

1. Fixe

During your first days in Lisbon everything will be amazing and you will be easily thrilled with everything you see. The only problem will be to describe it in one word. The word for that will be fixe. The accent is very easy because it is pronounced like fish. Fixe means cool. A fixe person is a person that is nice and cool.

2. Bué

The word bué has its origin in an African dialect (Qimbundo) and arrived in Portugal in the 70s, when some Portuguese people returned from the Decolonisation. To simplify: bué = very.

You can use this expression to emphasize a sentence, like, your food is bué boa (very good), your apartment in Lisbon is bué bonito (very beautiful) or to say that your stay is being bué fixe (very cool). This time, you will be able to use both expressions together.

3. Tipo

There is no correct word to translate tipo because it is an expression that can be used in different situations.

It can mean something close to “like” in English, or “genre” in French. This word can be put at the beginning, in the middle or at the end of the sentence and it will always be ok!

4. Brutal

Please not that this expression can be misinterpreted: it does not describe something or someone violent, but something or someone exceptional. For example, on a scale of 1 to 10, fixe is 5 and brutal is 10.

5. Tá a bazar

This will be the expression that will really make you a Lisboeta. "Tá a bazar" is an expression that indicates you will leave a place. When you are enjoying a beer in the quarter of Bica and you want to go to another place you can say Tá a bazar.

Source: <http://blog.travelingtolisbon.com/2014/08/12/top-5-of-the-words-you-should-use-to-be-cool-in-lisbon/>

6.10 LISBON NIGHTLIFE

Lisbon may seem melancholic during the day, but it is cheerful and vibrant like few others by night! The Portuguese capital is full of possibilities capable of satisfying most demands: terraces for chilling out, nightclubs, traditional but modernised Fado houses, streets and quarters full of bars.

The most vibrant places you should go to include:

- Cais do Sodré, the bohemian night;
- Bairro Alto, the first drink;
- LX Factory, hipster Lisbon (the new Mecca of alternative and bohemian culture in Lisbon);
- Alfama, the modern Fado experience;
- Avenida 24 de Julho and Santa Apolónia, time for clubbing.

Our suggestions: drink in Cobre, 49 da ZdB, Pensão Amor, Casa Independente, Damas, O Bom o Mau e o Vilão; Dance at Lounge, Lux, MusicBox, Lust in Rio, Incógnito, K Urban Beach, Ministerium; Chat at Park, Cinco Lounge, Sol e Pesca Red Frog.

6.11 GOING TO THE BEACH DURING WEEKENDS AND LEARNING HOW TO SURF

Lisbon is blessed for being the only European capital located so close to sandy beaches! Although the waters are not as warm as in the south of the country (Algarve), you will find stunning beaches on the Lisbon coast.

Just some minutes away, or about 1 hour or less from Lisbon, you may go:

1. To the surfers' paradise: Guincho, Adraga, Ericeira, Santa Cruz, Ribeira d'Ilhas;
2. Swimming: Carcavelos, Sesimbra, Portinho da Arrábida;
3. Sunbathing: Costa da Caparica, Troia, Meco;
4. Get a tan and drinks: Estoril.

Most of the beaches have the European Union blue flag for excellence and are ideal for a refreshing day in the sun.

Take the Cascais train at Cais do Sodré (there's a subway station over there). Along the railway line, there are several broad beaches. The beach closest to Lisbon is Carcavelos (a large beach where a wide variety of sporting activities take place).

In the centre of Cascais, you will find Praia da Conceição and Praia da Rainha. These are within 20 to 30 minutes from the capital, ending at Guincho (one of the most beautiful beaches around Lisbon). The Guincho beach, which can be reached by bus from Cascais, is a beautiful beach known all around the world for being good for surfing, with powerful waves and strong wind.

Around Sintra it's also easy to find some beautiful beaches that are not too crowded. From Guincho to Ericeira, by way of Adraga, Aguda or Magoito, the scenery is gorgeous. Located around 45 minutes north of Lisbon, Ericeira is a small and picturesque fishing town. Ribeira D'Ilhas beach is internationally renowned as one of the best surfing spots in Europe.

South of Lisbon, you can also find magnificent beaches. Costa da Caparica (with lovely beaches full of restaurants, cafés and a lively nightlife in the summer), Portinho da Arrábida in Setúbal, one of the most beautiful beaches around Lisbon, with crystal blue waters, and the Meco beach, near Sesimbra.

