Student Charter

for students at Università del Piemonte Orientale

JUNE 2021

EDITED BY THE
COMMUNICATIONS OFFICE

UPO L’OPENCAMPUS
The Student Charter

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Student Charter
What is the Student Charter

In this document, the Università del Piemonte Orientale sets out its main services for enrolled students, along with the procedures introduced to guarantee optimum performance.

Who is it for

This charter is intended to assist not only enrolled students but all potential recipients of services (internal and external) such as: future students, graduates, families and local citizens.

Aim

The Student Charter guarantees quality service, offering prompt, efficient and complete responses which are coherent with current regulations. It is how service provision is regulated by the University facilities, along with the request system and participation by service users, in the pursuit of successful interaction between Administration and users.

General principles

The University’s activity is carried out according to the laws, Statute and Regulations of the University, and follows these general principles:

- *Equal rights for users*: equality of conditions and treatment of all, without any discrimination of gender, race, religion, language or political opinions;
- *Impartiality*: objectivity and neutrality regarding all service users;
- *Continuity of services*: regular provision and prompt communication in the event of office closure or temporary suspension of activity;
- *Participation*: complete and updated information on the procedure for making requests; opportunity to present feedback, complaints and suggestions;
- *Quality and efficiency*: management, organisational, procedural and technical/functional solutions for user needs; optimisation of resources;
- *Simplification*: reduction of administrative procedures requested from Users; availability of forms; expansion of computerised systems;
- *Transparency*: naming of person responsible for procedure; clarity of answers; free access to administrative documents and records in accordance with current law;
- *Personal data protection*: personal data processing in accordance with European and Italian law, to fully protect the rights of all parties concerned.

The Student Charter also responds to the principles laid down in current law as regards the supply of public services¹.

Structure of the Charter
The Charter theoretically follows the academic path that a student follows up to graduation. The sections are organised as follows:

Method of adoption and updating of the Student Charter
The Student Charter is adopted following a resolution by the university authorities: it is published on the university website and can be viewed also in the Transparent Administration section. It is subject to review annually, and whenever appropriate, also taking into consideration the needs of users as stated in complaints or feedback as well as satisfaction levels reported in questionnaires. The updated text is approved by the Rector via decree and published on the university website. If the update affects the Charter structure (review of layout, additional sections, etc) the text is subject to approval by the collegial authorities.
1. The standard procedure for requesting and receiving a service is to open a ticket, using the online form “UPO Risponde” (UPO replies), which can be found on the webpage: https://www.uniupo.it/en/upo-replies

The service helps users draft their request in such a way as to receive an answer as quickly as possible.

To send attachments, a specific email address must be used: allegati.acronimo (insert the acronym of the department) @uniupo.it:

- Department of Humanities: allegati.disum@uniupo.it
- Department of Economics and Business Studies: allegati.disei@uniupo.it
- Department of Pharmaceutical Sciences: allegati.dsf@uniupo.it
- Department of Law and Political, Economic and Social Sciences: allegati.digspes@uniupo.it
- Department of Science, Technology and Innovation: allegati.disit@uniupo.it
- School of Medicine: allegati.scuolamed@uniupo.it

2. The Ufficio Relazioni con il Pubblico (URP, Public Relations Office) is always available for general information or to report any problems with services. The office is located in Vercelli, in the Rector’s Offices (Via Duomo, 6).

Contact details:

- Email: urp@uniupo.it
- Telephone: 0161 261 579

3. The Student Portal is the platform that holds all university records of students. The portal is where students register, enrol, book exams, check results, monitor their own status in real time, and check personal details, fees, and administrative documents.

The portal is accessed by the webpage https://www.studenti.uniupo.it or via the UniUpo app, which can be downloaded from GooglePlay (Android) or AppStore (iOS).

4. Almost all rules and procedures are stated in the Manifesto degli studi e della contribuzione, (Student Handbook and fee section) which is approved annually by the Academic boards and published on the university website https://www.uniupo.it/en.
1. Orientation/Guidance

- FIND INFORMATION
- GUIDANCE IN THE CHOICE OF UNIVERSITY COURSES
- ENROLMENT INFORMATION POINTS (PMIs - PUNTI INFORMATIVI MATRICOLE)
DESCRIPTION OF SERVICE

On the specific university website page, you can find presentations of the degree programmes and departments (tables, videos, slides). Each department organises annual Open Days (in person or online), guided tours and online meetings for each degree programme. There are also: online lessons, on demand lessons and video-based lessons.

WHO TO CONTACT

Communication Office

METHOD AND PROCEDURE

UPO Risponde, telephone, email

TIME FRAME

The material is available from February onward and the dates are regularly updated.

FEEDBACK/COMPLAINTS

URP

CONTACTS

- UPO Risponde
- recruitment@uniupo.it
- 0161 261 434

WEBSITE

https://eventi.uniupo.it/
In collaboration with the various Departments, the University Orientation and Guidance Service creates and coordinates support measures for users in the stages of transition, choice and planning of academic studies with the educational and cultural initiatives that the University provides. The service offers:

- Careers interviews with specialised staff;
- Orientation/guidance in small groups;
- peer tutoring “A Tu per Tu con gli studenti universitari”, carried out with the collaboration of university students enrolled on various programmes;
- PCTOs: Percorsi per le Competenze Trasversali e l’Orientamento (Pathways for Transferable Skills and Orientation).

**WHO TO CONTACT**

Careers/Orientation Office

**METHOD AND PROCEDURE**


For peer tutoring: fill in the form on the university website: [https://www.uniupo.it/en/orientation/study-support/peer-support-system-%E2%80%93-sosta-support](https://www.uniupo.it/en/orientation/study-support/peer-support-system-%E2%80%93-sosta-support)

For PCTOs: Schools can refer to the University’s PCTO Catalogue and contact tutors and administrative representatives - contacts on the webpage: [https://www.uniupo.it/en/orientation/projects-schools/transferable-skills-and-careers-guidance/steps-schools](https://www.uniupo.it/en/orientation/projects-schools/transferable-skills-and-careers-guidance/steps-schools)

**TIME FRAME**

Varies according to subject and activity

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

- For interviews and careers/orientation activity: orientamento@uniupo.it
- For PCTOs: poto@uniupo.it

**WEBSITE**

DESCRIPTION OF SERVICE
The Enrolment Information Points (PIMs) are helpdesks and welcome points organised by the University Orientation Service during enrolment, assisted by existing students. The PIMs allow users to speak to current university students for information on courses, services and procedures for enrolment. The PIMs set up by the Communication Office support the office activity - managing URP communication flow, using social media, orientation activity, promotional campaigns (organisation or participation), and assistance in organising events.

WHO TO CONTACT
University Orientation Service /Department Offices/ Communication Office

METHOD AND PROCEDURE
The PIM meetings set up by the University Orientation Service are held remotely, on Google Meet. To register, you must state which subject area you are principally interested in. The PIM will then contact you to invite you to the scheduled meetings. Contact procedures are explained on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/enrolment-information-centres

In Department premises, the service may be in person: please refer to the departments for information on how this works, contacts can be found on the specific Department websites.

TIME FRAME
Varies according to activity

FEEDBACK/COMPLAINTS
URP

CONTACTS
- For PIM orientation: orientamento@uniupo.it
- For PIM Communication Office: ufficio.comunicazione@uniupo.it

WEBSITE
https://www.uniupo.it/en/studentinfo/assistance-and-contacts/enrolment-information-centres
2. Registration and enrolment

- Enrolment for Open Access 3-Year Undergraduate and Single Cycle Programmes
- Enrolment on Restricted Access Courses
- Admissions and Enrolments for State-Regulated Courses
- Registration for 1st Year of Open Access Master’s/Graduate Programme
- Registration for Years Subsequent to First
- Part-Time Study Option
- Registration for Single Courses
- Recognition of Previous Academic Credits
- Procedures for International Students
| DESCRIPTION OF SERVICE | Enrolment allows you to sign up for a study programme; it takes place online and is finalised with payment of the first instalment. The procedures and deadlines are defined in the annual *Manifesto degli studi e della contribuzione*, which should be read carefully. |
| WHO TO CONTACT | Student Services Office |
| METHOD AND PROCEDURE | Enrolment takes place online, by registering on the Student Portal and following all the procedural steps. |
| TIME FRAME | • 15 minutes for the online procedure  
• authorisation to access services - 24/48 hours after payment  
• Next, the offices will verify all statements made |
| FEEDBACK/COMPLAINTS | URP |
| CONTACTS | UPO Risponde; Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts) |
| WEBSITE | [www.uniupo.it](http://www.uniupo.it) – Infostudents Section |
DESCRIPTION OF SERVICE

These courses are involved: Biotechnology, Pharmacy, Chemistry and Pharmaceutical Technology, Pharmaceutical Biotechnology. Applications should be made online via the Student Portal. The procedures and deadlines are stated in the Calls published on the websites of the School of Medicine and Department of Pharmaceutical Sciences.

WHO TO CONTACT

Student Services Office

METHOD AND PROCEDURE

Enrolment takes place online, by registering on the Student Portal and following all the procedural steps.

