



Guia do Estudante Internacional 2020/2021

Universidade de Aveiro



universidade de aveiro
theoria poiesis praxis

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:: WELCOME MESSAGE

Welcome to the University of Aveiro.

The arrival in a new country, a new city, a new culture and a new university is not always easy, even if it is exciting. Therefore, the University of Aveiro has taken the responsibility to create the ideal conditions for you to feel at home here, at the University of Aveiro.

This year we had an added concern. We have adapted the spaces and the teaching and extracurricular activities to the demands of the pandemic context we are living through, to provide our students and the community in general with the best safety conditions.

The pandemic caused by the SARS-CoV-2 virus and the speed with which it spread across the planet is a consequence of the interconnected nature of the world we live in. The globalization that easily introduces invasive species, spreads disease or leads to pandemics also allows us enormous ease of access to knowledge. And knowledge is the most precious asset of our time, the most valuable raw material of our economy, the resource that best prepares us for the future.

At University of Aveiro we will help you to enhance your talent and expand the horizons of your knowledge. Here you will be able to live academic life to its fullness and from here you will take the necessary skills to create your own future and to renew and transform our society in this interconnected, fascinating and diverse context.

You will find a multicultural academic environment, where you live in a community, where diversity is valued and difference is respected, and where we welcome and integrate all those who choose to study and work with us.

Welcome to the community of students from 90 nationalities who study and live on our campuses.

We wish you much success for your academic path and your future.

Be happy in Aveiro.

Paulo Jorge Ferreira

Rector of the University of Aveiro

:::AVEIRO AWAITS YOU

1 - THE UNIVERSITY OF AVEIRO

The University of Aveiro (UA) is a public institution with private law regime that has as its Mission to create, share and apply knowledge, involving the whole community through teaching, research and cooperation with the environment, in order to make a clear difference for individuals and society. Created in 1973, it quickly became one of the most dynamic and innovative Portuguese universities, with international merit and prestige. It is currently considered one of the 75 best European universities by the prestigious Times Higher Education - Europe Teaching Rankings.

UA is attended by about 17,000 under-graduate and post-graduate students, 14% of whom are international students. We also have around 1400 teachers and researchers and more than 600 technical, administrative and management staff, some of them of foreign nationality, which gives this institution a very strong intercultural character.

In the city of Aveiro, UA integrates the University Campus of Santiago and the Campus do Crasto. The Águeda School of Technology and Management (ESTGA) and the School of Design, Management and Production Technologies (ESAN), are located in the teaching centres of the cities of Águeda (20 km from Aveiro) and Oliveira de Azeméis (40 km), respectively. The UA consists of organic units of the university subsystem (16 departments) and the polytechnic subsystem (4 schools). A set of units where the research activities take place are also part of its structure and, within the third mission of the university (cooperation with society), there are interface structures that establish the link with the region and with society.

In addition to the various buildings for teaching and research, the campuses have residences for students, researchers and teachers, conference and show rooms, canteens, bars, a sports complex (with a multipurpose pavilion, an athletics track, a synthetic football field, and others), libraries, a post office counter, a stationery shop, a bookshop, two exhibition galleries, a kindergarten/daycare, a University Health Centre, as well as other commercial services to support the academic community. There is also a “Living UA” space which includes, besides one of the several study and work rooms open 24 hours a week, the UA_Intercultural (UA_I) office, which welcomes and accompanies students of foreign nationality and their communities, and a Local Support Centre for the Integration of Migrants (CLAIM_UA) which, in cooperation with the UA_I, cooperates, among other dimensions, in the support and guidance for the regularization of the international community’s situation in Portugal.

Most of the UA buildings and spaces have ramps, elevators, tactile floors, which allow access to disabled people, as well as other more specific technical support solutions aimed at situations that require special educational needs.

2 – AVEIRO: CITY AND REGION

Aveiro is a dynamic medium-sized city located in the centre of the Portuguese coast, 70 km south of the city of Porto and about 250 km north of the city of Lisbon, and served by excellent road, rail and sea infrastructures, enjoying a privileged location. The city is connected to Spain by the A25 motorway and to the largest cities in the country by the A1 motorway. For those who prefer to travel by train, Aveiro is a stop point for all kinds of connections, being less than 3 hours from Lisbon and barely 45 minutes from Porto. It's impossible to talk about Aveiro without highlighting how it is an aquatic city. The Aveiro Lagoon, which surrounds and passes through the city, and the extensive beaches just a few miles away make the city attractive to lovers of nature's beauty and water sports.

A bicycle-friendly city, where the city's lagoon plain contrasts with the beautiful mountainous region of the district's interior, dominated by mountains such as those of Caramulo, Buçaco and Freita. In the latter, one finds Frecha da Mizarela, the highest waterfall in Portugal. In these and other places in the region it is possible to enjoy the untouched nature, walking along the footpaths, enjoying the peace of rural tourism or stimulating the adrenaline in adventure sports.

For those who can't resist a more seductive shop window, Aveiro is their ideal place. The city has several shopping centres, several supermarkets, several medium-size stores, numerous traditional shops, concentrated mainly in the city centre, with cinemas, many restaurants and entertainment spaces. The Aveiro nightlife lives up to its status as a university city. The Praça do Peixe and, in general, the whole Beira-mar neighborhood, with dozens of bars and restaurants, is a mandatory stop for students and all those looking to spend a fun night. Whether you're a fan of dance floors or the academic tunas, or prefer the intimate ambience of a jazz bar, there's always a place waiting for you.

Throughout the year Aveiro is filled with the joy of the various festivities and popular traditions, which make the city seem to always be in celebration. The beginning of the year is marked by the St. Gonçálinho, a curious celebration during which participants pay their promises to the saint by throwing pounds of cavacas (a traditional sweet) from the top of the chapel to the crowd in the streets down below. Every year, the Fair and Exhibition Park becomes a huge amusement park for a month. It is the secular March Fair, a commercial, industrial and entertainment event that has been held since 1434. During the month of May, the Municipality Festivities take place, whose program includes numerous musical shows, street entertainment and other cultural, sports and religious events, the 12th being the day dedicated to the patron saint of the city, Saint Joana Princesa.

It is also at this time that the Enterro Week (the academic week in Aveiro) normally takes place, during which the students of the University of Aveiro take part in musical concerts, cultural and sports activities and above all, a lot of animation and academic spirit.

::: PREPARE, WELCOME, INTEGRATE

Preparing the trip well is the first aspect to consider for those who want to go to study abroad, in a new city or a new and different social context. The good reception and integration of students of foreign nationality are, in a second and third moment, decisive factors in what will minimize the impacts that occur in any process that changes habits, customs and daily life in an environment other than that of their country of origin.

There are structures at the University of Aveiro that have the function of interacting with students, informing, advising, assisting through their own communication channels, in face-to-face service and front-line monitoring. A permanent and personalized support, prior to the trip, upon arrival and during the stay in Aveiro.

Below is some relevant information concerning these three moments.

1 – PREPARE FOR THE TRIP

a) Academic formalities

After the application period, being selected and enrolled, the UA Academic Records Area will send, by e-mail, the Enrolment Certificate that can be used as proof in the study visa application process (a document confirming that you are a UA student, the course and its duration, the number of ECTS enrolled, the enrolment scheme, the tuition and enrolment fee, personal accident insurance as well as information about accommodation). Useful information such as a student identification number (mechanographic number), a UA e-mail address, a secret code to access the UA Online Academic Portal (PACO) and a library account will be automatically generated. Please note that the registration and tuition fees can only be paid during September.

b) Apostille Convention

Part of the documentation you submitted in the application process will have to be apostilled to the competent authorities, before travelling to Portugal.

The Apostille is a certificate of authenticity issued by signatory countries of the Hague Convention, which is placed on a public document to attest its origin (signature, position of public agent, stamp or institution seal). The Apostille should be provided when a person needs to present one of these documents in a country other than the one in which it was issued. In case the country of origin is Brazil, this booklet is issued by the notary approved by the National Council of Justice and not by the Portuguese consulates or embassy (authorized notaries: <https://www.cnj.jus.br/poder-judiciario/relacoes-internacionais/apostila-da-haia/cartorios-autorizados/>). Only public documents or those of a private nature that have been previously recognized by a notary or competent public authority (in this case, it does not need to be the original) may be apostilled

For study purposes, the documents concerned are diplomas (secondary or higher) and, where applicable, school background. Note that ENEM results do not need to be apostilled. In the case of institutional documents, prior to apostilling them, they must be requested at the institution's secretariat, which must contain the signature's signature recognition (procedure to attest the authorship of these signatures, which can be done at any registry office). Personal identification documents do not, of course, need to be apostilled. Finally, it should be noted that the Apostille has no expiry date.

c) Formalities for entry and stay in Portugal

To enter Portuguese territory, all students must be in possession of a valid travel document, i.e., a passport or, in the case of nationals of member states of the European Union, the national identification document. They must also be in possession of a study visa, with the exception of students benefiting from international agreements to which Portugal is a part of, particularly within the framework of the European Union and the Schengen Convention.