Source: <http://www.golisbon.com/beaches/>

7. BEFORE DEPARTURE

7.1 LEARNING AGREEMENT

If you have made changes in your Learning Agreement, make sure that your home University has signed the document, that your courses are correct at **fenix.iscte.pt** and the original learning agreement is duly signed and stamped by both universities.

7.2 TRANSCRIPT OF RECORDS

The transcript of records will be sent to your home University by post as soon as Fénix gathers all grades. The transcripts will be issued to incoming exchange students within 1 month after the last day of the semester.

The transcript of records will **NOT** automatically be sent to the student's home University.

7.3 DECLARATION OF STAY

Be aware that the declaration of stay can only state the last day you are actually at ISCTE-IUL and not the last day of your financial contract or flight ticket.

Be aware that the **EU regulation states** that the starting date of the mobility period is the first day on which the participant presents himself/herself at ISCTE-IUL for academic purposes. The final date of the mobility period will correspond to the last day on which the participant will be present at ISCTE-IUL for academic purposes.

The declaration of stay does not state the day of your financial contract or flight back!

7.4 SURVEY

Fill in the survey to let us know the good things, in order to keep them up, and the bad things, in order to improve on them!

8. USEFUL CONTACTS

8.1 INTERNATIONAL RELATIONS OFFICE – IRO

Incoming Students Office

Attendance: Sedas Nunes Building, room 1S15 (corridor S). Don't forget to take a ticket, please!

Schedule: from 10:30 am to 12:30 pm and from 2:30 to 4:30 pm (weekdays)

E-mail: incoming.iro@iscte-iul.pt

Tel.: (+351) 210 464 301

Outgoing Students' Office

Attendance: Sedas Nunes Building, room 1S15 (corridor S)

Schedule: from 10:30 am to 12:30 pm and from 2:30 to 4:30 pm (weekdays) Don't forget to take a ticket, please!

E-mail: outgoing.iro@iscte-iul.pt

Tel.: (+351) 210 464 258

Back Office

IRO Coordinator (Sedas Nunes Building, room 1S9): Sónia Henriques sonia.henriques@iscte-iul.pt

Tel.: (+351) 210 464 267

Executive coordinators (Sedas Nunes Building, room 1S11): iro@iscte-iul.pt

Tel.: (+351) 210 464 260 / (+351) 210 464 264 / (+351) 210 464 259

Erasmus Mundus MFamily Programme (Sedas Nunes Building, room 1S7): Eduardo Rodrigues Mfamily@iscte-iul.pt

Tel.: (+351) 210 464 262

Cooperation with China (Sedas Nunes Building, room 1S7): Shirley/李雪莹 Li Xueying Li.Xueying@iscte-iul.pt

Tel.: (+351) 210 464 261

API - Study Abroad (Sedas Nunes Building, room 1S15): Carlos Loureiro carlos.loureiro@apiabroad.com

Tel.: (+351) 210 464 301

Study in Portugal Network (Sedas Nunes Building, room 1S15): Ricardo Pereira ricardo.pereira@flad.pt

Tel.: (+351) 210 464 301

8.2 SCHOOLS' SECRETARIAT

The administrative management of students' issues and courses is ensured by the SGE – Serviço de Gestão do Ensino. Students and researchers must contact the area or the unit responsible for the course management in which they are enrolled for subjects related to their academic dossiers.

Attendance: Mondays, Wednesdays and Fridays from 9:30 am to 3:00 pm | Tuesdays and Thursdays from 9:30 am to 7:00 pm (during academic periods).

SCHOOL	LOCATION	TELEPHONE	E-MAIL
ECSH (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 046	1.2ciclo.ecsh@iscte-iul.pt
ESPP (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 046	1.2ciclo.espp@iscte-iul.pt
IBS (*)	Sedas Nunes B., Room 1S1	(+351) 210 464 044	1ciclo.ibs@iscte-iul.pt
	Ala Autónoma B., Room 238	(+351) 210 464 045	2ciclo.ibs@iscte-iul.pt

ISTA (*)	Sedas Nunes B., (+351) 210 464 047	1.2ciclo.ista@iscte-iul.pt
	Room 1W4	
Doctoral Students (3 rd cycle)	Sedas Nunes B., (+351) 210 464 255	3ciclo@iscte-iul.pt
	Room 1W9	