TIME FRAME

• 15 minutes for the online procedure
• Authorisation to access services - 24/48 hours after payment
• Next, the offices will verify all statements made

FEEDBACK/COMPLAINTS

URP

CONTACTS

UPO Risponde;
Contacts on webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

WEBSITE

www.uniupo.it – Infostudents Section
**DESCRIPTION OF SERVICE**

These courses are involved: Medicine and Surgery, and Healthcare Professions. Applications should be made online via the Student Portal. The procedures and deadlines are stated in the Calls published on the website of the School of Medicine.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

Enrolment takes place online, by registering on the Student Portal and following all the procedural steps.

**TIME FRAME**

- 15 minutes for the online procedure
- Authorisation to access services - 24/48 hours after payment
- Next, the offices will verify all statements made
- Admission may be granted during the academic year according to the selection ranking list.

**COST**

Participation in the Call involves payment of a registration fee of 100 euro.

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

UPO Risponde;
Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**WEBSITE**

[www.uniupo.it - InfoStudents Section](http://www.uniupo.it)
<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>Enrolment takes place online and is finalised on payment of the first instalment. The procedures and deadlines are defined in the annual <em>Manifesto degli studi e della contribuzione</em>, which should be read carefully.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Student Services Office</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>Enrolment takes place online, by registering on the Student Portal and following all the procedural steps.</td>
</tr>
</tbody>
</table>
| TIME FRAME                          | • authorisation to access services - 24/48 hours after payment  
• Next, the offices will verify all statements made                                                                                                                                                   |
| FEEDBACK/COMPLAINTS                 | URP                                                                                                                                                                                              |
| CONTACTS                            | UPO Risponde;  
| WEBSITE                             | [www.uniupo.it](http://www.uniupo.it) – Infostudents Section
REGISTRATION FOR YEARS SUBSEQUENT TO FIRST

DESCRIPTION OF SERVICE
Registration for years subsequent to the first coincides (for all courses) with payment of the first instalment. Students must check that the payment bill is posted to their own account on the Student Portal. Methods of payment and deadlines are specified in the annual Manifesto degli studi e della contribuzione, which must be read carefully.

WHO TO CONTACT
Student Services Office

METHOD AND PROCEDURE
For registration, the payment bill for the first instalment must be downloaded from the Student Portal and paid on the PagoPa system.

TIME FRAME
Registration is generally finalised within 24-48 hours of payment.

FEEDBACK/COMPLAINTS
URP

CONTACTS
Contacts on webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

WEBSITE
www.uniupo.it – Infostudents Section
### PART-TIME STUDY OPTION

<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>The choice to study part-time involves signing a contract whereby the student undertakes not to exceed the restricted number of credits allowed and not to finish his/her studies before the agreed deadline.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Student Services Office</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>The part-time study option may be requested only at the moment of registration as stated in the <em>Manifesto degli studi e della contribuzione</em>, which should be read carefully. Students wishing to alter this choice must inform the Student Services Office by UPO Risponde ticket before paying the first instalment.</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>20 days</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>UPO Risponde; Contacts on webpage: <a href="https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts">https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts</a></td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="https://www.uniupo.it">www.uniupo.it</a> – Infostudents Section</td>
</tr>
</tbody>
</table>
REGISTRATION FOR SINGLE COURSES

DESCRIPTION OF SERVICE
Registration on single courses allows students to take exams for credit within the year in which he/she is registered (from 6 to 36 academic credits).

WHO TO CONTACT
Teaching Office and Student Services Office

METHOD AND PROCEDURE
1. Check with the Teaching Office which courses are offered and available for registration
2. Complete the registration form for a Single Course and scan/photograph it
3. Scan/photograph the front and back of an ID card/document
4. Prepare a file in format .JPT or .JPEG with a passport photo (face only); the photo is not needed on the form;
5. Send the documentation to the Student Services Office via your own university email account to the address: allegati(acronimo del proprio dipartimento)@uniupo.it.*
   The date of sending is used as the date of registration and is the date considered for deadline purposes.
6. The administrative office sends the payment bill to the Student Portal account, along with the bill for cost of courses
7. The Office communicates the necessary instructions and details for making the payment
8. Registration is confirmed only after payment of the fee.

TIME FRAME
30 days

FEEDBACK/COMPLAINTS
URP

CONTACTS
Contacts on webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

WEBSITE
www.uniupo.it – Infostudents Section

LINK TO FORM
https://www.uniupo.it/en/studentinfo/forms-students

* See the General Contact Details section
<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>Students may request recognition of credits for exams taken at another university or at UPO itself (for a course different from that in which he/she is registered) by presenting the appropriate application form to the Board of Studies for academic credit recognition and reduction of course duration.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Student Services Office</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>1. Print off the ‘CFU’ (academic credits) recognition application form</td>
</tr>
<tr>
<td></td>
<td>2. Complete the first page and use the “to be completed by student” section to list all exams taken previously for which you wish recognition</td>
</tr>
<tr>
<td></td>
<td>3. Draft or attach a detailed self-declaration statement of the exams which you wish to be recognised, specifying for each one: course/exam name, subject area, date of exam, number of credits achieved, university and degree programme and, specifically, whether the programme has ended in a degree, withdrawal or forfeit</td>
</tr>
<tr>
<td></td>
<td>4. Scan/photograph the front and back of a valid identity card</td>
</tr>
<tr>
<td></td>
<td>5. Send the documentation to the administration office via your own university email account to: allegati.(acronimo del proprio dipartimento)@uniupo.it.*</td>
</tr>
<tr>
<td></td>
<td>The date that the email is sent is considered to be the official date of request.</td>
</tr>
<tr>
<td></td>
<td>6. The Office will post a payment bill to your Student Portal account for the stamp duty. No further action will be taken until this payment is made.</td>
</tr>
<tr>
<td></td>
<td>7. The documentation is then sent to the Board of Studies which will evaluate the request</td>
</tr>
<tr>
<td></td>
<td>8. After receiving the resolution of the Board of Studies, the office will register the recognition of credits to the student (if approved).</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>120 days</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>Contacts on the webpage: <a href="https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts">https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts</a></td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="http://www.uniupo.it">www.uniupo.it</a> – Infostudents Section</td>
</tr>
<tr>
<td>LINK TO APPLICATION FORM</td>
<td><a href="https://www.uniupo.it/en/studentinfo/forms-students">https://www.uniupo.it/en/studentinfo/forms-students</a></td>
</tr>
</tbody>
</table>

* See section General Contact Details
DESCRIPTION OF SERVICE
The Erasmus and International Students Office coordinates all activity regarding the initial registration of international students or students with qualifications from foreign universities:
- checking and registration of documentation from consulates/embassies for enrolment on all types of courses
- verification of validity of qualifications achieved abroad and related documentation for registration and enrolment procedures
- management of procedures for recognition of foreign qualifications
- assistance for teachers and educational structures in verifying foreign qualifications
- relationships with diplomatic organisations/consulates, police authorities, the Ministry of Foreign Affairs, and the Ministry of University Education and Research, regarding all issues related to entrance/stay in Italy for students intending to enrol on various courses
- information and assistance for issue of documents necessary to stay in Italy
- information on the use of University services, consultation of web portal, contacts with the reference points of various teaching structures for courses
- Welcome/assistance services for international students

WHO TO CONTACT
Erasmus and International Students Office / Department headquarters

METHOD AND PROCEDURE
UPO Risponde or email

TIME FRAME
The procedures and timetables vary according to the checks that need to be carried out at consulates, embassies, etc.

FEEDBACK/COMPLAINTS
URP

CONTACTS
UPO Risponde
international.students@uniupo.it

WEBSITE
https://www.uniupo.it/en/international/students/you-want-come-upo
3. Payment of fees

- ISEE CERTIFICATE
- FEE REIMBURSEMENT
- EXEMPTIONS/REDUCTIONS
### DESCRIPTION OF SERVICE
The ISEE standard is an economic status equivalent, which allows the measurement of families’ economic status.

The certificate is necessary to obtain this assistance:
- Reduction of fees by inclusion in the reduced fee payment band
- Benefits linked to international mobility (Erasmus+)
- Assistance linked to the right to study

Please read carefully the Student Handbook and Fee Section for a detailed outline of the service and deadlines.

### WHO TO CONTACT
- You may request this:
  - Via the INPS Portal (pre-filled form)
  - At a CAF (tax assistance office)
  - From a qualified accountant / auditor

### METHOD AND PROCEDURE
The University acquires the data directly from INPS. It is possible to use the Fee Simulator as a tool to check fee amounts.