The visa can be obtained from the Portuguese diplomatic representation in your country of origin and must be applied for before your trip to Portugal (see: <https://www.vistos.mne.pt/pt/vistos-nacionais/informacao-geral/onde-deve-solicitar-visto>). For this, you need to submit a set of documents whose list can be consulted at <https://www.vistos.mne.pt/pt/vistos-nacionais/documentacao-instrutoria/residencia>. Among the documents are the Enrolment Certificate mentioned above, proof of means of subsistence, information on personal accident and travel insurance and others.

The visa is valid for multiple entries into Portuguese territory and may be granted if the student is to attend study programs of one year or less (temporary stay visa) or to attend a study cycle (residence visa allowing the holder to enter Portuguese territory in order to apply for a residence permit which will have a duration of one year, renewable for equal periods). The average time needed to issue these visas is 30 and 60 days respectively and you should not enter Portugal without this document.

It is important, before travelling, to understand if you will need any other documents that may be requested from you afterwards. Criminal records are such cases. You will have to provide it, because it will be necessary for the application process of the Residence Permit. More detailed information can be requested from the Portuguese consulate.

If you are a student who holds a residence permit granted by another Member State of the European Union and who is covered by a mobility program (period of study in a European institution equivalent to one semester or one school year) of the EU or by an agreement between two or more institutions of higher education, you are authorised to enter and stay in Portugal to carry out your studies, provided that for this and up to 30 days before the start of the period of activity, you inform the Immigration and Borders Service (SEF) in Portugal (communication accompanied by proof of the mobility program, passport, the residence permit valid for the entire period of stay, health insurance, means of subsistence and payment of tuition fees, if applicable).

2 – THE FIRST DAYS IN AVEIRO: THE WELCOME

a) How to reach the University of Aveiro

The Dr. Francisco Sá Carneiro Airport, the closest airport to the city of Aveiro, is located in the north, in the metropolitan region of Porto and is approximately 80 km away from this university city. On the other hand, Portela Airport is located in Lisbon about 250 km to the south.

Transportation from Francisco Sá Carneiro Airport (Porto):

The train is the most practical means of transportation to make the journey to Aveiro. The route between the airport and the Porto - Campanhã railway station can be made (in the most practical and cheap way):

- by Taxi, with the price being around € 25, taking about half an hour. As a general rule, they carry up to 4 passengers, although you can request a bigger car by calling them. In addition to the amount associated with the distance, when the journey includes tolls, this amount is added to the total fee to be paid by the passenger. A baggage fee is also charged when the luggage is more than 55x35x20 cm.

or

- by Metro for € 2.00 (Z4 ticket), which leaves every 30 minutes and takes about 45 minutes to reach Porto - Campanhã station (Line E, Violet color: Airport - Estádio do Dragão). More details at <http://www.metroporto.pt>.

Arriving at Porto - Campanhã station, you can catch a train to Aveiro. Besides the fast trains that run the route in about 35 minutes, there are suburban connections between Porto and Aveiro throughout the day. The trip takes about 50 minutes and costs € 3.55. Information on trains, timetables and ticket prices is available at www.cp.pt.

Alternatively you can choose to rent a car at the airport. In this case, head towards the A1-South highway. After about 80 km leave the A1 towards Aveiro through the A25. The tolls between the airport and Aveiro amount to about € 5.00, which you can pay by cash or debit card. On the A25 there are two exits to the city: the “Aveiro-Norte” exit and, a few kilometres later, the “Aveiro” exit. The latter is the most advisable for those heading to UA.

Transportation from Portela Airport (Lisbon):

The train is the most practical means of transportation to make the journey to Aveiro. The journey between the airport and the railway station of Lisbon-Oriente can be made by Metro (Red Line), and the cost of the ticket is € 1.50. Alternatively there are taxis, an option that will cost around € 10 and last for about 10 to 15 minutes. You can also make this route by bus (lines 5 and 44). The ticket can be purchased in the vehicle itself for € 1.80.

Given the distance between Lisbon and Aveiro, it is advisable to use the Intercidades or Alfa fast trains. Information on trains, timetables and ticket prices is available on CP's website at www.cp.pt. This trip can

be estimated in a value between € 21 and € 27.50.

Regardless of these possibilities, and like those coming from Porto, you always have the alternative of renting a car at one of the various agencies located at the airport. If you choose this route, you should go in the direction of highway A1 - North and exit at Aveiro-Sul (exit 15). Then take the EN235 to UA. The Lisbon (airport) - Aveiro toll is € 19.40.

Finally, if you want to travel by bus you can board the Oriente Station. The trip lasts about 3 hours for an estimated price of € 15.70. More information on the Rede Expressos website www.rede-expressos.pt.

In Aveiro:

When you arrive in Aveiro by train on the main railway line in the country (North Line), you can go to the University Campus either by requesting a taxi (there is a square next to the station, it takes about 7 minutes and costs approximately € 3.5) or, if you prefer, by walking (20 to 25 minutes). You can, if that is the preference, travel by bus (line 4) from the CP Station at regular intervals.

b) Accommodation in Aveiro

One of the most relevant aspects in the process of organizing travel and integration of someone who comes to study or work in a new city, in a new country, is to find a residence where they can stay.

At the University of Aveiro, it is the responsibility of the Social Services (SASUA) Housing Service to ensure the operation of their University Residences. In addition to housing national students, SASUA grants accommodation to students of foreign nationality, provided that the requirements for their allocation are verified and of course, taking into account the availability of beds. In addition to the quality of the facilities, the affordable price and the privileged location, living in one of the several university residences can prove to be an enriching and facilitating experience of integration into the academic environment. There are residences for undergraduate and postgraduate students and for teachers.

As a reference, please note that for initial course students, the current price for a single room is around € 160 per month and between € 210 and € 250 for post-graduate students. Payment is made monthly at the SASUA Treasury. All contracts expire at the end of the school year. Exceptionally, and when duly authorized, is it possible to stay in the university residences during the summer holidays.

In this framework, to inquire about the possibility of being assigned accommodation you should send a request to the email accommodation@ua.pt. It should be noted that there are a limited number of rooms reserved for students with special needs.

As an alternative to university residences, when their occupancy capacity is exhausted, SASUA offers a list of Qualified Accommodation in the city of Aveiro, Águeda and Oliveira de Azeméis. This list results from contacts with tenant owners in these three cities where the University of Aveiro is located, where after visiting the accommodation and checking and verifying the criteria established internally (accommodation with contract, issue of receipt, rent values, living conditions), they become part of a list that is disclosed by the institution. In this type of accommodation, the prices charged may not exceed € 300 (with private

bathroom and expenses included - energy, water, ...). It is nevertheless important to safeguard that advertised accommodation offers are not the responsibility of SASUA. This is a purely informative service, with the sole purpose of helping the student to find alternative accommodation. This list is available online at the SASUA website (<https://www.ua.pt/sas/page/12465>).

There are other private accommodation in the city, but not included in these lists, as well as rooms in Local Accommodation (AL), boarding houses/residential/hotels that can be considered viable for the first days of stay until a definitive space to stay is found. In fact, many students end up finding an apartment and sharing it with others, splitting the expenses. In this case, prices may vary significantly.

Regardless of the location, it is advisable to arrive in Aveiro some time in advance in order to find suitable accommodation (in particular, who wants to bring their family). In general, and in addition to the possibilities described above, you can search for accommodation through newspaper advertisements, real estate agencies and small advertisements posted in supermarkets, cafés, etc... The UA_Intercultural office will provide the possible support in finding accommodation.

Finally, it should be noted that if you stay at UA, there is the possibility of using self-service washing machines in each of the university residences.

c) UA_Intercultural: a central space for hosting and integrating International Students

In the first days of your stay in Aveiro, you should go to the UA_Intercultural (see Appendix 1) located in front of the UA Bookstore, where you will be presented in loco to the various institutional responses developed for the reception and integration of international students and where you will be able to meet the people who, in the front line, will provide you with all the support throughout your stay at UA. This space plays an important role, with personalized support, in clarifying doubts, helping in the resolution of academic and social issues, working in articulation with other institutional partners within and outside UA.

The UA_Intercultural will hold a set of host sessions at the beginning of the academic year. These sessions will be disseminated to international students so that they can register and participate in them.

d) CLAIM_UA - Local Support Centre for the Integration of Migrants from the University of Aveiro

CLAIM_UA's mission is to provide general information and specialized support in areas as diverse as the regularization of the situation in Portugal, the attribution of nationality, family reunification, clarification of professional issues, access to public services, support to migrant entrepreneurship among other issues. CLAIM_UA assists, in this context, every student who needs and seeks help both on arrival and during their stay at UA.