(*)

ECSH – School of Social Sciences

ESPP – School of Sociology and Public Policy

IBS – Business School

ISTA - School of Technology and Architecture

8.3 ERASMUS+ AND INTERNATIONAL ACADEMIC COORDINATORS

Business School

Coordinators: António Robalo & Álvaro Rosa

Executive coordinator (at secretariat): Diana Malyszek Oliveira incoming.ibs@iscte-iul.pt

School of Sociology and Public Policy

Political Science: Ana Espírito Santo ana.espirito.santo@iscte-iul.pt

History: Bruno Reis bruno.cardoso.reis@iscte-iul.pt

Sociology: Pierre Guibentif pierre.guibentif@iscte-iul.pt

Social Work: Pablo Alvarez pablo.alvarez@iscte-iul.pt

School of Technology and Architecture

Architecture and Urbanism: Mónica Pacheco monica.pacheco@iscte-iul.pt

Information Science and Technology: Rui Marinheiro rui.marinheiro@iscte-iul.pt

School of Social Sciences

Anthropology: Rosa Perez rosa.perez@iscte-iul.pt

Psychology: César Lima cesar.lima@iscte-iul.pt

8.4 EMERGENCY NUMBERS

- National emergency number
Toll free – 112
- Lost and stolen Portuguese bank cards
Tel.: (+351) 808 201 251
- Lisbon airport – arrivals and departures
Tel.: (+351) 218 413 700
- Immigration and Borders Service ((Serviço de Estrangeiros e Fronteiras – SEF)
Tel.: (+351) 808 202 653
- Tourist police station
Tel.: (+351) 213 421 623 / (+351) 213 400 090

Pharmacies in Lisbon Website: <http://www.farmaciasdeservico.net/localidade/lisboa/lisboa>

8.5 HOSPITALS

Hospital de Santa Maria

Address: Lisbon's largest general hospital.
Avenida Professor Egas Moniz, Campo Grande
Cidade Universitária subway station
Tel.: (+351) 217 805 000
Emergency number: (+351) 217 805 000

Curry Cabral Hospital

Address: Rua da Beneficência 8, Praça de Espanha
Praça de Espanha subway station
Tel.: (+351) 217 924 200/2

S. José Hospital

Address: José António Serrano,
Campo de Santana
Martim Moniz subway station, Bus 790
Tel.: (+351) 218 841 000
Emergency number: (+351) 218 860 131

Some Lisbon Private Hospitals

CUF Descobertas Hospital

Address: Rua Mário Botas, Parque da Nações
Free Mini-Bus from Gare do Oriente
To get to Gare do Oriente, take Bus 5, 10, 19, 21, 25, 28, 44, 50, 68 or 114, or the subway at Oriente subway station
Tel.: (+351) 213 586 200

British Hospital – Lisbon XXI

Address: Rua Tomás da Fonseca, Edifícios B e F, Torres de Lisboa, Laranjeiras
Laranjeiras subway station
Tel.: (+351) 217 213 400

Luz Hospital

Address: Avenida Lusíada 100
Colégio Militar subway station
Tel.: (+351) 217 104 400

Lusíadas Hospital

Address: Rua Abílio Mendes (near Av. Lusíada)
Alto dos Moinhos subway station
Tel.: (+351) 800 201 000

8.6 TOURIST OFFICE

At Restauradores Square, there is a Lisbon Tourist Office, where you can find all sorts of information about the city.

Schedule: 9:00 am to 8:00 pm.

Website: <http://www.visitlisboa.com>; <http://www.visitportugal.com/en>

8.7 CULTURAL AGENDAS AND EVENTS WEBSITES'

On this website, you can find information about cultural events in Lisbon: <http://www.agendalx.pt/>

"Time Out" magazine: here you can find good ideas for cultural activities taking place in Lisbon: <http://timeout.sapo.pt/>

Major events in Portugal:

www.visitportugal.com/pturismo/Eventos/Eventos.aspx?Action=Search

Major events in Lisbon: <http://www.agendalx.pt/>; <http://lecool.com/lisboa>

8.8 WEBSITES FOR TRAVELLING MORE

Low-cost airlines:

www.ryanair.com

www.easyjet.com

www.vueling.com

www.transavia.com

www.edreams.pt (search engine)

www.momondo.pt (search engine)

9. THE INCOMING TEAM TIPS

Do not know what to do and would like to show more solidarity? Give blood. You can donate blood at Santa Maria Hospital between 9:00 am and 4:00 pm.