### TIME FRAME
Times depend on the individual supplier.

### FEEDBACK/COMPLAINTS
URP

### CONTACTS
UPO Risponde

### WEBSITE
<table>
<thead>
<tr>
<th><strong>DESCRIPTION OF SERVICE</strong></th>
<th>Reimbursement of fees may be requested via the specific online form, for all sums paid when not due and for the reasons stated in the Manifesto degli studi e della contribuzione (please read carefully)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WHO TO CONTACT</strong></td>
<td>Student Services Office</td>
</tr>
<tr>
<td><strong>METHOD AND PROCEDURE</strong></td>
<td>Completion of online form, indicating personal details and other information required for reimbursement (e.g. IBAN bank number).</td>
</tr>
<tr>
<td><strong>TIME FRAME</strong></td>
<td>90 days after completion of online form (University internal process)</td>
</tr>
<tr>
<td><strong>FEEDBACK/COMPLAINTS</strong></td>
<td>URP</td>
</tr>
<tr>
<td><strong>CONTACTS</strong></td>
<td>Contacts on webpage:</td>
</tr>
<tr>
<td><strong>WEBSITE</strong></td>
<td><a href="https://www.uniupo.it/it/infostudenti/tasse-e-contributi">https://www.uniupo.it/it/infostudenti/tasse-e-contributi</a></td>
</tr>
</tbody>
</table>
EXEMPTIONS/REDUCTIONS

DESCRIPTION OF SERVICE
This involves: total exemption, partial exemption, extraordinary exemption due to merit, reductions for “pure” freshers and a reduction for credits acquired by a specific date (varies each academic year). Please consult the Manifesto degli studi e della contribuzione for details and deadlines.

WHO TO CONTACT
Student Services Office

METHOD AND PROCEDURE
For fee exemption applications, complete the form and attach a copy of a valid identity document before sending to the Student Services Office, using your own university email account, to: allegati.(acronimo del proprio dipartimento)@uniupo.it.* The Office will then eliminate the payment bills from your “Payments” page (if approved) and upload a bill for the virtual stamp duty to be paid.

TIME FRAME
10 days

FEEDBACK/COMPLAINTS
URP

CONTACTS
Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

WEBSITE
For exemptions: https://www.uniupo.it/en/studentinfo/fees-and-taxes/exemptions

LINK TO THE FORM
https://www.uniupo.it/en/studentinfo/forms-students

* See the General Contact Details section
4. Administrative activity during course

Generally, university programmes are managed by the Student Service Offices via the Student Portal. If you need help, contact UPO Risponde.

- ONLINE SERVICES
- STUDY PLAN
- ISSUE OF CERTIFICATES
- SELF-DECLARATIONS
- INTRA-UNIVERSITY TRANSFER
- CHANGE OF CLASS, CURRICULUM AND TEACHING HUB
- CHANGING FROM PART-TIME TO FULL-TIME STUDY (AND VICEVERSA)
## ONLINE SERVICES

<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>Access to wireless services; WiFi Open and Eduroam networks; DIR, UPO Frequency App, UniUpo App</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Online</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>All services can be activated according to instructions in the handbook published on the website.</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>Authorisation to access services - 24/48 hours after payment</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACT</td>
<td>UPO Risponde</td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="https://www.uniupo.it/en/services/it-online-services">https://www.uniupo.it/en/services/it-online-services</a></td>
</tr>
<tr>
<td>STUDY PLAN</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td></td>
</tr>
<tr>
<td><strong>DESCRIPTION OF SERVICE</strong></td>
<td></td>
</tr>
<tr>
<td>To draft a study plan, follow the rules established by your Department and course. Students must be registered for the current academic year and have received their confirmed student number.</td>
<td></td>
</tr>
<tr>
<td><strong>WHO TO CONTACT</strong></td>
<td></td>
</tr>
<tr>
<td>Teaching Office and Student Services Office or course tutor.</td>
<td></td>
</tr>
<tr>
<td><strong>METHOD AND PROCEDURE</strong></td>
<td></td>
</tr>
<tr>
<td>How to present your study plan (via web or paper-based) and deadlines for completion are stated in the Department websites.</td>
<td></td>
</tr>
<tr>
<td><strong>TIME FRAME</strong></td>
<td></td>
</tr>
<tr>
<td>As laid down by Departments</td>
<td></td>
</tr>
<tr>
<td><strong>FEEDBACK/COMPLAINTS</strong></td>
<td></td>
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<td>URP</td>
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<tr>
<td><strong>CONTACT</strong></td>
<td></td>
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<tr>
<td>UPO Risponde</td>
<td></td>
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<tr>
<td><strong>LINK</strong></td>
<td></td>
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<tr>
<td><strong>WEBSITE</strong></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.uniupo.it">www.uniupo.it</a> – Infostudents Section</td>
<td></td>
</tr>
</tbody>
</table>
Issuance of Certificates

**Description of Service**
Stamped certificates are valid and may be used between private parties. With public administrations or public service providers, self-certification statements are used (Law 183/2011, art.15).

**Who to Contact**
Student Services Office

**Method and Procedure**
1. Fill in the form for Request for Certificates and scan/photograph it
2. Scan/photograph the front and back of a valid identity document. Send the documentation to the Student Services Office using your official University email account, to: allegati.(acronimo del proprio dipartimento)@uniupo.it.*
3. The Student Services Office will upload the payment bill for stamp duty fees to your Student Portal account; the cost will be of 16 euro stamp duty for the request form, plus 16 euro stamp duty per copy of certificate(s) supplied.
4. Make the payment and advise the Office so they can issue the certificate.
5. The certificate will be issued as a PDF to the student’s university email address.

**Time Frame**
15 days

**Feedback/Complaints**
URP

**Contact**
Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**Website**
[www.uniupo.it](http://www.uniupo.it) - Infostudents - Documents and Statements

* See the General Contact Details section
### DESCRIPTION OF SERVICE
All self-declaration forms can be downloaded from the Student Portal ("Office-Certificates" section)
- Self-declaration of years of registration
- Self-declaration of registration with exams
- Self-declaration of degree with exams
- Self-declaration of fees for calendar year
- Self-declaration for professional licensing

### WHO TO CONTACT
Student Portal

### METHOD AND PROCEDURE
1. Log in to the Student Portal
2. Visit the section "Office - Certificates"
3. Print the self-declaration form

### TIME FRAME
Instant

### FEEDBACK/COMPLAINTS
URP

### CONTACT
Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

### WEBSITE
www.uniupo.it – Infostudents – Forms for Students
**DESCRIPTION OF SERVICE**

It is possible to transfer from one course to another within UPO. The procedure and deadlines are stated in the annual *Manifesto degli studi e della contribuzione*, which should be read carefully. If you wish to transfer to a state-regulated course, you must request a ‘nulla osta’ (dispensation) from the Student Services Office at your intended course department. If you wish to transfer to a capped number course, you should check the relative notices published on the appropriate Department website.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

1. Print and fill in the Transfer Application form
2. Fill in the first page and list all exams (including diagnostic/entrance tests) taken in the section “To be completed by students”. If no exams have been taken, simply write “I have taken no exams”
3. Scan/photograph the front and back of a valid identity document
4. Send all the documentation to the Student Services Office using your own university email address to: allegati.(acronimo del proprio dipartimento)@uniupo.it.*
   
   The date of sending is considered to be the official date of request
5. The Office will upload a payment bill for the stamp duty to your Student Portal account. The request will only be granted once the payment has been made.
6. The documentation will be transmitted to the Board of Studies Office, which will evaluate the request.
7. Once the Board of Studies has made a decision, the Student Services Office will proceed (if approved) to updating the Student's Academic Profile

**TIME FRAME**

120 days

**FEEDBACK/COMPLAINTS**

URP

**CONTACT**

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**WEBSITE**

[www.uniupo.it](http://www.uniupo.it) – Infostudents section - Transfers

**LINK TO THE FORM**

[https://www.uniupo.it/en/studentinfo/forms-students](https://www.uniupo.it/en/studentinfo/forms-students)

* See the General Contact Details section
### CHANGE OF CLASS, CURRICULUM AND TEACHING HUB

<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>It is possible to change degree programme, curriculum, or teaching hub. The procedure and deadlines are laid out in the annual <em>Manifesto degli studi e della contribuzione</em>, which should be read carefully.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Student Services Office</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>The procedure and deadlines are the same as those established for intra-university transfers.</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>120 days</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>Contacts on the webpage: <a href="https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts">https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts</a></td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="http://www.uniupo.it">www.uniupo.it</a> – Infostudents section</td>
</tr>
</tbody>
</table>
It is possible to change study regime, from part-time to full-time and vice versa. The procedure and deadlines are laid out in the annual **Manifesto degli studi e della contribuzione**, which should be read carefully.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

The procedure and deadlines are the same as those laid down for registration. Fill in the appropriate form and send it to Student Services using your own University email address, to: allegati.(acronimo del proprio dipartimento)@uniupo.it.*

**TIME FRAME**

20 days

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

**WEBSITE**

www.uniupo.it - Infostudents - Forms for students

* See the General Contact Details section
5. Tutoring

• ON-SITE ORIENTATION
To prevent and combat feelings of isolation which can lead to students dropping out, promoting students’ active participation in university life, the University offers a Tutoring service based on these needs:

- Welcoming freshers: particular attention is paid to freshers, to help them overcome a sense of isolation or loneliness which may arise from entering a world so different from secondary school (POP – Percorso Orientamento Primi anni - First years’ Orientation Track) and for assistance on course choices, analysis of educational needs and organisation of study, logistics, benefits linked to the right to higher education, etc.
- subject tutoring: supervised by teaching staff, this is a service offering specialist tutoring on individual subjects. The teacher-tutor provides useful tips on how to organise the study programme and on access to the main university services
- peer-tutoring: study support between peers, organised by university students (SOSTA, Cooperative Study Group)
- Orientation for undergraduates: this is an advisory initiative for graduates to help them when selecting an advanced course, for professional qualifications in specialised fields or in research.