This service shares the space with the UA_Intercultural (see Appendix 1), has specialized technicians to provide this support to UA's international community and, in addition to working very closely with the internal structures, develops its action in conjunction with the High Commission for Migration (ACM), public services, municipalities and other institutional partners.

e) Academic formalities

After arriving in Aveiro, you should go as soon as possible to the Academic Management Services Office (SGA) for the presentation/delivery of the following documents: the personal identification document, diplomas or certificates proving the qualifications indicated in the application duly authenticated by the official education services of the respective country and with the apostille of the Hague Convention, the updated vaccination bulletin (tetanus vaccine) and a photograph (small passport size).

During the month of September, an ATM reference will be issued for the payment of the tuition fee and the first instalment of the fee (this information will be sent to the university's new email address and can also be checked in the personal space of the Academic Portal of UA).

Payment can be made using the Multibanco network (ATM) or at the Academic Management Services counter in the Central Building and the Rectorate. Failure to pay the tuition fee within the established deadlines will result in the nullity of all curricular acts performed by the student during that academic year.

f) Academic Portal of the University of Aveiro - Virtual Secretary Office

After the enrolment is done and the registration completed, it is important that the student accesses the Academic Portal of the University of Aveiro (PACO), through the link <https://paco.ua.pt>. The “virtual” face of the Academic Management Services allows, besides the consultation of your personal profile, one to make on-line registrations, to visualize the curriculum plan, their grade history, the exams in which they are registered or the status of the payment of fees. You can also register for exams, request certificates, submit applications, credit requests, among other available operations.

g) Class Selection

After the initial steps, it will be necessary to proceed to choosing the theoretical-practical classes and the practical classes of the curricular units in which the student is enrolled. This is one of the procedures that should be carried out through PACO during the period indicated in the academic calendar (beginning of the academic year). The student's placement in theoretical-practical or practical classes follows, successively, a set of pre-defined seriation criteria (higher number of credits achieved and average of the course accumulated at the beginning of the registration process in that academic year). To clarify any questions that persist, you should go to the office of the respective Department/School/Institute.

h) Regularization in Portugal

Persons entering national territory from countries which are not signatories to the Schengen Convention are subject to checks at border posts (the date of entry into the country is recorded in the passport, this being the formal date on which the period of the visa is counted). The holder of a study visa who has entered by another signatory country of the Convention (e.g. at an airport stopover) is obliged to declare it to the Immigration and Borders Service, within three working days of their entry into Portugal, their arrival in the country (this is because the date that will be recorded in the passport will be only that of the country of

entry in the EU and not in Portugal). If you don't, you're liable to a fine. To declare the entry, you will have to call (808 202 653) or online (<https://www.sef.pt/pt/Pages/pre-marcacao-online.aspx>), schedule an interview with the Immigration and Borders Service - Aveiro Delegation. If you wish, you can turn to the Local Migrant Support and Integration Centre of the University of Aveiro - CLAIM-UA, for help in this process (see below).

In case of stays longer than one year, the student who brings with them the residence visa, must replace it with a Residence Permit. You will have to schedule an interview with Immigration and Borders Service within the period of validity of the said visa (120 days), and this application will have to be made in the same way and via the same route as the entry declaration (telephone or online). The documents required to obtain this authorization are listed at <https://imigrante.sef.pt/solicitar/estudar/art91/>.

Remember that the Tourist Visa is not suitable for citizens who come to carry out their studies or research lasting more than 90 days.

i) Proof of Address

If you are living in a university residence, request this proof from the Social Services. If you are living in a private house/apartment, you will have to ask for a certificate from the parish council of residence. For this you will have to take the rental contract, a receipt from any service where the address and your name appear as the holder - an energy bill, for example, or alternatively take with you two witnesses living in the same parish who confirm the information (such as, for example, when staying at a relative or friends' house).

j) VAT identification number

The VAT Identification Number (NIF), assigned by the Portuguese Tributary and Customs Authority (a body of the Ministry of Finance), is intended exclusively for processing tax and customs information and is necessary to open a bank account or to hire services such as internet, telephone and others. This card can be acquired at the Portuguese Tributary and Customs Authority's office of the Loja do Cidadão de Aveiro. At the time of the application, in loco, you are obliged to appoint and be accompanied by a tax representative domiciled in Portugal (Portuguese or foreigner with residence title) who should fill out the form provided for this purpose. The application for NIF must be accompanied by a number of documents, including the said form, an identification document and proof of residence. The University of Aveiro is available to be your representative. If you wish, you should send an email to internationalstudents@ua.pt.

k) Opening a Bank Account

You can open an account at any bank of your choice as long as your stay exceeds three months. The banking system in Portugal is a solid and user-friendly system. We recommend that, before moving to Portugal, you contact your own bank in your country for advice regarding bank transfers and also for the use of debit and credit cards.

To open the account you will have to present an identification document (passport) and the proof of

residence as well as the VAT identification number. At that time the student will have a debit card that will allow them to use their account in agencies or ATMs and also to make payments and purchases. Banks are open Monday to Friday, from 8:30 AM to 3:00 PM, closing on weekends and official holidays.

If you would like your student card to have the bank card feature, you must apply for an account at Caixa Geral de Depósitos. For this purpose, you will have to go to the service counter of Glicínias-Aveiro Agency located in Rua Dr Mario Sacramento and take your identification documents, the proof of enrolment at UA and your address. Alternatively, you may do so at the University of Aveiro at the time of the reception session mentioned above (pre-scheduled).

l) Student Card

After registration, the student should go to the Caixa Geral de Depósitos branch in Aveiro to request the student card, since it is the entity responsible for issuing this document. You'll have to take your enrolment and identification papers with you. This card may or may not be a bank card, as mentioned in the previous point.

m) Registration into the National Health System

In order to obtain the National Health System (SNS) user card, foreign citizens must present, before the health services of their area of residence (at the Health Centre), the document proving the visa / residence permit, proof of address, identification document and, if necessary, the proof of enrolment. There are countries that have deals with Portugal for the provision of medical care. Such information should be obtained from the Health Centre of the area of residence.

If you are a student from an European Union country, in case of need of health care in a situation of temporary stay in Portugal, you will have access to the health care units belonging to the National Health Service, with the presentation of the European Health Insurance Card (EHIC) being essential, with its validity having to cover the date of provision of care.

n) Personal Accident Insurance

When you pay the attendance and enrolment fees you are automatically covered by personal accident insurance. This insurance provides coverage for bodily injury suffered in the course of academic and academic related activities. In case of an accident you should contact UA immediately in order to activate the insurance. UA does not provide health insurance. This is the full responsibility of the student.

o) UA Mobile - mobile application of the University of Aveiro

UAMobile is a mobile application from the University of Aveiro aimed at students and teachers, being one step closer in bringing the UA community together. In this application you will be able to access, in an integrated way and in real time, the existing contents in PACO, in e-Learning and in the UA Portal, the menus

of the canteens, the number of spaces in the car parks, the status of the service counters tickets and the location of classrooms in each UA building. UAMobile is a free application and can be obtained through Google Play, the App Store or Windows Store. More information at <https://www.ua.pt/stic/uamobile>.

3 - SUPPORT FOR THE INTEGRATION PROCESS

The integration process begins even before the journey. A number of prior and on arrival actions need to be done and contact with the institution and its representatives should be fluid and clear. It is important that the student can find the necessary support at an early stage to feel comfortable and as welcome as possible, mitigating the natural constraints that distance to their country of origin naturally entails. To this end, there are a number of structures within UA that participate and assist in this process, and can play an important role.

In addition to **UA_Intercultural**, which plays a central role in all three phases - preparation, welcoming and integration - as well as **CLAIM_UA** which has a more specific, but also very relevant role, roles already mentioned above, others should be mentioned here (further information in Appendix 1).

a) International Relations Office of the Academic Management Services of the University of Aveiro

The International Relations Office of the Academic Management Services (GRI) plays an important role in promoting the growth of the internationalization of education in UA, by designing cooperation projects in Portugal or abroad and by developing student and teacher mobility programs (incoming and outgoing). Fulfilling the requirements, international students can also participate in mobility programs (ERASMUS) and study and/or internship for a period of up to one year, per study cycle, at another European university and/or company. If you are a mobility student you should contact the GRI, which is the body with which you should liaise.

b) Course Directors, Departmental Coordinators for Internationalization and Departmental Coordinators for Mobility (ERASMUS)

Each course has a Director who, among other responsibilities, has the role of promoting the definition, articulation and management of the overall strategy of the course in order to ensure the quality of teaching, and to whom the student can address any issue related to it. Each Department or School/Institute also has in its management structure a Departmental Coordinator for Internationalization and a Departmental Coordinator for Mobility (ERASMUS). The role of both is, among other things, to contribute to the improvement of the academic experience of international students and researchers and to strengthen the feeling of belonging to the UA community. They participate in the introduction of measures for continuous improvement in the activities developed as well as should relate regularly with the various communities, seeking to increase value in the processes of welcoming, integration and promotion of academic mobility.