Every Wednesday (except the last Wednesday of the month), you can watch concerts at the oldest jazz bar in Europe: the Hot Club, at Praça da Alegria in Lisbon.

Visit national museums and monuments every Sunday. Admission is free until 2 pm. The IRO advises the new MAAT exhibitions, the Chiado Museum of Contemporary Art or the Car Museum in Lisbon. (It's difficult to choose from among so many good options!!) Monuments such as the Belém Tower, Jerónimos Monastery or the National Pantheon ...

Visit the LX Factory (hub of creative industries). A factory complex from 1846 was reborn in 2008 as a "factory" of creativity and experiences. It kept the industrial spaces and invited companies related to the arts, which later brought shops, cafés and restaurants. Today there's a little bit of everything, from fashion to books, to vintage furniture and contemporary design, on top of dining options that include pizza, sushi and burgers, in addition to more creative cuisine. The interiors maintain many of the old pieces, while most of the façades are covered in street art.

And visit the LX Market, every Sunday from 11:00 am to 8:00 pm, if you like unpublished, unique, handmade, and vintage or second-hand pieces.

Address: R. Rodrigues de Faria 103, Alcântara quarter (tram 15, buses 714, 727)

facebook.com/lxmarket

There are several terraces which stand as points of interests, where tourists and locals all gather for a break, and they are an essential part of the Lisbon experience. Relaxing to take in the views at a hilltop "miradouro" is a must! Many have kiosks and cool restaurants serving refreshments, while

others are simply the top of the city's most iconic landmarks. Wherever you are in the city, there is a lookout point nearby. We suggest Miradouro of São Pedro de Alcântara, Miradouro das Portas Do Sol, Miradouro de Santa Catarina, Miradouro dos Terraços do Carmo, Miradouro do Arco da Rua Augusta.

End your day at the Mercado da Ribeira market hall for a full stomach. Our short list of the typical food you should try includes: shellfish food, sangria (drink), codfish (there are 1001 different ways of cooking the most famous fish in Portugal), alheira, caldo verde (soup), cozido, feijoada, francesinha, leitão assado, grilled sardines, grilled chicken, açorda, carne de porco à alentejana, and more.

Address: Avenida 24 de Julho, 49, Cais do Sodré quarter.

You should not Miss Lux: the city's best nightclub has three floors and (always) great music.

Address: Avenida Infante Dom Henrique, Armazém A, Cais da Pedra (Santa Apolónia quarter).

Titanic Sur Mer is a multicultural bar where you can find live music and many cultural activities.

Address: Cais da Ribeira Nova, Cais do Sodré quarter.

There are classics that should not be ignored, and St. George's Castle, whose foundations were laid many centuries ago but which was extensively rebuilt in the mid-20th century, is definitely worth visiting. Our tip: to go up to the castle, take the lift at Rua dos Fanqueiros up to Rua da Madalena and the other on Largo Adelino Amaro da Costa, up to Costa do Castelo.

Address of the Castle: Rua de Santa Cruz do Castelo.

Before going to a disco, have a drink at Pink Street. The real name of 'the Pink Street' is Rua Nova do Carvalho, located in the Cais do Sodré quarter, and it has literally dozens of bars to pop in and out of. Or to dance in, of course.

Handy up-to-date apps. These apps will help you find your way around Lisbon. We suggest the following:

- **LISBOA MOVE-ME.** It puts buses and the subway on the same screen and makes everyone's life easier. The app plans trips combining both means of transportation, tells you when and where to make a transfer and also offers info on walking trips (Android and iOS).
- **CCB.** The official app for the Belém Cultural Centre (CCB), one of Lisbon's major cultural hubs (Android and iOS).
- **AGENDA CASCAIS.** A trip to Cascais is always a good idea, and the new hall app will help you plan it. It has the town's cultural programme, including art shows and concerts but also sporting and culinary events. You can search by date.
- **99TAXIS.** Think TripAdvisor for cabdrivers: each one gets a star rating and you can request drivers with perfect reputations. Switch on the GPS and the map will show you which drivers are in the area. The model, license plate, picture and contact information of the driver coming to pick you up (Android and iOS).