**WHO TO CONTACT**
Orientation and Guidance Office

**METHOD AND PROCEDURE**
Services can be accessed by contacting the Orientation and Guidance Service (orientamento@uniupo.it) and filling in the request form on the university website:
https://www.uniupo.it/en/orientation/study-support/orientation-interview

**TIME FRAME**
Depends on the service requested

**FEEDBACK/COMPLAINTS**
URP

**CONTACT**
orientamento@uniupo.it
Tel. 0161 261 527 - 0161 228 428

**WEBSITE**
https://www.uniupo.it/en/orientation/study-support
6. Accessing financial aid for studies

- EDISU STUDY GRANTS
- UPO SUPPORT FOR THE RIGHT TO HIGHER EDUCATION
- INITIATIVES OF CULTURAL, SPORTS AND RECREATIONAL ACTIVITY FOR STUDENTS
- CANTEEN AND CATERING FACILITIES
- ATENEO + CARD
- SERVICES FOR STUDENTS WITH PHYSICAL AND LEARNING DISABILITIES
### DESCRIPTION OF SERVICE
These study grants are aimed at deserving students who achieve good results but lack financial means for study. They are endowed by the Regional Authority for the Right to Higher Education (EDISU), by a Call procedure for those who hold the correct requisites (published annually).

### WHO TO CONTACT
EDISU Offices

### METHOD AND PROCEDURE
Application procedures are stated in the EDISU Call announcement.

### TIME FRAME
As stated in the Call announcement.

### FEEDBACK/COMPLAINTS
Contact the EDISU Office

### CONTACTS
https://www.edisu.piemonte.it/en/locations-and-contacts/information-and-assistance

### WEBSITE
https://www.edisu.piemonte.it/en
Each academic year, the University offers assistance to deserving students:

- Student employment
- Tutoring positions

Teaching Office and Student Services at the University and departments

Requisites stated in the Call announcement

Time frames indicated in the Call announcement

URP

UPO Risponde
Student Services Vercelli - T. 0161.261566
servizi.studenti@uniupo.it
From Monday to Friday 9am-12pm

https://www.uniupo.it/en/services/working-university
<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>The University supports activities organised by the students themselves, through their associations, cooperatives or student groups. Resources are allocated annually, with sums allotted by the Board of Trustees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>Teaching Office and Student Services Office</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>Requisites and deadlines stated in the Call announcement</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>Annual Call</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>UPO Risponde</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:servizi.studenti@uniupo.it">servizi.studenti@uniupo.it</a></td>
</tr>
<tr>
<td></td>
<td>T. 0161 261 566</td>
</tr>
<tr>
<td></td>
<td>From Monday to Friday, 9am-12pm</td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="https://www.uniupo.it/en/services/cultural-recreational-and-sports-activities">https://www.uniupo.it/en/services/cultural-recreational-and-sports-activities</a></td>
</tr>
</tbody>
</table>
The canteen service is organised by various university-based canteens and outsourced facilities which have an agreement with the university. It is a fee-based service and the cost (full or discounted) depends on individual income and merit status. In the UPO areas, there are the university canteens in Alessandria (via Parma 36) and Novara (Via E. Perrone 22). There are also a number of facilities in Alessandria, Novara, Vercelli, Asti, Biella and Verbania, which offer an alternative service. The card to use canteen facilities is issued and managed by the Regional Authority for the Right to Higher Education (EDISU). To book the service, complete the online form found on the webpage: https://sia.uniupo.it/riservato/studenti/buoni_pasto.php

Uffici EDISU Offices

As stated in the Call announcements

• Grant-holders: deadlines stated in the Call
• Fee-payers: on demand

URP

https://www.edisu.piemonte.it/en/locations-and-contacts/information-and-assistance

https://www.uniupo.it/en/services/accommodation-and-catering/catering
| DESCRIPTION OF SERVICE | The Ateneo+ card attests to students’ enrolment at the university. Normally, the card is issued on-site by appointment. In moments of health crisis/emergencies, it is sent via post to your home address as provided in the enrolment application. The card can be used on the banking circuit without added costs: to purchase goods and services in Italy, abroad or online; to withdraw money from cashpoint machines / BPS cash machines; to pay university fees, MAV bills and PagoPA bills; to top up a phone card; for automatic debits for bills and utilities; to receive SMS security warnings; to recharge the card (BPS branches – SCRIGNO – bank transfer); to confirm bank transfers; to use online SCRIGNO services. |
| WHO TO CONTACT | Student Services Office |
| METHOD AND PROCEDURE | The procedure is activated automatically after enrolment. |
| TIME FRAME | Within 90 days of enrolment |
| FEEDBACK/COMPLAINTS | URP |
| CONTACTS | Upo Risponde  
  servizi.studenti@uniupo.it  
  T. 0161 261 566 |
  university-smart-card-student-record-book  
  https://www.ateneopiu.it/en/ 
  home?uniq=15a1998f481cf3febf8689fdaf7487dc |
### Description of Service

The University offers a number of services to assist students with physical or learning disabilities:
- Welcome services and care
- Orientation interviews for graduate study
- Escorting to lessons
- Tutoring
- Individual support
- Training and loan of support tools and equipment, including technological devices
- Total or partial exemption from university fees
- Support in applying for study grants from EDISU
- Careers advice at the end of the course
- Job interview (accompaniment to workplace)

### Who to Contact

Student Services Office

### Method and Procedure

UPO Risponde

### Time Frame

Varies according to specific activity

### Feedback/Complaints

URP

### Contacts

UPO Risponde
disabili_dsa@uniupo.it
T. 0161 261 531

### Website

https://www.uniupo.it/en/services/services-students-physical-or-learning-disabilities
7. IT support

- PRINTING ONLINE
- OFFICE 365
<table>
<thead>
<tr>
<th>DESCRIPTION OF SERVICE</th>
<th>This service offers printing, photocopying and scanning for students; the printers around the premises can be accessed using your Student Portal credentials and via a top-up system that can be acquired from the EasyPagamenti system.</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHO TO CONTACT</td>
<td>UPO Risponde</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>Online</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>Instant</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>URP</td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="https://www.uniupo.it/en/services/it-online-services/printing-service">https://www.uniupo.it/en/services/it-online-services/printing-service</a></td>
</tr>
<tr>
<td>DESCRIPTION OF SERVICE</td>
<td>UPO has started a new benefit in the context of Microsoft Campus Agreement signed with the American company. All students have free access to the “Office 365” suite apps for 3 years and have up to 5 installations of the Office suite available on PC, Mac, smartphone and tablet.</td>
</tr>
<tr>
<td>WHO TO CONTACT</td>
<td>For students, the benefit is automatically started once the registration is completed, and when the individual email is created. To use the service, please, access the portal.office.com site and log in with your student email.</td>
</tr>
<tr>
<td>METHOD AND PROCEDURE</td>
<td>Online</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>Instant</td>
</tr>
<tr>
<td>FEEDBACK/COMPLAINTS</td>
<td>URP</td>
</tr>
<tr>
<td>CONTACTS</td>
<td>URP</td>
</tr>
<tr>
<td>WEBSITE</td>
<td><a href="https://www.uniupo.it/en/services/it-online-services/office-365">https://www.uniupo.it/en/services/it-online-services/office-365</a></td>
</tr>
</tbody>
</table>
8. Experiences abroad

- ERASMUS
- FREE MOVER
- FREE MOVER FOR PROJECTS
- DUAL QUALIFICATION
**DESCRIPTION OF SERVICE**
The University offers the chance to spend a period abroad with the traditional Erasmus programme, to follow courses (Erasmus for study), or work experience (Erasmus Traineeship).

**WHO TO CONTACT**
Erasmus and International Students’ Office

**METHOD AND PROCEDURE**
Applications via annual Call procedure

**TIME FRAME**
Laid down in individual Call announcements

**FEEDBACK/COMPLAINTS**
URP

**CONTACTS**
UPO Risponde

**WEBSITE**
www.uniupo.it - International Section
| **DESCRIPTION OF SERVICE** | The University offers students the change to spend a period abroad for study, work experience or research aimed at the thesis, with the Free Mover programme, also outside Europe and for short-term periods. |
| **WHO TO CONTACT** | Teaching Office and Student Services Office |
| **METHOD AND PROCEDURE** | See the Department websites and specific Call announcements |
| **TIME FRAME** | Established in the individual Call announcements |
| **FEEDBACK/COMPLAINTS** | URP |
| **CONTACTS** | UPO Risponde |
| **WEBSITE** | Department websites / Free Mover page |
### Description of Service

According to the programme “Free Mover for Projects”, curricular courses (already included in the university range) must be flanked by a complementary section that is held abroad, based on a project that fulfils specific requisites laid down by the teacher of the course and approved by the University’s International Relations Board.

### Who to Contact

Teaching Office and Student Services Office

### Method and Procedure

Application via annual Call

### Time Frame

Stated in the individual Call announcements

### Feedback/Complaints

URP

### Contacts

UPO Risponde

### Website

Department websites / Free Mover webpage
### DUAL QUALIFICATION

**DESCRIZIONE DEL SERVIZIO**

The University offers the chance to pursue a dual qualification, i.e. one which is valid both in Italy and another participating country. This means that users can enjoy the benefits of both universities, paying the fees in just the original university.