The student knows that, in their Department or School/Institute, there are teachers responsible for institutional support to internationalization and academic mobility programs to whom they

can turn to if necessary. To get to know the various Departmental Coordinators for Internationalization and Mobility (ERASMUS), please access the following links, respectively, <https://www.ua.pt/cooperacaointernacional/page/24676> and <https://www.ua.pt/gri/coordenadores>.

c) Student Ombudsman of the University of Aveiro

It is a UA body, which acts with independence, impartiality and freedom, whose mission is to defend and promote the legitimate rights and interests of all UA students, including the international ones, and which is responsible for assessing the complaints and claims submitted to it in this context, and to act on its own initiative, addressing, on the basis of the findings, the appropriate recommendations to the competent bodies and entities. An exercise essentially preventive and of individual responsibility, being able to intervene as mediator of possible existing situations of conflict.

d) International Cooperation and Mobility Centre for Social Services of the University of Aveiro

Part of its activity is developed in the scope of indirect social support to international students (food, accommodation, Social Merit Grant), proposing and accompanying the implementation of equal opportunity promotional measures and others.

e) Pedagogical Office of the University of Aveiro

The Pedagogical Office acts in the field of promoting the welfare and success at school of UA students, providing them with the possible support in matters relating to general aspects of their integration and academic life, with particular attention to students with disabilities. All international students with special educational needs can be supported, accompanied, advised in a personalized and confidential way by this office.

This work is developed in partnership with the UA Library, Documentary Information and Museology Services that have specific support spaces and equipment (located at the UA Library) and produce and make available contents in accessible format. There is also a blog available that helps to understand the work done in this area (see <http://blogs.ua.pt/bibliotecaune/>).

f) Buddy Program to Support International Students

The Buddy Program aims to accompany international students from the very first moment, aiming toward preparation and organization of the trip, facilitating their integration process into UA, the city and the region. This distance support, orientation, is provided by older students, based on the principles of voluntary work, in close articulation with the institution. Each new student is automatically assigned one Buddy - older student. Detailed information will be shared in the welcome message. It is an initiative promoted by the University of Aveiro through the UA_Intercultural in close partnership with the Erasmus Student Network - Aveiro (ESN), the Academic Association of the University of Aveiro (AAUAv) and the

Brazilians Students Association (BRASA) - see, below, the role of each partner entity.

g) Tutoring Program of the University of Aveiro

Because it is intended that the first steps in Higher Education take place smoothly, UA is developing a program to welcome and integrate first year students who are at UA for the first time or who wish to join. The goal is to ensure your well-being and academic success through personalized support. At the beginning of the school year, each student will be assigned a mentor and a teacher-tutor and will be contacted for this purpose. In addition to this individualized monitoring, the program includes lectures, workshops and other sessions where they can develop transversal skills and enrich the curriculum. This initiative is promoted by the Pedagogical Council, in articulation with the UA Rectorate, and promoted in the Departments and Schools by the various local coordinators of the program and the Course Commissions, and has the support of UA_Intercultural, the various Course Nuclei of AAUAv and ESN. It should be noted that the Buddy Program and the Mentoring Program work in complementarity and sequentially, not replacing or overlapping, focusing on different subjects and working in different timings.

h) Tutorial Orientation Sessions

Each curricular unit of the 1st Cycle is obligatorily associated to a tutorial type orientation session (OT's), with a minimum duration of one hour per week, this session is foreseen in the weekly schedule of the student's teaching activities. The teacher responsible for the course unit may determine a higher number of tutorial sessions than the one determined by the regulations, according to the total number of students and/or classes.

This work developed by teachers of the different disciplines, allows the student to better follow the subjects, helps the leveling of knowledge, assists in the work of adaptation to a new academic/pedagogical reality, shortens the distance between teacher and student and contributes to improving fluency in the Portuguese language.

i) Leveling Course - Calculus I

International students who enroll in engineering or science courses at UA and want to fill possible gaps in their mathematics training due to the fact that pre-university education in their home country does not coincide with education in Portugal, will be offered a Levelling Course if they so wish. It will be free of charge, will last two weeks and will take place just before the beginning of the academic year, thus making it an intensive course. For any questions in this regard, you can send email to internationalstudents@ua.pt.

j) Portuguese as a Foreign Language Course - PLE

For those who need to improve their knowledge of the Portuguese language, they can benefit from courses taught at the Department of Languages and Cultures (Portuguese as a Foreign Language Course - PLE - for

beginners, intermediate or advanced). Among the various options available, we highlight the intensive summer and winter courses, semester Portuguese language courses and online courses (namely the so-called MOOC - Massive Open Online Course - of proficiency level A1). For more information you should consult the website of the Department of Languages and Cultures.

k) Academic Association of the University of Aveiro

The Academic Association of the University of Aveiro (AAUAv) is the representative structure of the students of the University of Aveiro, it has its headquarters in the “Casa do Estudante”, located in the University Campus, Agra do Crasto. Among others, it aims to organize, defend and represent all students of UA. Key aspects such as the spirit of volunteering and dynamism are safeguarded, and it is with this in mind that they promote a wide range of initiatives. The international students, besides being able to participate in the various activities developed and benefit from the advantages and benefits, can also be part of their associative structure as well as their various Nuclei (cultural, sports, associative and course).

Student participation in extracurricular activities is a very important factor in their integration and academic success. In this fashion, the intervention of the different nuclei makes the difference both for the activity developed in the occupation of leisure time and the promotion of health and well-being, but also from the point of view of civic participation. More information at <https://aauav.pt/nucleos/>.

l) Course and Associate Groups of the Academic Association of the University of Aveiro

The Course and Associative Nuclei represent the link between the UA students and AAUAv, making it part of it. Their main objective is to defend the interests of the students they represent, supporting and accompanying them, promoting cultural, sporting, pedagogical and formative activities. They promote their courses, the connection to the business/professional world and to alumni.

They play a very interesting role in what accompanies students, including international students, namely those who need more help and attention both from the point of view of integration into the course, contact with teachers, minimizing the problems that may arise from the point of view of accompanying classes and helping them to learn the Portuguese language, and also in terms of integration into the surrounding environment (university and the city).

m) International student communities

The promotion of associativism among the communities of students of non-Portuguese nationality, especially those from the countries of the Community of Portuguese Speaking Countries - CPLP, is a policy long stimulated at UA. Several student communities are formally or informally organized and remain in permanent articulation with UA_Intercultural, in order to better welcome, accompany and integrate “their” students into UA. In the case of Brazil, for example, the Brazilian Students Association (BRASA) was created some time ago. There are also other groups such as the AAUAv CPLP with activities that bring communities closer together.

The aim of this close, networking and working relationship is to find mechanisms to meet the wider needs

of this target audience and to promote the culture and traditions of countries and communities of origin. Priority is also given to acting proactively in the process of monitoring the school path and promoting the integral formation of these students, and to identify potentially problematic situations that require special attention from the institution.

n) Erasmus Student Network - Aveiro Delegation

The Erasmus Student Network (ESN) is an international non-profit student organization that promotes academic mobility programs. ESN Aveiro works to support and develop the exchange for young university students in the UA, facilitating their integration into the academic environment and local communities, as well as enabling an intercultural experience for those who do not have the possibility to spend a period abroad (“internationalization at home”). It also supports UA students who wish to move to another European country (outgoing). The structure at the University of Aveiro has a group of volunteers who develop recreational, cultural, social and civic activities that facilitate good reception and integration. This is where the Buddie program mentioned above comes in.

o) Aveiro University Line

The University of Aveiro Line (LUA) is an inclusive integrated service of psychological and emotional support and counselling to students, which operates during the night. This service is provided by specialists in psychological support and a group of student volunteers who receive specific training (peer counselling). All work is supervised and training provided by psychologists and doctors, who are available for cases and urgent consultations. The LUA operates daily from 9:00 PM to 1:00 AM , through the number 800 208 448.

p) 'UA_Intercultural' Program

Developing an annual program of intercultural activities and promoting diversity, mobility and quality, is another response to the need to create spaces of proximity between students and their communities, deepen cooperation networks with institutional partners, involving the local community and the academic in particular. This program is promoted by UA_Intercultural and integrates, in addition to the actions carried out by this office, a set of others organized in collaboration with institutional partners or their free initiative, provided that the issues relate to the challenges of interculturality and diversity. Participation in the initiatives is free and they will be disseminated through the usual means, in particular email, the UA website and social networks.

q) Other Partner Entities

i. Aveiro City Hall

The Municipality of Aveiro intends to contribute affirmatively to the reception of international students that annually travel to UA, highlighting the identifying elements of local culture. It was in this sense that he established an agreement with UA, AAUAv and ESN - Aveiro, called “Estudar e Viver em Aveiro (Study and

Live in Aveiro)”, foreseeing a set of activities of socio-cultural interest involving these students, leading them to know and experience the region and its traditions, promoting a positive integration in the daily life of the city and the university campus, a positive apprehension of the Aveiro heritage and culture. As part of this agreement, there are several cultural initiatives, and this is a way to get to know the region, to live with colleagues and to feel the city of Aveiro as a second home.

ii. University Centre of Faith and Culture

The University Centre of Faith and Culture (CUFC) is an institution of the Diocese of Aveiro dedicated to supporting the academic population: students, teachers and staff. It is framed in the university environment, with a pluralist and ecumenical matrix, offering to all the academic population a different place where welcome and conviviality favor the encounter with oneself, with others and with one's Faith. More than a place destined for believers of the Catholic religion, it is an inter-religious space, promoting dialogue, contributing to human, spiritual and cultural growth, together with academic formation. Here at CUFC you can find a place of recollection and reflection.

