Iscte Student Welcome Guide

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UNIVERSITY
INSTITUTE
OF LISBON

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Table of Contents

List of Abbreviations

AS	Academic Services
CGD	Caixa Geral de Depósitos
CU	Curricular Unit
CUI	Curricular Unit Information
ECTS	European Community Course Credit Transfer System
INEM	National Institute for Medical Emergencies (Instituto Nacional de Emergência Médica)
SAS	Social Services (Serviço de Ação Social)
GAA	Student Counselling Services (Gabinete de Aconselhamento ao Aluno)
SEN	Specific Educational Needs
SIIC	Network, Communications and Systems Service (Serviço de Infraestrutura Informática e Comunicações)
SNS	National Health Service (Serviço Nacional de Saúde)
SPSS	Statistical Package for the Social Sciences
SSL	Soft Skills Lab
SU	Students' Union

Welcome!

It is with a great sense of purpose and enthusiasm that we welcome you!

At Iscte – University Institute of Lisbon, it is our daily mission to provide a diverse and multicultural space tailored to our students' particular needs, ensuring that each of them feels a sense of integration and well-being within our community.

Being an Iscte student is to go through a process of individual and collective growth, participate actively in academic life academic life and commit to learning, sharing and innovating. It is our wish that you feel included in the Iscte family so that we may cultivate a lasting relationship with you even after graduation.

Take full advantage of this unique opportunity!

Iscte

ISCTE
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Lisbon Campus

Sintra Campus

SOCIAL SCIENCES

SOCIOLOGY AND PUBLIC POLICY

SINTRA
DIGITAL TECHNOLOGIES ECONOMY AND SOCIETY

BUSINESS SCHOOL

TECHNOLOGY AND ARCHITECTURE

The close ties shared between members of the Iscte community, including its international students, is one of the hallmarks of our university, facilitating exchanges of knowledge and experience between its various programmes and schools.

Where we are and how to get there

LISBON CAMPUS

Av. das Forças Armadas,
1649-026 Lisboa
+351 217 903 000

Please inquire according to your academic level at:

✉ licenciatura@iscte-iul.pt (Undergraduate)
✉ mestrado@iscte-iul.pt (Graduate)
✉ phd@iscte-iul.pt (PhD)

CONTACT US
iscte-iul.pt/contents/1380/contact-us

PUBLIC TRANSPORTATION

BUS
701, 727, 731, 732, 735, 736, 738, 744, 749, 754, 755, 764, 768, 783 and 798

UNDERGROUND
Yellow line (Entrecampos and Cidade Universitária stations)

TRAIN
Entrecampos station with connections to Sintra, Azambuja and Margem Sul

Near the Campus, you may also find paid parking areas as well as bicycle share docking stations (Gira).

Campus map
LISBON

Av. Prof. Aníbal de Bettencourt

Building 1

Building 2

Courtyard 1

Main Square

Executive Education

Building 3

Research Centres

Building 4

Av. das Forças Armadas

iscte UNIVERSITY INSTITUTE OF LISBON

→ Entrance

Building 1

Ground Floor

① Elevator
② Students' Union – 0N12
③ Students' Union Bar
④ Student Services Centre
⑤ Eating Areas
⑥ Student Groups – 0E02
⑦ African Students Group – 0E05
⑧ Printing Services – next to 0505
⑨ Iscte University Student Musical Group – 0E04
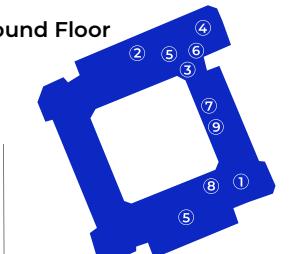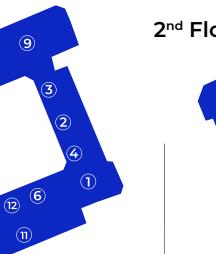
1st Floor
① Elevator
② Iscte Social Sciences and Humanities – 1E05
③ Iscte Sociology and Public Policy – 1E03
④ Iscte Technology and Architecture – 1E07
⑤ Soft Skills Lab – 1W07
⑥ Erasmus Office – 1S11
⑦ Student Ombudsman – 1N09
⑧ Reception
⑨ Study Room – 1N15
⑩ Social Services – 1W02
⑪ Academic Services – 1S01
⑫ Entrance and Integration of Students Office – 1S03
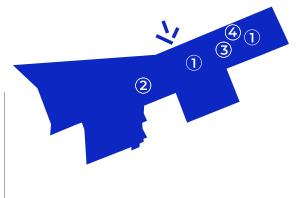
2nd Floor
① Elevator
② Rectorate
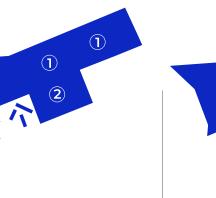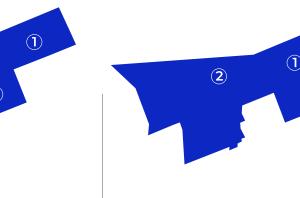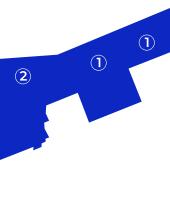
## Building 2

1st Floor
① Elevator
② Main Auditorium
③ IT Labs – D101 to D104
④ Reception

2nd Floor
① Elevator
② Students' Union Bar – C206

3rd Floor
① Elevator
② Canteen – C305

4th Floor
① Elevator
② Library – B400
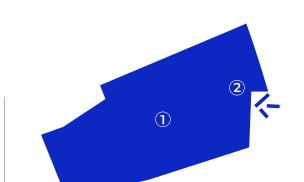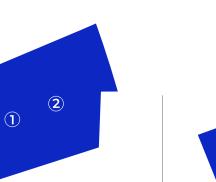
Building 3