The two universities are attended in alternate years, establishing a study programme that suits both personal requirements and the educational opportunities on offer.

It is necessary to check on the University website which courses offer this opportunity.

**A CHI RIVOLGERSI**

Teaching Office and Student Services Office

**MODALITÀ E PROCEDURA**

Application via annual Call

**TEMPI**

Established in the Call announcement

**RECLAMI**

URP

**CONTATTI**

UPO Risponde

**SITO**

[www.uniupo.it](http://www.uniupo.it) – International Section
9. Completing a traineeship

- CURRICULAR, EDUCATIONAL AND ORIENTATION TRAINEESHIPS
A traineeship is a period spent working in a company, authority or institute. It rounds off a university course, allowing the students to alternate between work and study in a training opportunity, facilitating professional and career choices.

Curricular, educational and orientation traineeships are available. To request a curricular traineeship, please read the procedures laid down in the University website.

Departmental traineeship project managers

Refer to the procedure laid out in Department websites.

Within 15 working days:
- If a partnership with the organisation is already active and valid; from the request for activation by the company and/or authorisation of the Departmental entities involved, if later
- If the agreement is to be signed/re-signed: from receipt of the signed Agreement and/or authorisation by the Departmental entities involved, if later.

To activate extracurricular traineeships, the time starts from the moment the companies provide the mandatory communication on the regional website.

URP

The complete list of traineeship managers can be found at: https://www.uniupo.it/en/job-placement/work-placements-and-internships/activation-and-contacts

www.uniupo.it – Job Placement, Internships and Traineeships section
10. Trasferring or quitting course

- TRANSFERRING TO ANOTHER UNIVERSITY
- TRANSFERRING TO UPO FROM ANOTHER UNIVERSITY
- WITHDRAWAL FROM COURSE
- SUSPENSION OF STUDIES
- LEAVE OF ABSENCE
- SUSPENSION OF STUDIES AND RESTARTING – RECOGNITION OF PREVIOUS STATUS
Students can transfer to another university following the procedure and deadlines stated in the annual Manifesto degli studi e della contribuzione, which should be read carefully. Students must check that the destination university is willing to accept them, as well as the procedures and deadlines. If the degree programme is state-regulated, a dispensation must be obtained from the destination department.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

1. Ask the Office, via UPO Risponde, to issue the payment bill for the stamp duty and “transfer fee”
2. Carry out payment
3. Print the “Transfer Application Form”
4. State exactly and precisely all information about the destination university and course
5. scan/photograph the front and back of a valid identity card
6. scan/photograph all the documentation and send it to the Office using your own official university email address, to: allegati.(acronimo del proprio dipartimento)@uniupo.it*
7. The Office will supply the release form to the other university

**TIME FRAME**

*Open access courses*: max 90 days after the request is made.
*Capped and regulated courses*: depends on the Call regulations and classification in the ranking

**COST**

Fee of 100 euro

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**WEBSITE**

[www.uniupo.it](http://www.uniupo.it) – Infostudents – Transfers

**LINK TO FORM**

[https://www.uniupo.it/en/studentinfo/forms-students](https://www.uniupo.it/en/studentinfo/forms-students)

* See the General Contact Details section
### Description of Service

Students can transfer to UPO from another university according to the procedures and deadlines established in the annual Manifesto degli studi e della contribuzione, which should be read carefully. The transfer is managed according to whether it is an open access degree programme, capped number course or state-regulated course.

### Who to Contact

Student Services Office

### Method and Procedure

1. Once the official release document arrives from the university of origin, the Student Services Office will contact the applicant
2. follow the instructions provided for enrolment “for transfer” and payment of fees
3. print the “Status Recognition” form from the other university
4. state on the first page of the form all the information necessary to identify the original and destination universities and courses. In the section “To be completed by student” state all the exams taken previously for which recognition is requested, including diagnostic/entrance tests. If no exams have been taken, simply write “I have taken no exams”.
5. scan/photograph the front and back of a valid identity document
6. scan/photograph all the documentation and send it to the Office, using your own university email address, to: allegati.(acronimo del proprio dipartimento)@uniupo.it
7. the Office will upload the payment bill for the virtual stamp duty to your Student Portal for payment as soon as possible. No further action will be taken until payment is made
8. the documentation is sent from the Office to the Course Board who will evaluate the request
9. after receiving the decision from the Board, the Office will update the student’s university status/profile
10. Draft the study programme once recognition is awarded

### Time Frame

120 days from enrolment

### Feedback/Complaints

URP

### Contacts

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

### Website

[www.uniupo.it – Infostudenti – Transfers](http://www.uniupo.it)

### Link to Form

[https://www.uniupo.it/en/studentinfo/forms-students](https://www.uniupo.it/en/studentinfo/forms-students)

* See the General Contact Details form
### DESCRIPTION OF SERVICE
You can leave the course/university at any time, if all due payments are up-to-date. Withdrawal is irreversible.

### WHO TO CONTACT
Student Services Office

### METHOD AND PROCEDURE
The form to activate withdrawal from the course is online on the Student Portal (Section “Carriera - Domanda chiusura carriera” - University Track - Form to withdraw from university”), completing all necessary steps. It is possible to check the status of the request until the definitive withdrawal. After presenting the request, payment will be due of the virtual stamp duty tax (this payment is mandatory in order for the request to be accepted).

Before filling in the request form, check these three points:
1. all payments for the years of registration on the course must be up-to-date (in the event of non-payment of expired instalments, these must be settled before requesting withdrawal). Please read carefully the Manifesto degli studi e della contribuzione
2. any exams taken must be officially approved/registered before requesting withdrawal
3. in previous years, no exams have been taken, registration has not been renewed and no conditions exist to indicate forfeiture of study.

### TIME FRAME
15 days

### FEEDBACK/COMPLAINTS
URP

### CONTACTS
Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

### WEBSITE
[www.uniupo.it](http://www.uniupo.it) - Infostudenti - Withdrawal, suspension and other academic career events
### SUSPENSION OF STUDIES

**DESCRIPTION OF SERVICE**

It is possible to ask for a suspension of studies in these cases:
- Intention to study at Italian military academy or foreign university
- Intention to enrol on a Master's programme (first or second level)

In both these cases, it is necessary to request approval within the deadlines stated for registration in the new academic year (i.e. before renewing registration and before payment of the first instalment if due). This deadline is compulsory and allows for no reimbursement.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

The suspension must be requested each year until no longer appropriate.

The suspension does not affect student status. Once the suspension is approved, the request is irreversible for the entire academic year. No exams may be taken or credits acquired during the academic year of suspension.

The student requesting a suspension must
1. send the request form to the Office using his/her own university email address, to:
   allegati(acronimo del proprio dipartimento)@uniupo.it*
2. attach a self-declaration that includes all useful information to identify the reason for the request for suspension (e.g. name of academy and period; Master’s course title and period, etc)

The Office will upload the payment bill for the virtual stamp duty and suspension request fee of 150 euro to the Student Portal account.

**TIME FRAME**

20 days

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**WEBSITE**

[www.uniupo.it](http://www.uniupo.it) - Infostudenti - Withdrawal, suspension and other academic events

**LINK TO FORM**

[https://www.uniupo.it/en/studentinfo/forms-students](https://www.uniupo.it/en/studentinfo/forms-students)

* See the General Contact Details section
You may request leave of absence from your studies only for these reasons:

- birth of a child. The request must be made for the year in which the child is born and applies to the academic year in which the request is made.
- serious and long-term illness. This applies to the academic year in which the request is made and may be extended if the illness/condition continues.

In these cases, where possible, the applicant must make the request within the administrative deadlines laid down for registration in the new academic year, i.e. before renewing registration and definitely before payment of the first instalment where due. If the cause of leave of absence occurs after making the payment, a late application may be presented.

Students requesting leave of absence must:

1. send the application to the Office using their own university email account to: allegati.(acronimo del proprio dipartimento)@uniupo.it*
2. attach all necessary documentation: for the birth of a child, self-certification of the birth or a doctor's certificate with the presumed date of birth; for illness, a specialist doctor's certificate.

The Office will upload a payment bill for the virtual stamp duty and a fee of 150 euro for the leave of absence, to your own Student Portal account.

Once the leave of absence has been approved, the request may not be revoked within the same academic year. No exams may be taken or academic credits acquired during the year of leave of absence.

20 days

Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

* See the General Contact Details section
DESCRIPTION OF SERVICE

Individuals who stopped their studies for 2 academic years or more and wish to restart their course by registering for the current academic year, must pay the fees for all academic years in which he/she was registered, as well as a recognition fee of 150 euro for each academic year that has passed in which they were not registered.

WHO TO CONTACT

Student Services Office

METHOD AND PROCEDURE

1. Fill in and sign the Recognition form, indicating the academic years skipped
2. scan/photograph the signed form
3. scan/photograph the front and back of a valid identity document
4. send all documentation to the Student Services Office using your official University email account, to:
   allegati.(acronimo del proprio dipartimento)@uniupo.it*
5. The Office will upload the payment bill for stamp duty and fee for recognition of student status/profile to the Student Portal.
6. The student file/status will be reactivated following payment.