∴ ADDITIONAL ACADEMIC INFORMATION

Some complementary academic information of interest is shared below, in particular with regard to course attendance. Additionally, the UA website dedicated in particular to the international public can be checked at: <https://www.ua.pt/#/pt/publico-estudantes-internacionais>.

1 - THE STUDY REGULATIONS OF THE UNIVERSITY OF AVEIRO

The Study Regulations of the University of Aveiro is one of the main documents that the student must take into consideration, and which disciplines the regime applicable to the cycles of studies leading to the obtaining of the bachelor's, master's and doctorate degrees by UA, among others. A reference that the student should keep in mind can be viewed at: <https://www.ua.pt/sga/PageText.aspx?id=4646>. Next, we have some relevant aspects:

a) Academic Calendar

The Academic Calendar is divided into two semesters: the first semester of the 2021/2022 academic year will begin in September and end in February. The second semester will begin in February and will end in July. Teaching periods are interrupted during Christmas holidays, Carnival, Easter, Academic Week, Open Day, as well as during the exam seasons.

It should be noted that the normal exam and supplementary seasons will take place within these time intervals, and it is essential to check the Academic Calendar at <https://www.ua.pt/sga/Page/4618>.

Besides classes, exams and holidays, the academic year also includes other moments to consider:

- **New Student Welcome Program**

Aimed at the new students (Portuguese and foreigners) arriving at UA for the first semester of classes, the Welcome Program, which will take place in September, aims to introduce the University of Aveiro and the city that hosts it. The program includes guided visits to the campus and meetings in the Departments and Polytechnic Schools with students, teachers and technical staff, recreational-cultural activities, a mega picnic, as well as some activities around the city of Aveiro among other actions.

- **University of Aveiro Anniversary (December 16th)**

In December 2021 the UA celebrates its 48th anniversary with the traditional official ceremony and various initiatives.

- **Enterro Week**

In other Portuguese university cities they call it “Queima das Fitas” (Burning of the Ribbons), at UA it is during the “Enterro Week” that freshmen (1st year students) leave this status, celebrating together with the other members of the academic community. In a last moment of relaxation before the final exams, the students flood Aveiro with rhythm and color, between concerts, course dinners, tunas festivals, sporting activities, the academic parade and much more.

- **University Day (June 6th)**

On this day, a public ceremony is held in which UA graduates receive their final degree from the Rector and the rest of the UA's rectorate team, in front of family, friends and the rest of the academic community.

b) Exam Seasons

The “Exam season” is the period of time during which the final evaluations of the curricular units take place, comprising the normal season, the supplementary season and the special season;

The “Normal season” corresponds to the first period of evaluation by final examination and is designed to achieve success in those curricular units to which it applies and defined as such in the academic calendar for the respective academic year; The “Supplementary season” is the period of evaluation by final examination following the normal examination season and aimed at obtaining success and/or improving scores; And the “Special Season” of examinations is the period of evaluation by final examination intended for very particular situations and which can be identified in the Study Regulations of the University of Aveiro.

In this sense, students in initial training who do not pass the continuous, discreet or final examination in the “Normal Season” of exams, have the possibility to repeat the tests in the “Supplementary Season”. All students who are in these circumstances are automatically enrolled into this last evaluation moment.

c) Evaluation

At the University of Aveiro, the evaluation may be continuous, discreet or by final exams, and these types of evaluation may coexist in the same curricular unit (discipline). The evaluation methods for each subject are proposed by the respective teacher, who makes them known to the students during the first school week of the respective semester.

The curricular units are organized, according to the type of contact hours, into components of a theoretical, theoretical-practical, practical, laboratory and fieldwork nature, and each of them may be assigned a relative weight in the final classification. The teacher responsible for the curricular unit may condition the approval in the curricular unit to a minimum score.

The teacher responsible for the curricular unit should provide differentiated evaluation components, adapted to the special conditions of students with special educational needs.

d) Grading of Curricular Units

With the exception of the provisions for doctorate theses, the final grade of any curricular unit is expressed on scale from 0 to 20 points, and students who obtain a final grade equal to or higher than 10 points are approved. The final grade, expressed to the unit, is obtained, when necessary, by rounding, to the unit immediately above or below, according to whether the excess is equal to or below 5 decimal points, and no successive rounding is allowed.

The improvement of grades is allowed only once per curricular unit, upon prior registration (exception made to units involving public examinations). When the student undergoes the grade improvement, the final grade of the respective curricular unit is the highest score of the two obtained.

e) Educational Achievement

Without prejudice to the specially regulated subjects contained in the above-mentioned normative sources, a student shall be considered to have obtained educational achievement in a given academic year if, in that same period of time, they have obtained approval for at least fifty percent of the credits to which they were registered, including for this purpose both the credits of the curricular units that are part of the respective study plan and the credits relating to extracurricular units.

f) Study Attendance Regime

Generally, the three study cycles may be attended on a full-time, part-time basis. Full-time study cycles presuppose the registration of the student to more than thirty credits. Except in the exceptional cases (that should be considered), the student may attend study cycles on a part-time basis, enrolling in curricular units up to a maximum of thirty credits per curricular year.

The option for the part-time attendance depends on the decision of the person concerned during the registration period established in each academic year. This option is granted per academic year and the student may, at the time of renewal of their registration, change the attendance to full-time. Finally, it should be noted that the tuition fee to be paid on a part-time basis is 60% of the amount fixed for full-time students in the respective course.

The responsible teacher of each curricular unit may decide to schedule absences from theoretical and/or theoretical-practical classes in the 1st and 2nd year of the bachelors courses and integrated study cycles leading to the achievement of the masters degree, provided that this is included in the operation of the curricular unit to be disclosed in PACO until the first week of classes.

In this case, the students of the first two curricular years of the study cycles referred previously who unjustifiably miss more than 30% of the classes taught in a component in which there is marking of absences automatically fail the respective curricular unit, being accordingly prevented from presenting themselves at any exam season during the academic year in question.

The same applies to students in bachelor courses and in the first three years of integrated study cycles leading to the achievement of a master's degree who unjustifiably miss more than 20% of the classes taught in the practical, laboratory and fieldwork.

g) Teaching language

Except for some situations in the second and third cycle, the programs of the University of Aveiro are taught in Portuguese. For this reason, foreign applicants should have a good knowledge of the language so that they can follow the classes, read the study material and take the tests. The use of the English language is also allowed in the writing of doctorate theses, masters dissertations, project work and internship reports, as well as in the respective public acts of defense.

h) European Credit Transfer and Accumulation System

The European Credit Transfer and Accumulation System (ECTS) is a student-centred system that reflects the volume of work required to achieve the objectives of a given study program. ECTS credits thus correspond to a weight given to each discipline to describe the work required to carry it out. In the ECTS system (which UA belongs to), 60 credits represent one year of study (in terms of full-time workload) and normally 30 credits correspond to one semester.

Thus, the bachelor's degree is awarded to those who obtain approval in a total ECTS of no less than 180 and no more than 240. The master's degree is awarded to those who pass a total of credits of no less than 90 and no more than 120 of the syllabus of a course with the normal duration of three and four curricular semesters respectively. This degree is also awarded to the student who obtains approval in an Integrated Masters course, with 300 to 360 credits and with the normal duration between ten and twelve curricular semesters.

NOTE: it is important to mention that these and all the other subjects contained in the Study Regulations of the University of Aveiro, can be viewed at:

<https://www.ua.pt/sga/PageText.aspx?id=4646>.

2 – PERIOD OF LIMITATIONS

This period is applicable to students enrolled and registered into study cycles leading to the award of the bachelor's degree and in integrated study cycles leading to the master's degree. This is a system that prevents the student from registering for a particular academic year when they have completed the maximum number of registrations in the terms and intervals shown in the following table:

Maximum number of registrations	Total ECTS obtained by student
3	Under 60
4	60 to 119
5	120 to 179
6	180 to 239
8	240 to 359
9	360

The effect of the implementation of this system is that the student is prevented from enrolling into UA, in any of the study cycles, for two consecutive semesters. However, the period of limitations does not affect the possibility for the student to enroll and attend curricular units on a one-to-one basis during the two-semester period. After the period has passed, the student in question may re-enroll in the course they had been attending at the University of Aveiro, via re-entry. You can apply for entry to another course at the University of Aveiro by changing course.