1st Floor
① Elevator
② Reception

2nd Floor
① Elevator
② Iscte Business School

4th Floor
① Elevator
② Meal Area – AA406

Campus Map
SINTRA
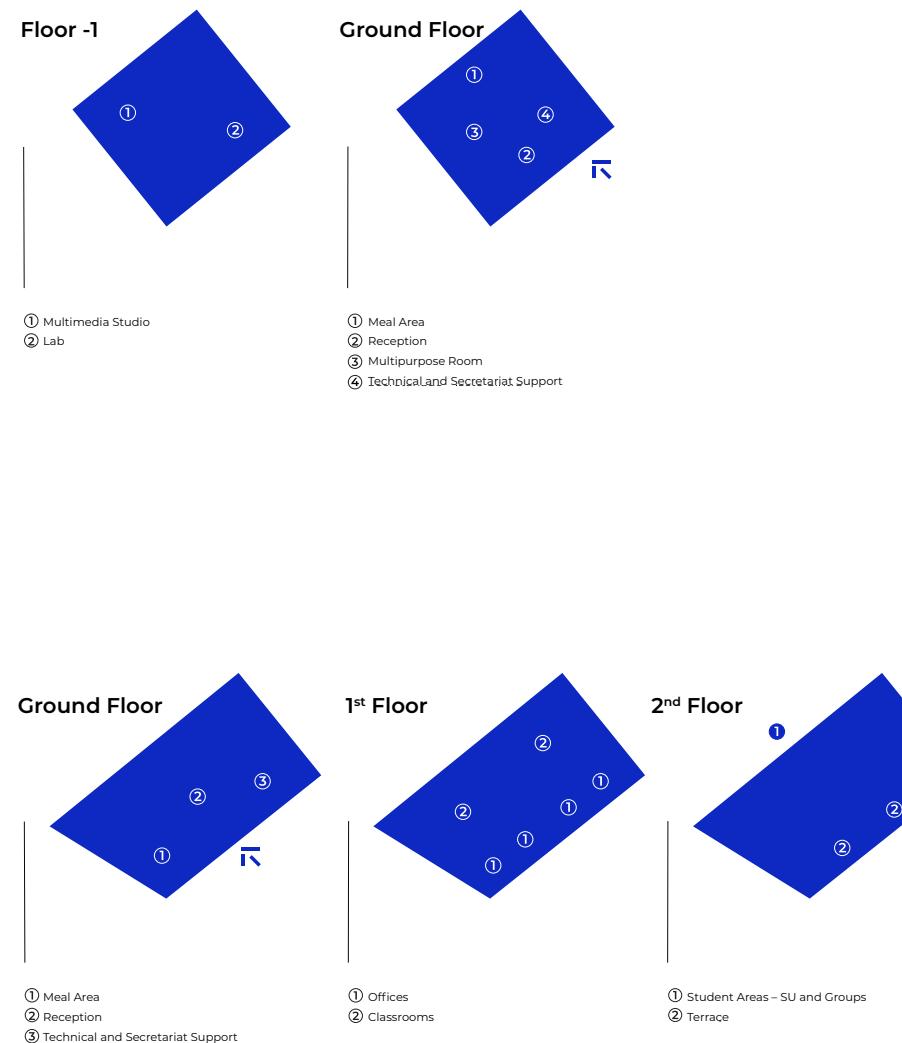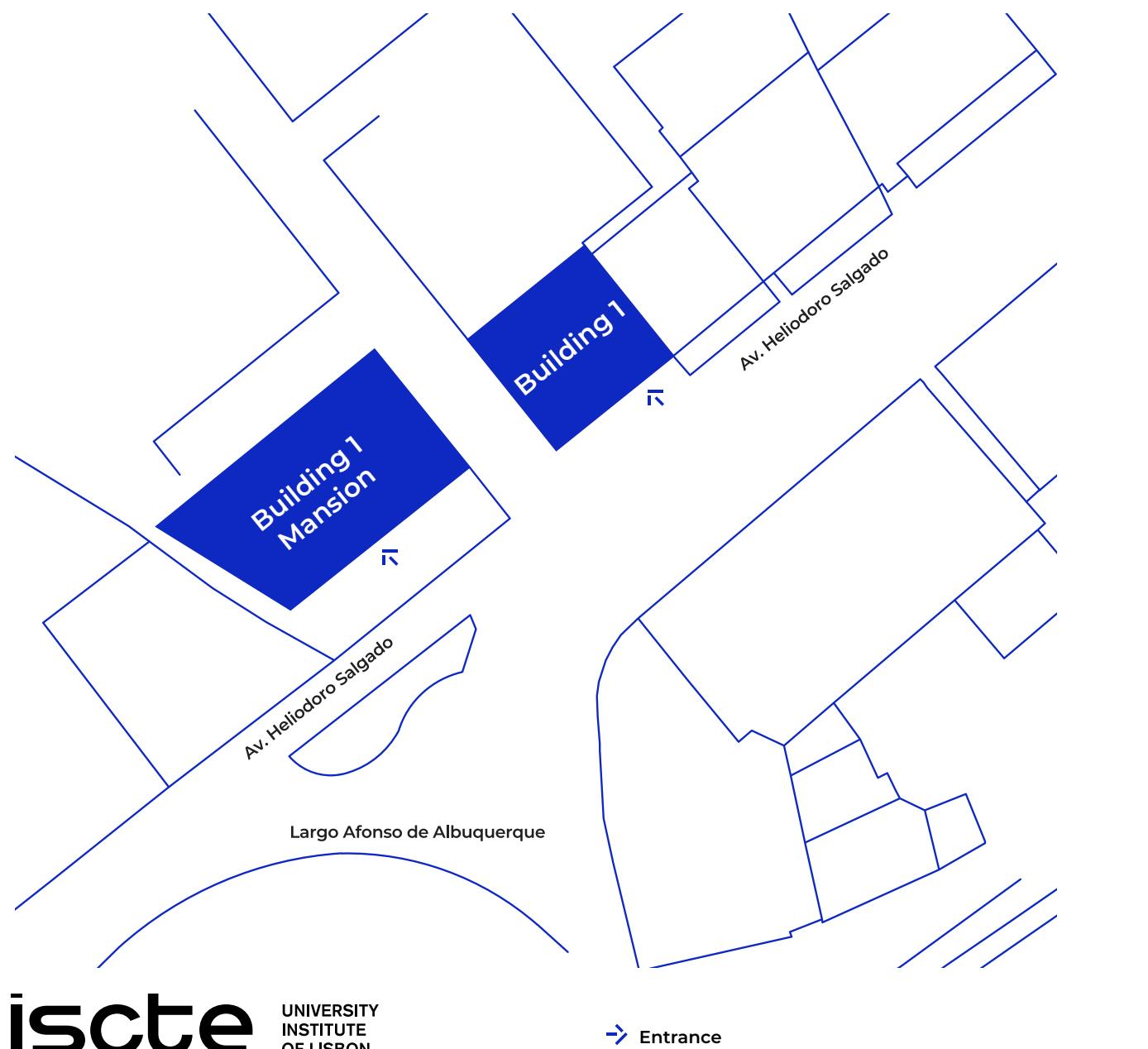
Av. Heliodoro Salgado