TIME FRAME

20 days

FEEDBACK/COMPLAINTS

URP

CONTACTS

Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts

WEBSITE

www.uniupo.it - Infostudenti - Withdrawal, suspension and other academic events

* See the General Contact Details section
11. Graduation

- ADMISSION TO FINALS
- ISSUE OF DIPLOMA SUPPLEMENT
- ISSUE OF DEGREE CERTIFICATE
| DESCRIPTION OF SERVICE | The study programme ends with the final exam/defence of the thesis. To find out the rules and deadlines to respect (e.g. for submission of thesis title, name of requested supervisor, graduation application), students must check the individual Department websites as each course follows different procedures. |
| WHO TO CONTACT | Student Services Office |
| METHOD AND PROCEDURE | send all documentation to the Office using your official university email account, to: allegati.(acronimo del proprio dipartimento)@uniupo.it* |
| TIME FRAME | This varies according to the course or Departments. |
| FEEDBACK/COMPLAINTS | URP |
| CONTACTS | Contacts on the webpage: https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts |
| WEBSITE | Department websites |

* See the General Contact Details section
The Diploma Supplement is an additional document alongside the official qualification achieved at the end of a study programme, issued in Italian and English. It supplies a description of the type, level, context, content and status of studies completed, according to a standard model developed by the European Commission, European Council and UNESCO.

**WHO TO CONTACT**

Student Services Office

**METHOD AND PROCEDURE**

One copy is issued with the degree diploma. For more copies:
1. fill in the Certificate Request form and at the bottom, in the “Other Type” space, write: Diploma Supplement
2. scan/photograph the front and back of a valid identity document
3. scan/photograph the application form
4. send all the documentation to the Student Services Office, using your own university email account, to:
   allegati.(acronimo del proprio dipartimento)@uniupo.it*
5. The document copy will be sent to the applicant’s university email address.

**TIME FRAME**

30 days

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

**WEBSITE**

[https://www.uniupo.it/en/studentinfo/forms-students](https://www.uniupo.it/en/studentinfo/forms-students)

* See the General Contact Details section
### DESCRIPTION OF SERVICE

The degree certificate is the definitive qualification, with legal value, issued by the University once a programme has been successfully completed.

### WHO TO CONTACT

Student Services Office

### METHOD AND PROCEDURE

Usually, a degree certificate is awarded during Graduation Day, on the first Saturday in June. In a period of national emergency or at other times of the year, an appointment must be made with Student Services. The student must go in person on the day of the appointment to retrieve the certificate, with a valid identity document (another person may be delegated to do this, if in possession of ID and proxy statement signed by the student being awarded the certificate).

### TIME FRAME

- Awarded at the Graduation Day ceremony.
- At other times of the year, the certificates may be collected usually 6 months after graduation.

### FEEDBACK/COMPLAINTS

URP

### CONTACTS

Contacts on the webpage: [https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts](https://www.uniupo.it/en/studentinfo/assistance-and-contacts/useful-contacts)

### WEBSITE

[https://www.uniupo.it/en/studentinfo](https://www.uniupo.it/en/studentinfo)
12. After graduation

- CAREERS ADVICE
- CVs FOR REFERENCE AND DOWNLOAD
- RESEARCH DOCTORATE
- SCHOOLS OF SPECIALISATION (MEDICAL SUBJECTS)
- SCHOOL OF SPECIALISATION (PHARMACY)
- STATE EXAMS
- DEGREES AND PROFESSION-BASED COURSES
- TEACHER TRAINING (24 academic credits)
<table>
<thead>
<tr>
<th><strong>DESCRIPTION OF SERVICE</strong></th>
<th>The University offers courses and seminars on job recruitment; the University Careers Day; company presentations; careers interviews and editing of CVs, information on apprenticeships in advanced training and research.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WHO TO CONTACT</strong></td>
<td>Job Placement Office</td>
</tr>
<tr>
<td><strong>METHOD AND PROCEDURE</strong></td>
<td>According to the procedures indicated on the specific website</td>
</tr>
<tr>
<td><strong>TIME FRAME</strong></td>
<td>Varies, depending on the service</td>
</tr>
<tr>
<td><strong>FEEDBACK/COMPLAINTS</strong></td>
<td>URP</td>
</tr>
<tr>
<td><strong>CONTACTS</strong></td>
<td><a href="mailto:jobplacement@uniupo.it">jobplacement@uniupo.it</a></td>
</tr>
<tr>
<td><strong>WEBSITE</strong></td>
<td><a href="http://www.uniupo.it">www.uniupo.it</a> - Job Placement Section</td>
</tr>
</tbody>
</table>
The University provides the curriculum vitae of students and graduates on the portal; by using the filters, users can select specific search terms to identify individuals that respond to their needs. The company/organisation may then contact the individuals of interest with job placement offers.

**WHO TO CONTACT**
Job Placement Office

**METHOD AND PROCEDURE**
Procedures are outlined on the specific webpage

**TIME FRAME**
Within 5 working days of request

**FEEDBACK/COMPLAINTS**
URP

**CONTACTS**
jobplacement@uniupo.it

**WEBSITE**
www.uniupo.it – Job Placements Section
| DESCRIPTION OF SERVICE | A research doctorate (PhD) is the highest level qualification in the Italian academic system. The aim is to provide all necessary skills and knowledge to be able to work in the field at universities, public and private organisations, or in top-level research activity. The Research Doctorates Office deals with organisation of doctoral courses, managing enrolment on courses, academic track of PhD students and the issue of certificates. |
| WHO TO CONTACT | Research Sector - Research Doctorates Office |
| METHOD AND PROCEDURE | Telephone, email, registration form |
| TIME FRAME | Varies according to request made |
| FEEDBACK/COMPLAINTS | URP |
| CONTACTS | mario.repole@uniupo.it  
T. 0161 261 522 |
| WEBSITE | www.uniupo.it - Courses - Research doctorates |
| DESCRIPTION OF SERVICE | The Schools of Specialisation are academic structures that offer university courses to train specialist doctors in the medical field. These courses are state-regulated programmes: admission is obtained via national Calls. The Schools of Specialisation Office deals with organising the Schools, managing registration for courses, student records/tracks and the issue of end-of-course certificates. |
| WHO TO CONTACT | Schools of Specialisation Office |
| METHOD AND PROCEDURE | Telephone, email, helpdesk |
| TIME FRAME | Varies according to service requested |
| FEEDBACK/COMPLAINTS | URP |
| CONTACTS | uus@med.uniupo.it  
Tel. 0321 375 242 / 241 |
| WEBSITE | www.uniupo.it - Courses - Schools of Specialisation
DESCRIPTION OF SERVICE
The programme lasts four years and is accessible via annual public Call (based on qualifications and exams). To prepare for the selection procedure, you can view the types of questions and must refer to the Syllabus: everything is published on the website www.dsf.uniupo.it
The teaching office of the Department of Pharmaceutical Sciences deals with the Call, registration for courses, academic records/track of students and the issue of certificates.

WHO TO CONTACT
Teaching Office of the Department of Pharmaceutical Sciences

METHOD AND PROCEDURE
UPO Risponde

TIME FRAME
Varies, according to service requested

FEEDBACK/COMPLAINTS
URP

CONTACTS
UPO Risponde

WEBSITE
https://www.dsf.uniupo.it/tutto-studenti/offerta-formativa/scuola-di-specializzazione-farmacia-ospedaliera
STATE EXAMS

DESCRIPTION OF SERVICE
The University lists state exams for these professions:
• specialised social worker and general social worker
• Biologist and junior biologist
• Certified auditors and accounting professionals
• Pharmacist
As part of the exam sessions for Certified Auditors and accounting professionals, there are also tests and supplementary exams for the licence to practise as an External Auditor.
The offices deal with registration procedures, issue of licences and certificates.

WHO TO CONTACT
Student Services offices of the Departments or the Teaching and Students Department - State Exams

METHOD AND PROCEDURE
UPO Risponde

TIME FRAME
Varies, according to service required
Issue of diplomas: according to ministerial time frames

FEEDBACK/COMPLAINTS
URP

CONTACTS
UPO Risponde

WEBSITE
www.uniupo.it - Courses - State Exams
**DESCRIPTION OF SERVICE**

The Master’s programmes last at least one academic year and involve the collection of 60 academic credits per year. They are not permanently available in the university range of programmes – they are activated annually for flexibility, to supply opportunities for updating skills in an ongoing and targeted manner. The Educational Projects Office deals with organisation of the Master’s degrees. The Student Services Offices in the departments are responsible for course registration, student records/tracks and issue of certificates.

**WHO TO CONTACT**

Educational Projects Office (activation)
Education Office and Student Services of the Departments (academic track/records management)

**METHOD AND PROCEDURE**

As stated in the Master’s Call announcements

**TIME FRAME**

As stated in the Master’s Call announcements

**FEEDBACK/COMPLAINTS**

URP

**CONTACTS**

progetti.didattica@uniupo.it
T. 0161 228 431

**WEBSITE**

[www.uniupo.it - Courses - Master’s](http://www.uniupo.it)
One of the admission requisites in the teacher training Call is the possession of 24 academic credits in subjects approved by ministerial decree 616/2017: pedagogy, special education, and inclusive teaching; psychology; anthropology; teaching methodologies and technologies. After the degree, it is possible to acquire missing credits by registering on freestanding courses. If some academic credits have been acquired at another university, the time frame for issue of the certificate will depend on the other university.

