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GETTING STARTED AT THE URV

What should I do...?

...before arriving?

1. Remember to take a copy of your Learning agreement and the certificate of arrival from your home university.
2. Do not forget your **passport/ID card and the health card!**
3. Sign up in Doodle for at **URV welcome meeting.**

...once I have arrived?

1. Come to the **URV Welcome meeting** you previously signed up.
2. Give us the **certificate of arrival** and we will sign and send it by mail to your university.
3. Arrange a meeting with your URV academic coordinator.
4. Be open-minded, make friends and enjoy your mobility experience!

... Before leaving?

1. Talk to your academic coordinator about your transcript of records.
2. On your last week at the URV, visit the International Center to pick your attendance certificate up and say good bye!

Important steps

Arrival certificate or Attendance certificate

This certificate show the dates when you have arrived and when you end your mobility period at the URV.

At your arrival or in the welcome meetings, DELIVER IT TO THE INTERNATIONAL CENTER or we will provide you with a similar model in order to state that you have joined the URV.

The International Center will sign and stamp it, and send it back to your home university by email. The International Center will keep the original document until your departure.

Remember to pick the original document up 2-3 days before your departure! You need to submit it at your home university in order to complete your mobility period.

Learning agreement

This document regulates:

- The conditions of the parties involved in the period of stay
- The subjects studied during the mobility period
- The number of ECTS credits
- Academic recognition
- Possible modifications

The learning agreement must be signed by all parties in order to complete your registration at the URV.

You have to contact your [URV academic coordinator](#) and make an appointment to check and sign the original learning agreement. Then you have to bring it to the International Centre and we will sign it as well.

The academic coordinator will also inform you about the schedule of your courses.

If you have to modify your learning agreement after it has been signed by all parties, please refer to the section *During the mobility (Changes to the learning agreement)*.

Enrolment

When you get your Learning agreement signed by all parties, your URV academic coordinator will submit it to the secretary so that you are registered in all the subjects you have chosen. Then **you will get an enrolment sheet**, which is the official registration at the URV. It is very important to have this document, because it shows that you are actually enrolled in the subjects you have chosen.

Modification of period of stay

If you wish to extend or shorten your stay at the URV, you need to get authorization from your coordinators both at your home university and at the URV.

End of stay

Remember to collect your **Certificate of Attendance** from the International Center **before you leave back home**. When you go home, you will need to present it at your home university in order to complete your mobility period.

Visit your mobility coordinator to get your **Transcript of Records**, which will show your courses, grades and ECTS credits. Otherwise, it will be sent directly to your home university.

Main Academic Services

URV Access codes

You can find your username and password in the document given to you in the **welcome meeting**. These credentials will give you access to the URV's online services, such as your URV email account, Moodle and WIFI.

Here you have an explanation of how the access codes work:

- **Username**: the number of the ID document which you gave us in the registration form.
- **Password**: your date of birth: DD-MMM-YY
 - DD: day of birth
 - MMM: first three letters of the month of birth in Catalan
 - YYY: year of birth

Example: *If your date of birth is the 3rd of January 1990, your password is 03-GEN-90*

Moodle

Moodle is the URV's virtual platform, which enables professors and students to communicate online regarding the subjects. It is a useful tool to download subject's content, upload activities and assignments and communicate with professors and other students.

You can enter Moodle 24 hours a day through any internet connection. You can login with your username and password.

WIFI

There is a free WIFI named **Eduroam** on all the URV's campuses. Log in with your username and password.

URV email account

You will have a personal email account at the URV. Please note that all information regarding the courses, activities etc., will be sent to your URV email account, so remember to check it frequently. The account user is always your **name DOT surname** followed by **@estudiants.urv.cat** (e.g. james.smith@estudiants.urv.cat)

You can access the URV's email through the web page: <https://virtual.urv.cat>

URV Student card

The URV student card gives you access to the services provided by the URV's libraries (named CRAIs at the URV). With this card you can access to the libraries, borrow materials and can also be used as a bankcard, via a specific request at the Santander Bank. Your URV student card will be given to you during the welcome meeting.



STUDIES

Academic calendar

1st semester: 05th of September 2018 – 3th of February 2019

2nd semester: 03th of February 2019 – 21th of June 2019

No teaching on:

- Christmas break (22/12/2018 - 06 /01/2019)
- Easter break (13/04/2019 – 22/04/2019 both included)
- Public holidays

Schedule

Classes at the URV take place between 8AM and 9PM. Lunch break is between 1PM and 3PM.

**Quart d'hora academic (academic quarter of an hour)* means that lectures do not generally start on time, but between 5–15 minutes late enabling people to get from one place to another.

For checking out your course schedule, you can check:

- [EVIA](#): you can see properly your schedule, teaching rooms and final exam dates.
- [Educational Guide \(Guia Docent\)](#): **you** can find your courses summary.