Building 1

Building 1 Mansion

Av. Heliodoro Salgado

Largo Afonso de Albuquerque

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OF LISBON

↗ Entrance

Building 1

Floor -1
① ②

Ground Floor
① ④
③
②
↖

Floor -1
① Multimedia Studio
② Lab

Ground Floor
① Meal Area
② Reception
③ Multipurpose Room
④ Technical and Secretariat Support

Building 2

Ground Floor
② ③
①
↖

1st Floor
②
② ①
① ①

2nd Floor
①
②
②

Ground Floor
① Meal Area
② Reception
③ Technical and Secretariat Support

1st Floor
① Offices
② Classrooms

2nd Floor
① Student Areas – SU and Groups
② Terrace

First Steps at Iscte

Get to know the most useful platforms and resources
for the beginning of your academic journey:
What to do first?

Student Account

The student account gives you access to the Wi-Fi network, institutional e-mail address, Fenix+ and Moodle, as well as other free digital resources, such as computer software, online Library catalogue, etc.

After you activate your account, a username and an e-mail address will be assigned to you. To activate your account, follow the instructions at **siic.iscte-iul.pt/iscte-user-account**.

NOTE:
The e-mail address is different from the username. For example, the user Xisto Ximenes would have the following credentials:

Username
xxnes@iscte-iul.pt

E-mail
Xisto_Ximenes@iscte-iul.pt

The username is used to access Iscte's online platforms. An e-mail could be sent to both e-mail addresses and arrive in the same inbox.

It is very important that you check your student inbox regularly, given that all communications from teachers and Iscte services are sent to this address and not to your personal one.

FORGOT YOUR PASSWORD?

You can recover or change your password on the platform **login.iscte-iul.pt** by clicking on "Forgot your password?".

User account platforms

MOODLE

Moodle is the platform used to upload and share course-related materials, such as texts, deadlines for coursework, etc. You can access Moodle with your username and password. Go to: **moodle24.iscte-iul.pt**.

ONLINE LEARNING-ISCTE

The Online Learning platform is available to all users with a valid Iscte account at: **online-learning.iscte-iul.pt/courses**.

ISCTE WI-FI NETWORK

Wi-Fi at Iscte is accessed through the Eduroam network with the same credentials used for other platforms. For more information, go to: **siic.iscte-iul.pt/en/services/networks-and-connectivity/wireless-network/#eduroam**.

OFFICE 365

Office 365 is available for free. To download and install the app, use your username and password. More instructions at: **siic.iscte-iul.pt/en/services/software/office-365/**.

OTHER TOOLS FOR ANALYSING AND DISPLAYING DATA

Licensed software, such as SPSS (Statistical Package for the Social Sciences) for analysing statistical data and MAXQDA for data display, classification and analysis of qualitative and mixed research methods.

Fenix+

Fenix+ is Iscte's administrative platform. You'll find information in your Fenix+ area detailing each of the Curricular Units you are enrolled in (Curricular Unit Information, class schedules, calendars, evaluation methods, results of each CU, etc.). Fenix+ may also be used to submit requests and authenticate documents.

CLASS TIMETABLE

Where can I access class timetables?

Fenix+ > myFenix > Services > Calendar

TUITION INFORMATION

Where can I pay my tuition fee and check if I have overdue payments?

Fenix+ > myFenix > Services > Financial Account

REQUEST FOR SPECIAL STATUTES

Fenix+ > myFenix > Requisitions > Create > [select requisition type as applicable]

Applications for special statutes must be duly substantiated with documentation justifying the request.

Special statutes include Student Worker, High Performance Athlete, Union Leader or Student with Specific Educational Needs.