Teaching and Student Services Department

The certificate may be requested in specific periods of the year, which are established annually. The application must be presented by filling in the online form. A fee is due for issue of the certificate - the payment bill must be generated by following the procedure laid out on the website. The fee is not due if all academic credits were collected from courses held by the Università del Piemonte Orientale. Once the request has been received and all necessary checks have been carried out, the student will receive an email stating how the certificate is issued - with a virtual stamp or by self-certification, as chosen by the student. If the examination board identifies a failure to satisfy all requisites and refuses to issue the certificate to candidates who already paid the fee, a credit note to that value will be issued, which can be used for registration on individual freestanding courses at the Università del Piemonte Orientale in order to reach the required 24 credits.

Decision from the Commission within 30 days of the online request. Certificate/self-certification within 30 days of the response to the request.

URP

UPO Risponde
24cfu@uniupo.it

www.uniupo.it - Courses - Teacher Training
13. Library services
The Università del Piemonte Orientale Student Charter incorporates the University Library System Charter, as approved by the university boards on 25 and 29 January 2021 (here reported in full).

UNIVERSITY LIBRARY SYSTEM

CHARTER OF SERVICES

PREFACE

The Charter of Services is a document that lays down the terms and conditions of transparent collaboration between the University Library System (ULS), i.e. the network of library services and structures of the Università del Piemonte Orientale, and its users.

Aim of the Charter of Services:

• To inform users about services offered by the ULS and ways in which they are provided to respect quality benchmarks involving accessibility, impartiality, promptness, transparency and efficiency

• Promote positive and transparent interaction between users and the ULS, explaining the reciprocal rights and duties in order to improve and maintain service quality.

The Charter of Services is updated usually every four years to ensure it fulfils operational requirements and user demands, or for reasons of urgency/necessity.

ART. 1 - QUALITY INDICATORS AND STANDARDS

The University Library System (ULS) undertakes to establish quality indicators based on national and international standards in the field and professional recommendations, and to use these in the organisation and completion of its activity, particularly in supplying services to users.

The ULS undertakes to collect the necessary data (via internal feedback on activities carried out and ad hoc surveys) to identify the level of user satisfaction, and publish regular reports with updated results to the ULS website (http://sba.uniupo.it).

Measurement and evaluation of service and resource quality is carried out for the ongoing improvement and definition of guidelines with commitment to development by the ULS.

ART. 2 - USERS OF THE UNIVERSITY LIBRARY SYSTEM

All individuals who use the ULS services, areas and equipment are classed as users. Two types of users may be identified:

• Institutional users, i.e. all those officially linked to the University - students, PhD students, fellows, postdoc researchers, teaching staff and technical-administrative staff, ex-students

• Non-university users, i.e. all those who are not institutional users: citizens of 16 years or older, high school students, members of affiliated associations, organisations, other universities and libraries.
ART. 3 - THE UNIVERSITY LIBRARY SYSTEM SERVICES

The ULS offers its users a range of services, subject to terms and conditions described here below. The minimum guaranteed standards are indicated for each aspect of the service provided.

The ULS pursues goals of uniformity, homogeneity, and simplification of procedures while maintaining quality, updating and development of the library collections in order to respond to educational, study and research needs.

For particular operative, organisational and subject area needs, some services may be organised differently in each Library structure.

ART. 3.1 - ACCESSIBILITY

Areas and structures
The ULS Libraries allocate equipped areas for reading and study at the library premises, subject to the resources available, structural restrictions and safety regulations.

In the ULS Libraries, books and documentary material are (where space allows) laid out on open shelves and so accessible directly to library users; the system is well-illustrated and described with appropriate signs.

Part of the paper-based material may be found in storage. These materials, for safety reasons, may only be accessed directly by staff (on request of user) in the hours established by the rules of each library.

In order to protect its resources, each library is equipped with anti-theft devices and security machines.

Opening times for general public
The ULS Libraries guarantee all-day opening, for at least 35 hours per week (Monday to Friday), except on local or national holidays falling within the week.

The Libraries may schedule periods of closure or reduced opening hours for organisational needs or auditing and reorganisation of books/documents or areas, furnishing and equipment.

Any variation or reduction in opening hours is duly published and communicated to users by paper or online means (Library and ULS websites, and social media where possible).

Access to services
To access services, users must be registered and request enrolment with a library in the ULS. Use of library books onsite is free in all ULS libraries, also without registration, subject to presentation of ID where required.

ART. 3.2 - THE SERVICES

Access and use of materials for reference purposes
Access to the ULS Libraries and use of their books/documents is free of charge and guaranteed to all users. For some types of books/library materials, there may be a charge for expenses incurred.
The ULS Libraries guarantee appropriate tools for bibliography and document research, suitable for purpose.

**Assistance and guidance**
The ULS undertakes to provide, via its library staff and employees, assistance and the information necessary to use the services offered.
Assistance is ongoing throughout opening hours, subject to operational requirements.
The ULS and Libraries provide information services and assistance for research through the institutional websites, apps, email, paper-based info material and social network where possible, guaranteeing regular updating of information.
The ULS and libraries organise educational and updating activities to develop and improve users’ research skills (Information Literacy), teaching them how to use catalogues and online or paper resources.

**Copying and printing documents**
The ULS Libraries may hold equipment for the copying and printing of library content/documents, in full respect of copyright laws and licences signed with suppliers.
The Libraries may refuse to allow copying of rare or fragile materials, limiting this service only to documents which are not released for general loan.
The Libraries allow users to print from available PCs which are used to consult databanks and electronic resources.
The copying and printing service is self-service and subject to payment, for all users.

**Local loans**
Paper-based books and documents or e-books may be taken out on loan.
Lending is free of charge and allowed to all institutional users and non-institutional visitors in the event of agreements or reciprocal deals with other universities, research centres, organisations and associations.
For other external users, please refer to the regulations of the library in question.
To access the loan service, the user must be registered with a ULS library.
Each Library defines in their regulations the organisation of the loan service, terms and conditions, excluded documents, fines in the event of damage, late return or failure to return the item.
The Libraries must in all cases guarantee the widest distribution possible of library materials and documents.

**Inter-system Loan Service**
The ULS Libraries undertake to supply institutional users with documents held at other ULS libraries which adhere to the inter-system distribution policy.

**Inter-library Loans**
The ULS recognises the strategic importance of collaboration between libraries in order to promote study and research. It therefore sets out to:
- apply to other Italian and foreign libraries for loans of books not held in the ULS Libraries
• Loan university library books to other Italian and foreign libraries.
The service is guaranteed for institutional users.
Each library establishes its own rules on methods of use (type of material that can
be loaned, duration of loan, numbers of books that can be requested, how to make a
request and do research, charge for expenses) and the type of users that may request
the service.

General rules for users
When the loan period expires, Libraries are obliged to insist on the return of loaned
books even if the user, informed of the deadline, has not read/finished the work. Any
eventual costs must be charged to the user.
When the material arrives, the user will be notified and may collect the book from the
Library where it was requested.

Rules for Libraries
The request, complete with bibliographic references and location, may be sent to
the individual Library by the ULS ILL (for libraries which activated the service, or by
email.
The fee for charges incurred is regulated by the Libraries’ rules.
The Libraries undertake to:
• respond to the request for interlibrary loans from libraries within the time frame
  indicated in the minimum standards (point 3.4)
• duly inform libraries of the availability or non-availability of materials/documents
  requested and the method of collection or receipt of such.

Supply of documents
The ULS Libraries, via the NILDE platform, undertake to supply institutional users with
copies of journal articles and chapters of books, in accordance with current laws on
copyright and licences signed with suppliers. The supply occurs in the event that a
document is not already held in the ULS Libraries.
This guarantee is also extended to external libraries for documents held by ULS.
Each library establishes its own rules on methods of use (type of material that can
be loaned, duration of loan, numbers of books that can be requested, how to make a
request and do research, charge for expenses) and the type of users that may request
the service.

General rules for institutional users
Requests for articles or book chapters must be made, usually, via the NILDE service or
(in libraries which have not activated this service) via email.
When pursuing documents, free-of-charge loans in the reciprocal exchange
agreement are favoured; when this is not possible, the user must be asked to pay
expenses incurred.
When the item(s) arrives, the user will be notified and may collect a copy of the
document at the Library where the application was made or, on request, from another
ULS library.
**Rules for Libraries**

The request, complete with bibliographic references and location, may be sent to an individual library via NILDE (when the library in question is part of this service) or by email for other universities.

The request for any expenses incurred in receiving the item is regulated by the Libraries’ internal regulations.

The documents will be sent via electronic means with secure systems that delete the article online after printing, or by fax/first-class post.

The Libraries undertake to:

- respond to the request for documents from libraries within the time frame indicated in (point 3.4)
- duly inform libraries of the availability or non-availability of the materials/documents requested and the method of collection or receipt of such.

**Consultation of Library resources**

The ULS Libraries guarantee users:

- Assistance and individual instruction on the use of available resources, access to information and useful documents for teaching, study and research.
- Training and updating activity on the use of catalogues and paper-based or online resources, according to the needs of different types of users.