If the student finds themselves in one of the exceptional situations described in the Period of Limitations Regulations of the University of Aveiro, and for the purpose of applying the previous table, only 0.5 is counted for each enrolment under these conditions.

3 – TUITION FEES

In Portugal students share the costs of their studies with the State and with the educational institutions, through the payment of an attendance fee called tuition fee. Tuition fees are payable at UA, which is defined annually by the General Council.

In the case of foreign students, the amount of the fees varies based on:

- the form of access (type of tender / quota / regime);
- the cycle of studies (Bachelor, Master or Doctorate Programs)
- the area of the respective course (Arts, Sciences, Engineering, Mathematics and Health or Economics, Management^[1] and Education or Human, Social and Political Sciences)

this without prejudice to the application of incentive mechanisms that may be defined in the established legal and regulatory terms.

For specialization courses, the value is indexed to the value of the tuition fee referred to for 1st and 2nd cycle courses and determined according to the duration of the course (long, medium and short duration). To determine the amount of the tuition fees due by mobility visiting students, hosted by UA under international programs or agreements outside the Bologna area which, in particular, do not provide for reciprocity and balance of flows, is delegated to the Rector and carried out by an interinstitutional agreement.

For more details, go to <https://www.ua.pt/sga/page/8248>.

4 - SOCIAL SUPPORT

Funding for everyday expenses is the sole responsibility of the students. However, some mechanisms of indirect social support are foreseen especially for students with low economic resources, in fragile social condition and by fulfilling a set of assumptions, so any intention to request more specific support in this respect should be made directly to the Social Services of the University of Aveiro (Appendix 1).

UA may also provide support to exchange/mobility students, provided that there are procedures previously defined in interinstitutional agreements, arrangements and protocols. Information on these procedures should be requested from the applicant's home institution.

Now, outside the context of UA and alongside possible institutional support, the University Centre of Faith and Culture (CUFC), as mentioned above, is particularly attentive to the most needy students and seeks to help them with occasional scholarships, through the Solidarity Fund created for this purpose, or other means deemed worthy and necessary. If applicable, the international student can go to CUFC, contact the Director and explain the particular situation.

5 - ACADEMIC AND SPORTS MERIT: SCHOLARSHIPS AND SCHOOL AWARDS

a) Exemption from Tuition Fees

The students placed through the Special Entrance and Access tender for International Students with a grade of 17.5 or more benefit from an incentive that translates into the exemption of the tuition fee in the 2021/2022 academic year.

b) Incentive Scholarship

A student, with international student status, framed by the *Special Tender for Access and Admission of the International Students* (Bachelor's and Integrated Master's) or having been selected through a 2nd cycle Master's tender, will not be able to apply for a Portuguese State scholarship. However, if you meet the requirements for this purpose based on academic merit in access to higher education, you may benefit an Incentive Scholarship awarded by the University of Aveiro (see: <https://www.ua.pt/pt/internacional-bolsas>). This support provided by UA finances the difference between the tuition paid by an international student and the amount due by a student of Portuguese or other European Union nationality for each course.

Complying with these requirements, the award is automatic, in which case, and for the 2021/2022 school year, the maximum amount to be paid for the annuity will be € 1 000.00 (this can be paid in 10 monthly instalments). The maintenance of the incentive scholarship in subsequent academic years depends on the full-time registration and the achievements in the previous academic year.

c) University of Aveiro Sports Merit Scholarships

UA awards sports merit scholarships to students (including internationals) who excel in sport and have academic success. The awards, depending on the sport results that are achieved, can range from total or partial exemption in the payment of tuition fees, to the payment of a scholarship equivalent to 1.5 times the national tuition if the student participates in the Olympic Games.

d) School Awards at the University of Aveiro

In order to reward the effort and stimulate the personal and academic development of its students, UA, with the sponsorship of several companies and partner entities, has instituted several school awards that distinguish the best students in each school year, including foreign students.

e) Other Study/Research Scholarships

It is worth bearing in mind that there may be research institutes, private companies, foundations, public organizations and local bodies that provide scholarships or other type of financial support. Examples include the Foundation for Science and Technology - FCT, Camões, the Institute for Cooperation and Language, the Calouste Gulbenkian Foundation, some governments in the students' countries of origin (especially the PALOP and East Timor), among others.

More information at: <https://www.ua.pt/#/pt/bolsas-premios>

:: ACADEMIC LIFE: LEARNING RESOURCES AND SUPPORT SERVICES

Several responses have been implemented in the field, both in terms of the services available and the existing infrastructure, as well as the learning resources available to students. These are the:

1 - Social Services of the University of Aveiro

The mission of the Social Services of the University of Aveiro (SASUA) is to contribute to the integral formation of students, as a constitutive goal of UA's educational project, providing social support to students in order to ensure equal opportunities in access and successful attendance of higher education, in an academic context of active citizenship. These services are responsible for managing the university accommodation, cafeterias and bars, sports facilities, bookstore and stationery and the university health centre. International students can take advantage of all these services and at subsidized prices (read more at: <https://www.ua.pt/sas/>).

Below are some links with support information regarding facilities, services provided, prices, access conditions, existing protocols and benefits in various areas, among others:

- Social support (international students): <https://www.ua.pt/sas/page/8363?ref=IDOECCA>
- University housing: <https://www.ua.pt/#/pt/alojamento>
- Meals: <https://www.ua.pt/#/pt/alimentacao>
- Sports: <https://www.ua.pt/#/pt/desporto>
- Health and Wellbeing: <https://www.ua.pt/#/pt/saude-bem-estar>
- Bookstore and Stationery: <https://www.ua.pt/sas/livraria>

Keep in mind that to access UA's food units, you must be in possession of the student card. This card is used in food units where, by prior topping up of the respective user's current account, you can pay for the meals made available in those spaces. The system provides conditions for an improvement in the provision of the food service made available to the academic community, in particular as regards the speed of the payment process and the reduction of waiting times. Additional information at <https://www.ua.pt/sas/cartao>.

2 - Library, Document Information and Museology Services of the University of Aveiro

The mission of the Library, Document Information and Museology Services (SBIDM) is to acquire, treat, make accessible and disseminate information resources, but also to enrich, conserve and preserve the bibliographic collections that make up the whole of the UA Library Network, the institutional archive and the museum collections.

You can find out more about the various services available at <https://www.ua.pt/sbidm/> (UA Libraries

network, research and book requests, support for information research, support for students with special educational needs, training courses, others). In addition there are other study and group work spaces on campus, some of them open 24 hours a day (see: <https://www.ua.pt/#/pt/bibliotecas>).

3 - Academic Management Services of the University of Aveiro

An administrative and technical organizational structure to support the teaching and learning function at UA (enrolments, registrations, internships, mobility, document request, and others), namely through its Academic Records and Professional Mobility and Integration areas. All students at some point in their journey will contact these services directly or indirectly. PACO, already mentioned here, is one of the most expeditious ways to contact the SGA. More information at: <https://www.ua.pt/sga/>.

4 - Information and Communication Technology Services of the University of Aveiro

The mission of the Information and Communication Technology Services (STIC) is to provide advanced ICT services that support the activity of the academic community. This support starts right at registration with the assignment of a “universal user” for the student, an e-mail account with their logins and passwords. Access to inboxes can be safely run from any computer inside or outside UA.


All UA Campi have access to the UA wireless network (eduroam). For those who have Internet access at home, STIC provides the VPN (*Virtual Private Network*) service. Using any type of Internet connection, this service allows you to access the internal UA network.

On the other hand, UA also has computers available in all its departments, in its polytechnic schools and in other spaces (Pedagogical Complex, Library, for example) for the use of its students, who can access the Internet, process text, scan images and carry out their work and research.

Many teachers provide online content related to their subjects. Based on this principle, there is an e-learning platform (moodle) that works as a complement to the face-to-face classes, allowing the interaction to be kept at a distance. In this system discussion forums can be created as a way of boosting activities beyond the classes, sharing the objectives and programs of the subjects, the teachers' contacts and attendance schedules, information on the evaluation regime, recommended bibliography, summaries, class presentations, guides and manuals of theoretical and practical classes, resolution of exercises, exam models and others.

Students may use the STIC Servicedesk for issues related to these and other dimensions of access and use of the information and communication services provided by UA. For more information: <https://www.ua.pt/stic/>. Some links of interest:

- Servicedesk: <https://www.ua.pt/stic/page/11591?ref=ID0EJCA>
- Universal User: <https://www.ua.pt/stic/PageText.aspx?id=12836>
- Email: https://www.ua.pt/stic/configuracao_de_correio_eletronico?ref=ID0EDCA
- Wireless Network (eduroam): <https://www.ua.pt/en/stic/page/24010>



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- E-learning (moodle): <https://elearning.ua.pt>
- uamobile: <https://www.ua.pt/stic/uamobile>
- VPN: https://www.ua.pt/stic/teletrabalho_vpn
- my UA: <https://my.ua.pt>

::EVERYDAY LIFE

1 - HEALTH AND WELL-BEING

As previously mentioned, in addition to issues related to access to the National Health System, the support provided by UA, namely through its University Health Centre with its expertise and the various protocols signed with private individuals, there is complementary information that should be shared.