PART-TIME STUDENT STATUS

Attending the course part-time means that you enrol in a maximum of 36 ECTS per year. The tuition fee for part-time students is 60 per cent of the full-time fee, regardless of the number of ECTS you enrol in.

Part-time student status can be requested online upon enrolment in the course units.

Part-time enrolment is recommended in all situations in which students start their academic year later (in the case of delays in obtaining a visa for international students or prolonged absence due to sickness).

Attending the course part-time may also facilitate better academic performance in the case of students who must organise their studies around extended hours of paid work or parenting commitments.

ACADEMIC CALENDAR

Information about the academic calendar (including class timetables, the start and end of each semester and test/exam dates by course/year/class) is available in each student's area on Fenix+ or at: **iscte-iul.pt/conteudos/academic-information/calendars/2108/school-year-calendar**.

Student Card

The student card allows you to register your attendance in classes. Every time you enter a classroom, you must swipe your card at the door. It is also used to access the Library, to benefit from subsidised meals in the canteen and to access Iscte during the evenings or at the weekend. The card can also be linked to a Caixa Geral de Depósitos (CGD) bank account.

Outside Iscte, the student card gives you access to special prices at various cultural and entertainment venues, such as concert halls, museums and cinemas in Portugal and abroad.

WHERE CAN I REQUEST MY CARD?

During the first few weeks of the academic year, you can request the card in person from CGD representatives at the Iscte campuses in Lisbon and Sintra. After this period, CGD will be represented once a month at the Student Services Centre. The card may also be requested at any time online at **caixaonboarding.cgd.pt**.

Necessary documents:
› Identity Document;
› Tax Identification Number;
› Proof of enrolment/ registration;
› Proof of address (for cards linked to a bank account).

WHERE CAN I PICK UP MY CARD?

Upon registration, you will be given a temporary card. The permanent card, not linked to a bank account, may be collected at the Entrance and Integration of Students Office, in room 1S03/1S05 (Building 1). When the card is ready for pick up, a notification will be sent to your student e-mail address. Cards linked to a bank account will be sent to the address you provided upon request.

Important: You will need to activate the card on Fenix+ whether or not your card is linked to a bank account.

HOW TO ACTIVATE MY CARD ON FENIX+

Fenix+ > Iscte.solutions > Personal Area > My Cards > Card Management

Course Units and Course Unit Information

Each programme is composed by compulsory and optional CUs. Each CU has a certain number of ECTS.

FIND OUT MORE

The ECTS (European Community Course Credit Transfer System) is a set of credits that allow the CU to be recognised in the European Community. An ECTS is a numerical value (between 1 and 60) allocated to each Course Unit that describes the workload required to complete it (including class attendance and the number of hours of autonomous work estimated in the CUI).

WHERE CAN I FIND COURSE UNIT INFORMATION?

Course Unit Information is available for each CU on Fenix+.

All CUs have a corresponding sheet listing its objectives, curricular programme, teaching methodologies, assessment process and recommended bibliography.

WHERE CAN I FIND INFORMATION ABOUT TEACHERS?

To find out more about teachers, go to the Ciência-IUL platform at: **ciencia.iscte-iul.pt**.

TIP

To access directly the profile you're looking for, simply enter the person's surname followed by [space] ciência-iul into a search engine.

EVALUATION METHOD

Assessment takes place at various times: normal period, supplementary period and special period (the latter is only available to some students).

There are two types of learning assessment: continuous evaluation throughout the semester (which includes a variety of written and oral evaluations) and evaluation by exam.

Most CUs have the possibility of choosing between these two types. However, in some courses it is strongly recommended that students are assessed throughout the semester, namely project-based courses, for which this is the only possible evaluation method.
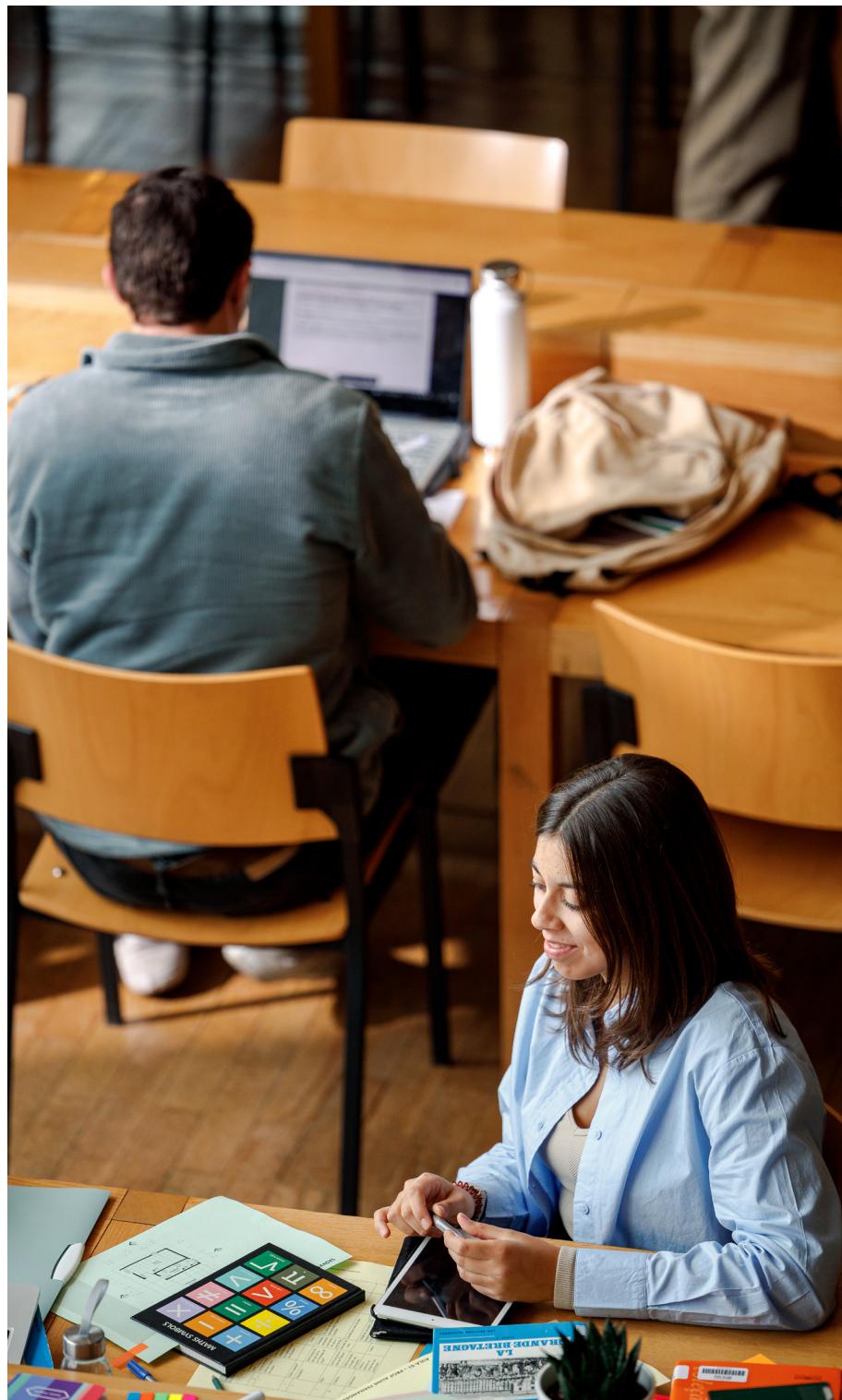
Welcoming Students