**Acquisition and provision of books/articles/documents**

The ULS undertakes to acquire resources needed for research and educational activity, with particular attention to texts used in teaching.

Acquisitions are subject to financial resources and the policy of developing collections approved by the University Library Commission.

Users may propose the purchase of books or other material not available in the University libraries. Proposals should be presented, preferably via MyBiblio on the BiblioUPO catalogue. Alternatively they may be sent by email to the heads of libraries, who will then evaluate the subject materials already present in the library and availability of funds.

Books, articles and documentary materials are catalogued by library staff using automated methods and according to national and international regulations.

Catalogue records by the library interact with the University OPAC (Online Public Access Catalogue), BiblioUPO.

ULS Libraries may assist in creating special or subject catalogues.

**Services for users with disabilities**

The ULS Libraries offer specific services for users with disabilities, working to remove any obstacles or impediments to library service use.

Some libraries offer tools and technologies for reading and consultation of electronic resources for users with disabilities.
ART. 3.3 - DIGITAL LIBRARY SERVICES

The ULS undertakes to exploit all new technologies and opportunities offered by the internet to:

- improve existing services
- create new services
- promote access to services, particularly for vulnerable users or those with disabilities.

Digital Library resources and services: access and use

The digital library is a collection of catalogues, bibliographies, databanks, periodicals and e-books that the Libraries select, acquire, organise and make available to users. For optimal use of the digital library, the ULS undertakes to offer:

- a service that is as quick and intuitive as possible for access to electronic resources
- specialist tools for research and localisation of documents
- assistance for users of library materials

Digital Library resources and services are accessible from all the University network computers. The ULS undertakes to guarantee remote access to digital resources subject to procedures allowed by technologies available and supplier contracts.

Access to resources and services is reserved to institutional users and external users who have been presented with login credentials.

Free or open-access content are available to all users from any PC.

Any interruption or malfunction of resources must be signalled via the UIS and Library websites.

Updating of services and content takes place regularly through the ULS and Library websites.

The ULS undertakes to periodically monitor user satisfaction levels.

The efficiency of electronic resources acquired from the University will also be monitored via the data collected during this usage.

Access to internet

The ULS provides work stations with PCs for browsing on internet and searching the electronic resources in stock. The service is available in all the University libraries and is aimed at institutional and external users who have applied for login credentials. Non-authorised users of the University, all users with EDUROAM credentials and external users who have been given specific credentials, may connect to internet with their own electronic devices using the WiFi system.

Consultation of the University catalogue

Materials held at the ULS Libraries are listed and described in the online catalogues (OPAC) which are freely accessible online, also outside of the University network.

The catalogues are regularly updated and allow users to identify and locate various documents/materials, with details of the libraries which stock them.
Using the SebinaNext app and BiblioUPO catalogue (https://upo.sebina.it), the ULS offers institutional and external users personalised services, including:
- checking availability of books on loan
- duration of current loans and deadline warnings
- reservation of books currently on loan
- reservation of PC workstations to consult databanks and for academic research
- proposals for purchasing, creation of lists and bibliographies

Digital lending
The ULS offers an online lending service of e-books. The loan is normally free of charge, reserved to institutional users. The procedures for loans are outlined by the platforms used, as well as in each individual library’s regulations.

ULS websites and Libraries
The ULS and Libraries use internet as a key tool of communication with users.
The ULS undertakes to offer constantly and promptly updated information on services, addresses, timetables and contact details for each library, as well as shared initiatives and specific details on each structure (events, courses, etc).
Also, it undertakes to organise the webpages as a local access channel for shared resources of all ULS libraries, such as the University catalogue (OPAC), e-resources and connected services.

University Archive
The ULS collaborates with the University Research Department for archiving of PhD theses and research studies, as laid down by national and international regulations.
Specifically, the ULS manages the archiving service and access to PhD theses in electronic form in the university archive IRIS-UPO. The ULS supplies information and organises meetings on the regulations controlling copyright and issues linked to open access and open science, checking that all thesis data is correctly included and managing open access publications.
The ULS collaborates for correct adherence to University policy on open access publications.

ART. 3.4 - MINIMUM SERVICE STANDARDS
The ULS guarantees these minimum service standards:

On-site lending and consultation
On-site use of materials is guaranteed for at least 35 hours per week from Monday to Friday, excluding bank holidays, national or local, except in the case of scheduled timetable changes.

Bibliographic consultation
The Libraries undertake to handle (within one working day) requests sent from institutional email addresses.
ILL - InterLibrary loans and DD – Document delivery

The libraries undertake to:

- Deal with loan/document requests as quickly as possible, or in an average timeframe of 2 working days (maximum 5 working days from receipt of request)
- In the event that the book/document is not possible to supply, to send within 2 working days on average a communication of aforesaid impossibility, stating the reasons for which

ART. 3.5 - THIRD MISSION

The ULS contributes to the University third mission activity, promoting access to bibliographic material and services by all citizens, subject to the methods and restrictions laid down by each library’s regulations.

The ULS promotes collaboration and cooperation with other libraries in Italy, particularly fostering their admission to the ULS UPO system.

The ULS organises activities, initiatives and events to engage the local community, contributing to cultural and social growth of the region in a goal of reciprocal exchange of knowledge and know-how.

ART. 4 - RELATIONSHIP WITH USERS

The ULS Libraries are committed to establishing a relationship based on respect and collaboration with users to guarantee excellent service provision in terms of efficiency and quality.

In its relationship with users and provision of services, the ULS works according to principles of:

- Impartiality
- Propriety
- Free expression and respect for others’ ideas and opinions

The ULS does not promote or sponsor initiatives of a political, unionist, or religious manner set up with the exclusive aim of propaganda or proselytism, or facilitate funding of said groups.

ART. 4.1 - USER RIGHTS

Right to information

Users have the right to:

- Receive full and complete information, which is clear and prompt, on times and methods of service provision
- Be informed on current status of their requests
- Access all information that concerns them, particularly regarding restrictions in access to services or sanctions imposed due to failure to respect regulations.

Right to access services

Users have the right to access services offered, in accordance with the procedures established in this Charter and the regulations of each Library.
Right to regular service
Users have the right to use services in an ongoing, regular manner, unless affected by external factors beyond the control of the Library.

Right to a peaceful study environment
Users have the right to study in a comfortable and peaceful environment

Right to make recommendations/offer feedback
Users have the right to present purchase proposals, make suggestions and offer feedback on services, and receive replies to these communications.

Right to complain
Users have the right to complain (by post or email) about any violation of the principles declared in this Charter of Services, to the Chief Librarian, or ULS Support department, and receive a reply.

ART. 4.2 - USER RESPONSIBILITIES

Responsibility to show respect for the institution, other users and staff
Users are obliged to:
- Know and respect the principles in this Charter of Services and the Library regulations
- Maintain a respectful and appropriate behaviour which does not affect the rights of other users to enjoy the services offered in a pleasant, calm and welcoming atmosphere
- Switch off notifications/ring tones on telephones and other devices
- Respond promptly to any requests or reminders received from the Libraries
- For internal users: only use their own university email address for all communication with the Libraries and ULS

Responsibility to respect University policy on internet use
- Display (if requested to do so by staff) a valid ID card and/or university document
- Supply staff with accurate and updated information on current status (type of user, email address, telephone number) and inform them promptly of any changes.

Responsibility to respect library property and equipment
- not damage, underline or mishandle books being used or loaned, returning them within the established deadlines or pay sanctions laid down by regulations
- pay compensation for any damages done or loss of material supplied on loan or temporary use
- show respect for all equipment and furnishing
- not bring into the library any substances and/or illegal or dangerous items; for other restrictions, see the individual library regulations

Failure to respect the obligations listed above will lead to sanctions as laid down in the regulations of each individual library.
ART. 4.3 - FEEDBACK AND COMPLAINTS

Any violation of the principles laid down in this Charter of Services may be reported to the Chief Librarian or the ULS.

Each user may send feedback on how to improve services provided or complain about any substandard service or problems encountered as well as any behaviour towards the individual which is deemed contrary to the principles included in the Charter of Services.

Feedback or complaints may be presented by the user in person but must also be officially sent in written form – delivered by hand, post or email.

The ULS guarantees that all feedback/complaints will be investigated: it undertakes to respond within 5 working days of receipt, and to provide a solution to problems encountered as quickly as possible.

ART. 5 - OUR COMMITMENT

The ULS Libraries undertake to:

- Guarantee ongoing, complete and updated information on services and provision of said services
- Promote and improve the conscientious use of services and resources, with training initiatives for the different categories of users
- Guarantee that users’ personal data (collected for access to services) are used exclusively for the management of said services and in full respect of current regulations on data protection.
- Guarantee users access to information that directly regards them, and the status of requests (loans, reservations, requests)
- Periodically monitor adherence to minimum standards of quality as defined by each library, in order to evaluate the efficiency and quality of the service in a perspective of constant improvement.
- Periodically evaluate user satisfaction levels using qualitative and quantitative tools of investigation in order to improve services and provision of such.
- Promote the ongoing update of knowledge and know-how of staff, through training courses.
Information:
www.uniupo.it
Student Charter
for students at
Università del Piemonte Orientale