- Health Units: The Health Centre of Aveiro is a unit of the National Health System that provides generic health care and is located close to the UA Campus and has a permanent attendance service (SAP). In case of illness, this is where you should go. The Baixo-Vouga Hospital Centre (which includes Hospital Aveiro and Águeda Hospital), and the Douro and Vouga Hospital Centre (where the Oliveira de Azeméis Hospital is located), are also members of the National Health System. The Aveiro Hospital is located in front of the UA Campus and has an emergency service open 24 hours a day. In an emergency situation, you should go directly to the hospital. Other situations must be attended to in the first instance in the Health Center;
- Payment: health care is always paid directly by the user or through health insurance. It is the responsibility of students to ensure that they have adequate health insurance. If you are an EU citizen you can present the European Health Insurance Card;
- Vaccines: to enter and reside in Portuguese territory there are no legal requirements regarding vaccines. However, the Ministry of Health recommends that all citizens be vaccinated against tetanus and have it renewed every ten years;
- Pharmacies: pharmacies are generally open during the week from 9 AM to 1 PM and from 3 PM to 7 PM. On Saturday it's open from 9 AM to 1 PM. They close on Saturdays afternoon and Sundays. For emergency situations or other reasons, access to a pharmacy is ensured by the operation of the “on-call pharmacies” system. Every day there is at least one pharmacy open 24 hours, according to a rotating system. The addresses and telephone numbers of the pharmacy on duty are published in local newspapers and are also available in the shop windows of all pharmacies;
- National Health System Telephone Help Lines: <https://www.sns.gov.pt/sns-saude-mais/linhas-de-atendimento-gerais/saude-mais/linhas-de-atendimento-gerais/>;
- More information at: <https://www.ua.pt/#/pt/servicos-publicos>.

2 - TRANSPORT

To get around Aveiro you can use, among other means, busses and bicycles.

If you choose the bus, you have at your disposal the Student Pass (useful in the intermodal network of Aveiro). You can obtain it by presenting the declaration of the educational establishment that proves the enrolment. It is valid from September to July and must be ordered at the points of sale with a photograph. See more at <http://www.aveirobus.pt/circuito-urbano>.

However, if you choose to travel by bicycle, Aveiro offers a great solution: BUGA - Free Bicycle of Aveiro. To use it, simply insert a 50 cent coin into the slot to “release” the bicycle. The coin is then returned to you in one of the many parks throughout the city, including the University Campus. If you are a regular user you can become a member of BUGA's Friends Club and receive a free key that will give you easy access to this friendly means of transport. For further information please go to the BUGA Shop, next to Fórum Aveiro shopping centre. For those who ride their own bicycle to UA, on the campuses there are several parking spots and also the Bicycle Space, where small repairs and tuning can be done.

More information at: <https://www.ua.pt/#/pt/transportes> and <https://www.ua.pt/#/pt/servicos-publicos>.

3 – CLIMATE

Many international students ask about the weather to select the clothes they should bring to Portugal. The Portuguese climate can be described as temperate maritime. In the north it is colder than in the south being warmer and drier. In Aveiro, average temperatures are between 8°C and 14°C in January, considered the coldest month, while in August, the warmest month, temperatures vary between 17°C and 30°C. The rainy season is usually from March to April. Aveiro enjoys a sea breeze all year round. The best advice we can give international students is to bring both Summer and Winter clothing.

4 - WORKING IN PORTUGAL

Under the terms of the legislation in force, students with Residence Permit may exercise a subordinate or independent professional activity, provided that they notify the Immigration and Borders Service, accompanied by an employment contract or a declaration of commencement of activity with the tax authorities as well as proof of registration with Social Security. Professional activity requires the replacement of the residence permit, and the interested party must schedule an appointment for this purpose, in which he can communicate this exercise by presenting the documents cited.

5 – PLACES OF WORSHIP

Although the majority of the Portuguese population is Catholic, other religious beliefs are rooted in Portugal. In Aveiro, there is a religious/spiritual support and a set of places of worship in some cases with a strong network installed, while others have to seek answers in the periphery or nearby cities. A few notes on this subject are shared below:

- Catholic: the Roman Catholic Church in Aveiro has several places of worship where the Sé Catedral, the Igreja da Misericórdia, Igreja do Carmo, Igreja Matriz, among others, stand out. The Orthodox Catholic Church is divided into the Ukrainian and Romanian Churches. The first with the Chapel of Sr.^a da Alegria in the parish of Glória e Vera Cruz, and the second in the parish of Esgueira;

- Protestant: several Protestant churches have places of worship mainly in the big cities. In Aveiro you can find the Igreja Evangélica Baptista, the Igreja Evangélica Assembleia de Deus, the Igreja Evangélica Pentecostal, the Igreja Evangélica Metodista, the Igreja Adventista do Sétimo Dia;
- Jewish: there are no synagogues in the city of Aveiro nor in the region. There are two in Lisbon open on Friday evenings and Saturday mornings, as well as on Jewish calendar days. The Synagogue closest to Aveiro is located in Porto (Kadoorie Synagogue - Mekor Haim);
- Muslim: the largest Mosque in Portugal is in Lisbon. There are also smaller mosques elsewhere in the country. In Aveiro, there are no mosques, with the Mosque of Viseu, the Delegation of the Islamic Community of Coimbra - Mosque of Coimbra, the Hazrat Bilal Mosque - Porto and the Hazrat Hamza Mosque - Porto, being the closest;
- Hindu: only in Lisbon can you find the Hindu Temple Radha Krishna as a place of worship;
- Buddhist: the Buddhist Monastery Sumedhārāma is located in the Municipality of Mafra (District of Lisbon).

Next to UA, as mentioned at the beginning of the document, there is also the University Centre of Faith and Culture, a structure of the Diocese of Aveiro (Roman Catholic Church) focused on the academic population, which is an open, ecumenical and inter-religious space.

In addition to this, and in order to create current and transversal responses to all sensibilities, UA will soon have at the disposal of its community a space of spirituality which, not being a place of religious worship, intends to welcome all those who at some point intend or need some recollection and internal comfort.

6 - COST OF LIVING

In the region of Aveiro, particularly in UA cities, the cost of living is very reasonable compared to other regions of the country. The very configuration of the cities allows for many of the journeys to be made on foot, or as is already tradition, by bicycle, which has a significant impact on one's budget. On average, a student in Portugal will spend between € 500.00 and € 600.00 per month on accommodation, food, transport, study materials and other basic expenses (tuition fees not included). Despite these values, living in Portugal is still cheaper than in many other European countries.

Regarding food, the canteens in the campuses serve complete meals at a price of € 2.65, and it is also possible to use the existing bars at reduced prices. As for the accommodation, apart from the university residences (about € 160.00 per month), it is possible to find several alternative rental options at prices starting from € 200.00.

7 - IMPORTANT DATES

Some national and local holidays must be noted. Throughout the 2021/2022 academic year:

- 15th of August (Assumption of Our Lady)
- 05th of October (Implementation of the Republic)
- 01st of November (All Saints Day)
- 01st of December (Restoration of Independence)
- 08th of December (Immaculate Conception Day)
- 25th of December (Christmas Day)
- 01st of January (New Year's Day)
- 02nd of April (Good Friday)
- 04th of April (Easter)
- 25th of April (Commemoration of the 1974 Revolution)
- 01st of May (Labor Day)
- 12th of May (Aveiro Municipal Holiday - Saint Joan Princess Day)
- 03rd of June (Body of God Day)
- 10th of June (Portugal Day)

8 - SAFETY

Aveiro is a medium size city quite safe to live in, without any threat of violence or crime in particular. In any case, we advise our students to take the normal precautions that anyone would take anywhere in Europe, such as not walking alone until very late, not accepting hitchhiking from strangers, not leaving personal belongings unattended, putting away your wallet when you do not need it and so on.