Peer Mentoring Programme

IN-Iscte, a Space to Grow is a project that aims to support student integration and promote academic success.

In the Mentoring Programme, second and final year students support new students. This programme seeks to build bridges between students, teachers and other Iscte staff.

No matter the issue you run into at the beginning of your adventure at Iscte, you will always have someone to help you along the way. Contact us via e-mail at **in_iscte@iscte-iul.pt**.

Student Services Centre

At the Student Services Centre, you can access various Iscte services and resources. Here you will find personalised assistance for any doubts or academic needs you may have.

Student Services Centre
- Academic Support
- IT and Bibliographic Support
- Social Support
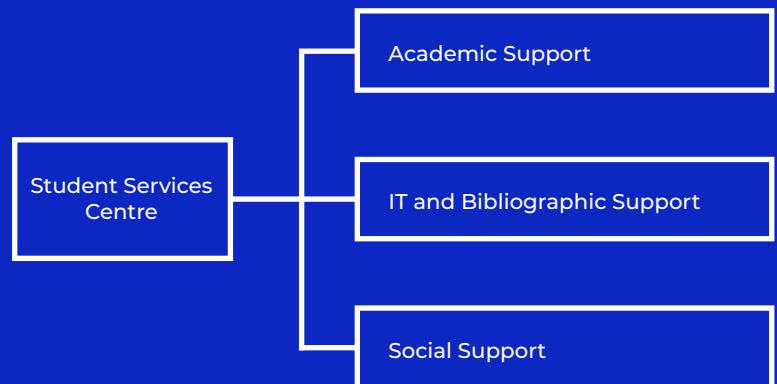
Iscte Services

Iscte has a range of services designed to support you and meet your academic needs, most of which you will find at the Student Services Centre. These services also have their own offices and contact information.

ACADEMIC SERVICES (AS)

The AS are organised by study programme and are responsible for managing academic processes. The service is available by appointment at: **iscte-iul. pt/conteudos/academic-information/welcome/1437/ attendance-schedule**.

Always use your student e-mail address

NETWORK, COMMUNICATIONS AND SYSTEMS SERVICE (SIIC)

The SIIC assist in resolving IT problems, such as activating student accounts and cards, installing software, etc. This support is provided online at: **siic.iscte-iul.pt/en/main-page/** or by direct request at: **iajuda. iscte-iul.pt**. If you still have any questions, you can get face-to-face support at the Student Services Centre.

SOCIAL SERVICES

Social Services offer a range of support services with the aim of improving study conditions. These include:
› Scholarships;
› Institutional Collaboration Grants;
› Emergency aid;
› Housing support;
› Support for Erasmus+;
› Support for Students with Specific Educational Needs (SEN);
› Student Counselling Office.

LIBRARY

The Iscte Library can be found on the 4th floor of Building 2. At the library, you can access books and computers for research and consultation. The library also provides group study rooms and research offices as well as reference services with specialised assistance, training courses and a Resource Centre for Students with Specific Educational Needs. You may also request a laptop computer.

SOFT SKILLS LAB

The primary mission of the Soft Skills Lab is to coordinate training programmes that develop general competencies while enhancing academic, technical, and professional skills. In addition to the CUs offered by the Soft Skills Lab, you may also request tutoring services and personalised study support plans.

Check out the Soft Skills courses at: **iscte-iul.pt/conteudos/soft-skills-lab/soft-skills/1952/soft-skills** and at: **online-learning.iscte-iul.pt**. You can also contact the Lab via the e-mail: **lct@iscte-iul.pt**.