Where to eat. Our suggestions for an inexpensive but good meal: **Cantina das Freiras restaurant.** It looks like a canteen, works like a canteen and has the prices of a canteen (€6.50 for a meal). It also has one of the best terraces where to have lunch in the city centre. Address: Travessa do Ferragial 1, Chiado quarter. **Popular do Capelo restaurant.** It's the panda bear of Lisbon's restaurants: charming and endangered. The venue endures and should be cherished and protected as a unique specimen. Here you will find good grilled food, an excellent "cozido," fine black pork strips and a wonderful crème brûlée, all at affordable prices: €7.5 to €8 p / plate. Address: Rua do Capelo 8, Chiado quarter. **Carpe Diem cafeteria.** It is located in the Pombal Palace, at Rua do Século. The courtyard of this contemporary

art centre has a beautiful, quiet cafeteria. The good news get even better when you check out the prices: €0.50 for an espresso, €1 for a half-pint of beer. Don't tell anybody, ok? Address: Rua de O Século 79, Bairro Alto quarter.

Eat Aloma Pastéis de Nata (Portuguese custard cream tart). While you will find them in every pastry shop, Aloma Pastry has repeatedly won the competition for Lisbon's best Pastel de Nata. Address: Rua Francisco Metrass 67.

Run after these guys. Nike Run Club has weekly running practices, supervised by coaches and for various skill levels. They hold their practices on Tuesdays at 8:00 pm in the Nike store at the Vasco da Gama mall, and on Thursdays at 9:00 pm at their Chiado store.

Three paradises an hour from Lisbon. Sintra (half an hour from Lisbon by train). Hills, hidden beaches, palaces, a historic town centre that is a picture postcard and a mystical aura that you won't find anywhere else. So... go there. You should have the energy and time to visit Sintra's various palaces and gardens. Sintra has two pastries that are almost as much monuments as the town's palaces and castle. One is the travesseiro, sold at Piriquita (address: Rua das Padarias 1/7); the other is the queijada, the most famous of which is sold at the Fábrica das Verdadeiras Queijadas da Sapa (address: Volta do Duche 12). It is a compact tartlet, not quite as sweet as the travesseiro, but just as addictive.

Cascais (half an hour from Lisbon by train). This typical seaside town has lots to offer. Whether for walking, cycling or skating, the bike path is perfect and stretches for almost nine kilometers between the centre of town to Guincho beach, via the sea cliffs at Boca do Inferno. Every ride offers a beautiful view. There are 60 free bikes (the BiCas) for hire at Cascais rail station, at the Casa das Histórias museum, or at Guia. **Óbidos (1 hour from Lisbon).** Classed by UNESCO as one of the Cities of Literature, Óbidos is a picturesque place that is full of history, where it is worth spending a whole day. It may be clichéd but it is essential in Óbidos: lose yourself within the old town walls. There is no better way to get to know this town and its narrow streets with white houses and churches painted white, edged with blue or yellow, as is traditional in this area. There is a famous drink from Óbidos (and also from Lisbon) called ginjinha, made from the ginja sour cherry.

Steak+fries+egg=Bitoque. Bitoque is a middle-class dish with a juicy fried rump steak, crowned with dollar chips and the indispensable egg on the top. Where to eat Lisbon's finest bitoques, our favorites: A Floresta do Salitre (address: Rua do Salitre 42D, Avenida quarter); O Bitoque (Rua Ferreira Borges 59, Campo de Ourique quarter); A Adega do Lagarto (address: Rua Dom Luís I 16, Cais do Sodré quarter); Rui dos Pregos (address: Doca de Santo Amaro, Alcântara quarter and Rua da Junqueira, Belém quarter); O Cardoso da Estrela address: Rua da Graça 22, Graça quarter).

The seven best places to see street art. The city has already made its mark as one of the best destinations for artistic graffiti. Here are some top spots: Calçada da Glória, Rua das Gaivotas, Rua Rodrigues Faria, Avenida Conselheiro Fernando de Sousa, Avenida Infante Dom Henrique, Fábrica do Braço de Prata, Avenida Fontes Pereira de Melo.

The best spots for running in Lisbon: Monsanto Forest Park, University Stadium, Jardim da Estrela, Quinta das Conchas, Eduardo VII Park, Riverwalk (the running path alongside the Tagus from Cais do Sodré to Belém is around eight kilometers, and Parque das Nações riverwalk five kilometers).

The International Relations Office team wishes you a pleasant stay!

10. NOTES

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