APPENDIX 1

:: MAIN STRUCTURES AND SUPPORT SERVICES FOR INTERNATIONAL STUDENTS OF AVEIRO UNIVERSITY AND PARTNER ENTITIES

<i>UA Bodies</i>	<i>Contacts</i>
<i>Rectorate</i>	Reitorate Rector, Rector Team and Support Secretariat: https://www.ua.pt/#/pt/reitor Telephone: +351 234 370 606 Fax: +351 234 370 089 reitoria@ua.pt Address: Universidade de Aveiro, Campus Universitário de Santiago, 3810 - 193 Aveiro, Portugal (edifício 25)
<i>General Council</i>	Telephone: +351 234 372 523 conselho.geral@ua.pt
<i>Scientific Council</i>	Internal extension: 21001 cientifico@ua.pt
<i>Pedagogical Council</i>	Telephone: +351 234 401 565 cpedagogico@adm.ua.pt Tutorship Program: tutoria@ua.pt
<i>Student's Ombudsman</i>	Telephone: +351 234 370 987 provedor@ua.pt
<i>Administration</i>	Telephone: +351 234 372 565 Fax: +351 234 372 566 administracao@ua.pt
<i>UA Services</i>	<i>Contacts</i>
<i>Social Services</i> (Social Support, Accommodation, Food, Sports, Health and Welfare, Bookstore and Stationary)	Telephone: +351 234 370 348 (general) Student Support Office: +351 234 370 310 Fax: +351 234 429 116 Location: building 6 sas@ua.pt https://www.ua.pt/sas/ Schedule: from 9 AM to 4 PM International Cooperation and Mobility Centre: +351 234 370 348 https://www.ua.pt/sas/page/8363?ref=ID0ECCA (social support): emoreira@ua.pt (university accommodations): accommodation@ua.pt

UA Services	Contacts
<p>Social Services</p> <p><i>(Social Support, Accommodation, Food, Sports, Health and Welfare, Bookstore and Stationary)</i></p> <p><i>(CONT.)</i></p>	<p>University Health Center: +351 234 372 513 csu@ua.pt https://www.ua.pt/sas/page/11765?ref=ID0EGCA/ID0EBGCA Schedule: variable (see previous link) Location: building 6 and 30</p> <p>University of Aveiro Line: +351 800 208 448 gustavo.vasconcelos@ua.pt Schedule: from 9 PM to 1 AM</p>
<p>Library, Document Information and Museology Services</p> <p><i>(UA Libraries network, research and book requests, support for information research, support for students with special educational needs, training courses, others).</i></p>	<p>Telephone: +351 234 370 346 Fax: +351 234 370 997 sbidm-biblioteca@ua.pt https://www.ua.pt/sbidm/ Schedule: variable (see previous link) https://www.ua.pt/sbidm/biblioteca/horario Location: building 17</p> <p>UA Library: https://www.ua.pt/sbidm/biblioteca/page/14470</p>
<p>Academic Management Services</p> <p><i>(Academic Records Area and Mobilidade e Integração Profissional Area)</i></p>	<p>Academic Records Area: Telephone: +351 234 370 347 academicos@ua.pt https://www.ua.pt/sga/ Schedule: from 9 AM to 4 PM Location: building 25</p> <p>International Relations Office (GRI): Telephone: +351 234 370 060 gri@ua.pt Schedule: from 10 AM to 12 PM Location: building 25</p> <p>Internship and Professional Opportunity Office: estagios@ua.pt</p>
<p>Information Technology Services and Communication</p> <p><i>(Servicedesk, wireless network, VPN service, universal user, email, e-learning - moodle, uamobile, my UA)</i></p>	<p>Telephone: +351 234 372 469 Fax: +351 234 370 214 stic@ua.pt https://www.ua.pt/stic/ Schedule (<i>helpdesk</i>): 9 AM to 12:30 PM / 2 PM to 5:30 PM Location: building 27 Schedule (<i>online service</i>): 24 hours/day</p>

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Telephone: +351 234 370 099
stic-helpdesk@ua.pt

<i>Other Support Services</i>	<i>Contacts</i>
UA_Intercultural (UA_I)	Telephone: +351 234 247 180 internationalstudents@ua.pt https://www.ua.pt/#/pt/servicos-apoio Schedule: from 10 AM to 1 PM / 2 PM to 5 PM Location: building 6
Local Support Centre for the Integration of Migrants from the University of Aveiro (CLAIM_UA)	Telephone: +351 234 247 180 claim_ua@ua.pt https://www.ua.pt/#/pt/servicos-apoio Schedule: from 10 AM to 1 PM / 2 PM to 5 PM Location: building 6
Pedagogical Office of the University of Aveiro	Telephone: +351 234 370 206 gabinete.pedagogico@ua.pt https://www.ua.pt/pedagogico/ Location: building 25

<i>Departments</i>	<i>Contacts</i>
Environment and Planning	Telephone: +351 234 370 349 Fax: +351 234 429 290 dao.secretaria@ua.pt Location: building 7
Biology	Telephone: +351 234 370 350 Fax: +351 234 426 408 bio.geral@ua.pt Location: building 8
Medical Sciences	Telephone: +351 234 370 213 cs.secretaria@ua.pt Location: building 30
Social, Political and Territorial Sciences	Telephone: +351 234 372 482/487/489/501 Fax: +351 234 372 500 dcspt.secretaria@ua.pt Location: building 12
Communication and Art	Telephone: +351 234 370 389 Fax: +351 234 370 868 cris@ua.pt Location: building 21

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Departments	Contacts
<i>Economy, Management and Industrial</i>	Telephone: +351 234 370 361 Fax: +351 234 370 215 degei@ua.pt Location: building 10
<i>Education and Psychology</i>	Telephone: +351 234 370 352/3 Fax: +351 234 370 640 / 234 370 219 de-sec@ua.pt Location: building 5
<i>Electronics, Telecommunications and Informatics</i>	Telephone: +351 234 370 355 Fax: +351 234 381 128 sec@det.ua.pt Location: building 4
<i>Materials and Ceramic Engineering</i>	Telephone: +351 234 370 354 Fax: +351 234 425 300 demac-secretaria@ua.pt Location: building 9
<i>Civil Engineering</i>	Telephone: +351 234 370 049 Fax: +351 234 370 094 sec@civil.ua.pt Location: building 28
<i>Mechanical Engineering</i>	Telephone: +351 234 370 830 Fax: +351 234 370 953 dem.secretaria@ua.pt Location: building 22
<i>Physics</i>	Telephone: +351 234 370 356 Fax: +351 234 424 965 fisica@ua.pt Location: building 13
<i>Geosciences</i>	Telephone: +351 234 370 357 Fax: +351 234 370 605 geo.secretaria@ua.pt Location: building 16
<i>Languages and Cultures</i>	Telephone: +351 234 370 358 Fax: +351 234 370 940 sec@dlc.ua.pt Location: building 2

Departments	Contacts
<i>Mathematics</i>	Telephone: +351 234 370 359 Fax: +351 234 382 014 dmat.secretaria@ua.pt Location: building 11
<i>Chemistry</i>	Telephone: +351 234 370 360 Fax: +351 234 370 084 quimica@ua.pt

Location: building 15

<i>Polytechnic Schools</i>	<i>Contacts</i>
<i>Aveiro Norte School of Design, Management and Production Technologies (ESAN)</i>	Telephone: +351 256 666 960 Fax: +351 256 666 970 esan.geral@ua.pt Location: building 34
<i>School of Health Sciences of the University of Aveiro (ESSUA)</i>	Telephone: +351 234 401 558 Fax: +351 234 401 597 essua.secretaria@ua.pt Location: building 30
<i>Águeda School of Technology and Management (ESTGA)</i>	Telephone: +351 234 611 500/1 Fax: +351 234 611 540 estga.geral@ua.pt Location: building 20
<i>Institute of Accounting and Administration of the University of Aveiro (ISCA)</i>	Telephone: +351 234 380 110 Fax: +351 234 380 111 isca.geral@ua.pt Location: building 35

<i>Partner Entities and Organizations</i>	<i>Contacts</i>
<i>Confucius Institute - University of Aveiro</i>	Telephone: +351 234 247 076 confucio@ua.pt https://www.ua.pt/iconfucio/ Location: building 3

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**Academic Association of the University
of Aveiro (AAUAv)**

Telephone: +351 234 372 320

Fax: +351 234 372 329

aauav@aauav.pt

<https://aauav.pt/>

Location: building N

Erasmus Student Network (ESN - Aveiro)

board@esnaveiro.org

<http://www.esnaveiro.org/>

Location: building 6 (commercial zone)

**CPLP Centre of the Academic Association
of the University of Aveiro (NCPLP)**

ncplp@aauav.pt

<https://pt-br.facebook.com/nucleocplpaauav/>

Location: building N

**Brazilian Students Association
(BRASA)**

aveiro@brasalocal.org

[@brasaveiro \(Instagram\)](#)

**Capeverdean Student Association of
Aveiro (AECAV)**

ae.caboverdianos.aveiro@gmail.com

<https://www.facebook.com/aecav/>

**Mozambican Association of Aveiro
(AMOAV)**

amoavemoz@gmail.com

<https://www.facebook.com/Amoave-109354353990110/>

**Santomese Student Association of
Aveiro (AESTPAV)**

aestpav@hotmail.com

**Timorese Students Group of Aveiro
(GETA)**

<https://www.facebook.com/groups/515922605137123/>

**University Centre of Faith and Culture
(CUFC)**

Telephone: +351 234 420 600

cufc@ua.pt

<http://www.diocese-aveiro.pt/cufc/>

Location: in front of building 7