CAREER SERVICES

Career Services operate in all of Iscte's Schools to support students in finding and completing curricular internships.

Moreover, they promote year-round opportunities to develop crucial skills for a smooth transition to the labour market.

Contact your School's Career Services via the e-mail addresses at the end of this guide.

Mobility and Exchange Programmes

ERAMUS+

The Erasmus+ Programme offers a variety of academic mobility opportunities within Europe and throughout the world.

More information at: **iscte-iul.pt/conteudos/international/2566/erasmus-programme**.

ALMEIDA GARRETT

The Almeida Garrett Programme allows students to spend up to one semester at one of our partner universities in Portugal.
Find out more at: **iscte-iul.pt/conteudos/international/exchange/incoming-students/1890/cooperation-programmes-and-agreements**.

To find out more about mobility opportunities, contact the International Relations Office via the e-mail address at the end of this guide.

Beyond the Classroom

Iscte Students' Union

The Iscte Students' Union is fundamental to the defence of students' interests and it is one of the most important national student associations, representing more than 15.000 students. To find out more, visit the union's website at: aeiscte-iul.pt.

Student Groups

Student Groups are a great place to meet colleagues from your programme and to take part in activities that can significantly enrich academic life.

The groups cover various areas of study and include a diversity of students from all around the world.
Find out more at: **iscte-iul.pt/conteudos/campus-life/1433/student-organizations**.

The African Students Group represents Iscte's African students. It was created to protect African students' interests as well as support their academic and social integration. This group can be found in room 0E05 or it can be contacted via e-mail: **neaiscte@iscte-iul.pt**.

On Campus Sport Activities

Iscte offers various individual and team sports. The Iscte Students' Union provides the resources and infrastructures. This dedication to sport has resulted in strong competition at national championships.

Events and Culture

Iscte offers a range of academic and cultural events. Taking part in such events is an excellent way to meet new people and take full advantage of the university experience. Find the event calendar at **iscte-iul.pt/agenda**.

You can also participate by joining some of the groups that organise activities, such as:

ISCTE STUDENT MUSICAL GROUP

The Tuna Académica (Iscte Student Musical Group) encourages the development of its members' musical talents while supporting various charitable organisations. If you're looking for a unique experience where music, friendship and academic pride go hand in hand, join the Tuna Académica. For more information go to: **taiscte.pt**.

ISCTE CHOIR

The Iscte Choir is made up of students, teachers, researchers and other Iscte staff. Their performances feature a varied repertoire. Auditions usually take place at the beginning of each semester and are announced via e-mail and on the Iscte Choir's social networks. For more information, contact the choir at: **coro@iscte-iul.pt**.

THEATRE GROUP – MISCUTEM

Iscte's theatre group, mISCuTEm, is made up of Iscte and other universities' students and graduates. To find out more, contact the group's Instagram at: **instagram.com/miscutem**.

Where to Study

Iscte's facilities are accessible at any time of the day. Outside regular opening hours, access to the Lisbon Campus is available through the entrance of Building 1, upon presentation of your student card.

In addition to the Study Room (Building 1, 1st floor, North corridor) and the Library, there are areas, resources and equipment (such as tables, chairs, wi-fi, vending machines, etc.) distributed throughout the campus. As an Iscte student, you can also request study rooms for group work, although access may be limited and subject to the availability of space in the library and computer rooms. The library also has a well-equipped resource centre for students with Specific Educational Needs.

HOW CAN I BOOK A ROOM OR LAB?

Buildings 1, 2 and 3: submit a request to the Spaces Office (espacos@iscte-iul.pt). Please include in the e-mail your student number (and those of your colleagues if booking for a group) as well as the day(s) and time(s) you are interested in booking. If any specific equipment is needed, please mention it in the e-mail.

Library rooms can be booked online at: **reservasbiblioteca.iscte-iul.pt/Web/index.php**.

There are also public libraries near the Lisbon Campus as well as other 24-hour study spaces, such as Caleidoscópio, Espaço 24 horas (Av. Rovisco Pais) and Gare do Arco do Cego.

Iscte-Sintra has a multipurpose room where you can study from Monday to Friday between 7:30 AM and 11 PM, and on Saturdays from 7:30 AM to 6 PM.
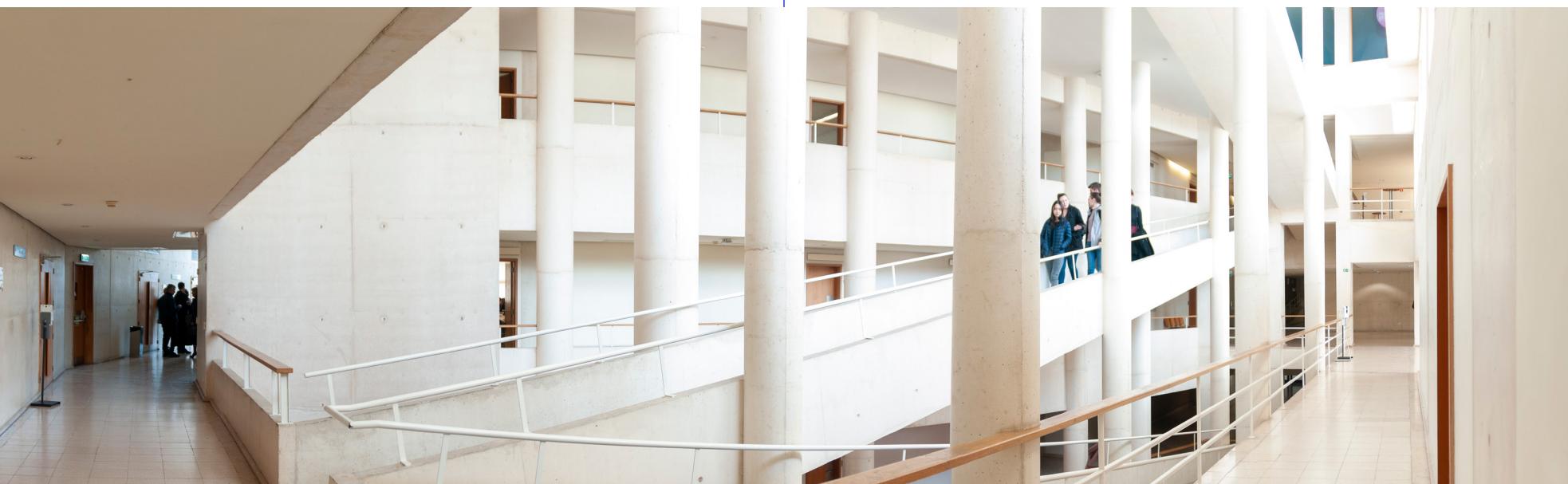
Housing

Iscte currently provides student housing. Applications for accommodation are open all year round. More information at **iscte-iul.pt/conteudos/iscte/about-us/1125/university-residence**.

If you receive a Social Support Grant and live away from your permanent residence, you will receive priority access to student housing.

When you first enrol at Iscte, **you must tick "yes" in the "Residence required" option** on the scholarship application form.

During the 2024/2025 school year, the Odivelas Monastery will be remodelled for student housing with capacity for 204 beds, divided into 100 single rooms and 52 double rooms. It is expected that these facilities will be operational by the 2025/2026 school year.

Iscte-Sintra students can apply for a place at the Pousada de Jovens de Sintra (Av. Dr. Miguel Bombarda n.º 25/25A) at affordable prices. The application must be submitted at the time of enrolment.

In addition, the school's administration provides access to a database of accommodation offers in the Sintra area.

RENTAL ACCOMODATION

Information on rental offers can be found at:
› BQuarto.pt [**bquarto.pt**]
› Domus Nostra [**domusnostra.net/wordpress**]
› GabinoHome [**gabinohome.com/pt**]
› Home2Students [**home2students.com**]
› Housiganywhere [**HousingAnywhere.com**]
› MontepioUlive [**montepio.org/institucional/montepio-residencias-estudantes**]
› Ondacity [**ondacity.com**]
› Placetistay [**placetostay.pt**]
› Spotahome [**spotahome.com**]
› Trovit [**casa.trovit.pt/alugar-quarto-estudantes-lisboa**]
› Uniplaces [**uniplaces.com/pt**]
› Une-idades [**une-idades.pt**]

The Students' Union also offers help in finding accommodation.
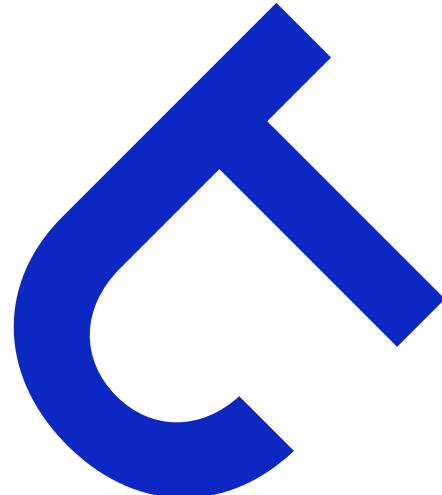
Public Transport Pass

The *Navegante* pass allows you to use all public transport options (bus, metro, train and tram) in the 18 municipalities of the Lisbon Metropolitan Area. In the city, the pass also allows you to access GIRA – Lisbon's bicycle-share network.

It is valid from the first to the last day of the month and it is free to students up to and including the age of 23. If you do not qualify for the free package, the price is €30 for those travelling within the city or €40 for those travelling between different municipalities in the metropolitan area.

As a student, you will need to provide proof of enrolment to apply for the pass. You may download your proof of enrolment on Fenix+.

› The pass can be acquired in person at the Lisbon City Council offices (Edifício Central, Av. Campo Grande 25) at Navegante® Carris Metropolitana or at train stations as well as online at: **metrolisboa.pt/en/buy/**.
› If you want a Navegante card without specific benefits, you may obtain it directly at one of the Navegante points available in all Metro stations in Lisbon. To find out more, go to: **metrolisboa.pt/en/buy/navegante-card/**.

Healthcare Services

ISCTE EMERGENCY NUMBER

For medical or psychological/psychiatric emergencies, **call: +351 217 930 101**. The Emergency Plan procedures and contact details are displayed in each of Iscte's spaces (classrooms, auditoriums and offices).

SNS24

In Portugal, the National Health Service (Serviço Nacional de Saúde – SNS) provides healthcare in both clinics and public hospitals.

In a non-urgent situation, first contact the SNS through the SNS 24 Screening, Counselling and Referral Service, which is responsible for assessing and guiding anyone suffering from health issues.

You can reach SNS24 through the number **+351 808 242 424**.

EUROPEAN EMERGENCY NUMBER – 112

In the event of an emergency, call 112 to contact the National Institute for Medical Emergencies (INEM).

SAMS-ISCTE CLINIC

The SAMS-Iscte Clinic is located at the East door of Building 1 on the Lisbon Campus and offers various medical and nursing services to the Iscte community.

PSYCHOLOGICAL SUPPORT SERVICE

As Iscte recognises that health is not only physical, we offer various psychological support protocols. To ask for help, please contact the Social Services' Student Counselling Office.

In the case of Iscte-Sintra students, psychological support is provided by the association O Contributo.

Whenever necessary, the Student Counselling Office may refer students to local healthcare services that have protocols with Iscte.
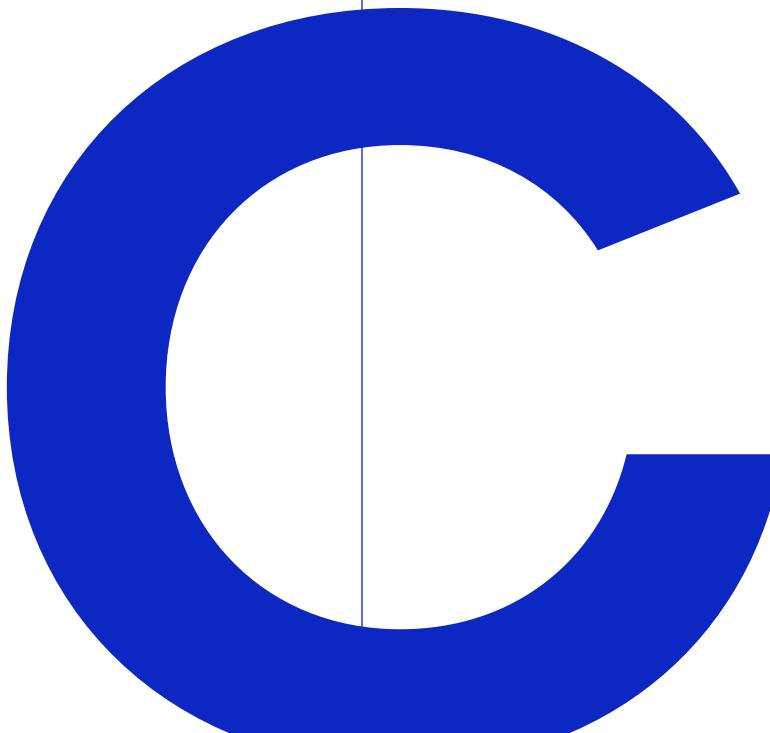
Useful Contacts

SCHOOLS

Iscte Sociology and Public Policy
secretariado.espp@iscte-iul.pt

Iscte Social Sciences
secretariado.ecsh@iscte-iul.pt

Iscte Business School
secretariado.ibs@iscte-iul.pt

Iscte Tecnology and Architecture
secretariado.ista@iscte-iul.pt

Iscte-Sintra – Applied Digital
Technologies
secretariado.sintra@iscte-iul.pt

ACADEMIC SERVICES

For information related to Bachelor's
degrees
licenciatura@iscte-iul.pt

For information related to Postgraduate
or Master's degrees
mestrado@iscte-iul.pt

For information related to PhDs
phd@iscte-iul.pt

For information related to admissions
admissions@iscte-iul.pt

SOCIAL SERVICES

For information related to social services
sas@iscte-iul.pt

For counselling services or
psychological support
sas.gaa@iscte-iul.pt

For information regarding Specific
Educational Needs
sas.nee@iscte-iul.pt

SOFT SKILLS LAB

For information related to available
courses and academic support
lct@iscte-iul.pt

LIBRARY

To access library resources,
training and the Resource Centre
for students with Specific
Educational Needs
biblioteca@iscte-iul.pt

INTERNATIONAL RELATIONS SERVICES

For information regarding mobility
programmes
iro@iscte-iul.pt

STUDENTS' UNION

For information regarding academic life,
student groups and sports
geral@aeiscte-iul.pt

STUDENT GROUPS

Sintra Students
nest.isctesintra@gmail.com

Political Science Student Group
geral@nacpiscte.com

Economics Student Group
nae@iscte-iul.pt

Industrial Management and Logistics
Student Group
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Marketing Student Group
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Human Resources Student Group
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Social Service Student Group
nessiscteiul@gmail.com

Sociology Student Group
Nucleosociologia.iscte@gmail.com

Technology Student Group
geral@netiscte.pt

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We hope these will be some of the most successful and challenging years of your life.
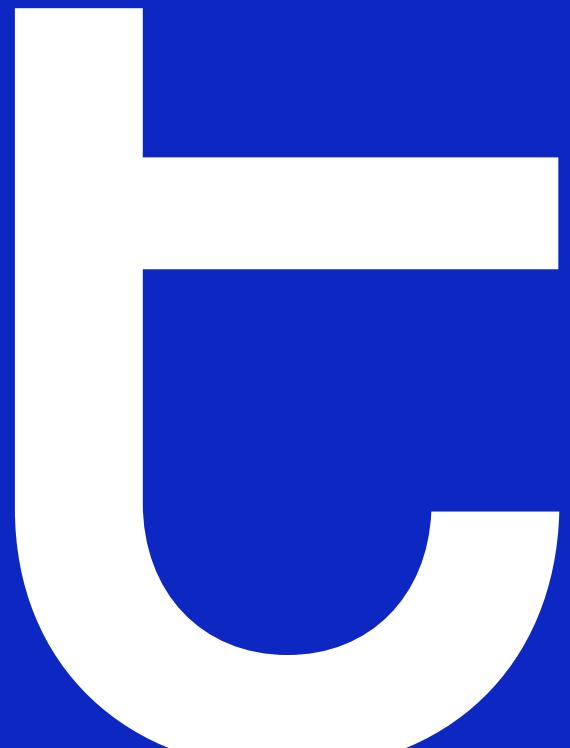
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