Note that your mobility coordinator will show you all this information as well, so do not worry if you are not used to the platforms before contacting him/he

SERVICES

Libraries (CRAI)

The [CRAI \(Centre de Recursos per a l'Aprenentatge i la Investigació / Learning and Research Resources Center\)](#) provides all the university services that support learning, teaching and research. The CRAI offers library loans, electronic publications, photocopiers, and many other useful services. You need your student card in order to access the CRAI and use its services. If your URV student card is not ready yet you can enter the CRAI by showing your enrollment paper.

In each campus of the whole university you will find a [library](#) that you can always access. For each faculty or School you can check [its own calendar](#).

LIBRARY (CRAI CENTER)	Monday to Friday	Saturdays	Sundays and bank holidays
CRAI Campus Bellissens	8-21 h	CLOSED	
CRAI Campus Catalunya	8-21 h	9-21 h	
CRAI Campus Sescelades	8-21 h	CLOSED	
CRAI Campus Terres de l'Ebre	8-21 h	CLOSED	
CRAI Campus Vila-seca	8:30-20 h	CLOSED	
CRAI Medicina i Ciències de la Salut	8-21 h	9-21 h	CLOSED
Biblioteca de la Unitat Docent de l'Hospital Universitari Sant Joan de Reus	8-15 h	CLOSED	
Unitat Docent Joan XXIII (Biblioteca Hospital Universitari Joan XXIII de Tarragona)	8- 21 h	CLOSED	
Unitat Docent Pere Mata (Biblioteca Hospital Universitari Institut Pere Mata de Reus)*	Monday, Wednesday and Friday 8-15 h Tuesdays and Thursdays 8-17:30 h	CLOSED	
CRAI Seu Baix Penedès	Mondays to Thursdays 9-19 h Fridays 9-15 h	CLOSED	

Language service

The URV's Language Service (*Servei Lingüístic*) is located in Campus Catalunya, **entering on the left building, 3rd floor**. Open Monday to Friday between 10 AM to 10 PM and Tuesday afternoon between 4.30PM to 6PM.

International students can attend **Catalan courses free of charge for mobility students** and **Spanish courses at a special reduced price**. The language service offers language courses **also in English, Italian, French and Chinese**. The registration fees for these courses are the same for local and international students: http://www.llengues.urv.cat/mobilitat/arrivals/en_index/

Language Exchange

If you would rather prefer to meet up with other students that speak the language you want to learn you can always join the language tandem for free:

<http://www.urv.cat/en/campus-life/services/crai/que-us-oferim/espai-aprenentatge-llengues/intercanvis-linguistics/>

Contact information:

E-mail: llengues@urv.cat

Tel. 977 558 359

Can I get ECTS credits from a language course offered in the URV Language Service?

You do not automatically get credits for the language courses because these courses **do not belong to any academic plan. So you mustn't include any language course in your learning agreement.** After successfully completing a language course, the Language Service will provide you with a certificate. You have to submit this certificate in your home university and request them to get the recognition of the course in your academic profile.

There will not be any language course results in your transcript of records, so you will have to go to the Language Service to pick the language course and certificate.

Sports

Esports URV aims to promote students' physical activity and wellbeing by paying the member fee, you have access to various courses and services.

Check out online visiting offer:

<http://www.urv.cat/en/campus-life/university-extension/physical-activity/sport/>



For more information, you can visit the office:

- Campus Catalunya. Avda.Catalunya, 35, 43002 Tarragona
- Office hours: Monday to Friday from 9:30AM. to 1:30PM.
- Telf. 977 558 833 - Fax: 977 558 636
- E-mail: esports@urv.cat

Cultural Societies

There are plenty of activities to choose from at the URV, such as theatre and arts clubs, the university choir, hiking or voluntary activities. More information is available online:

<http://www.urv.cat/en/campus-life/university-extension/cultural-societies/>

University Canteen

Each campus has a cafeteria/canteen which offers a warm meal on weekdays between 1PM – 3PM. The price of the meal is between €4.50–€7.80. However, if you want to take your food from home there are free microwaves available at each canteen for everyone who wants to heat up their food.

In the hospital Sant Joan de Reus and Joan XXIII a discount is made to students of the URV if they present the URV card

URV On-line shop

Would you like some URV souvenirs?

Visit www.botigaurv.cat and choose yours! You can buy online.

INTERNATIONAL STUDENT CARD AND ASSOCIATIONS

ISIC student card

The International Student Identity Card (ISIC) is an internationally card accepted proof of student status. It also gives you access to thousands of student benefits and discounts all over the world. You can apply for your [ISIC card online](#).



+INFO: hosting@urv.cat with the subject "ISIC INFO+NAME"

URV mentors



URV mentors is a group of URV local students who voluntarily help new incoming students get integrated into university life. They also give further advice on administrative procedures and provide useful tips on leisure activities, among other things.

Mentors are here for you, so do not hesitate to ask them for advice!

If you would like to have a **mentor** assigned to you, ask the **International Center** and we will find one for you.

AEGEE Tarragona

AEGEE is an interdisciplinary student organizations in Europe. For more information contact the by aegee.tarragona@urv.cat or visit they web page: <http://www.aegeetarragona.org/>

There are lots of different student clubs at the URV, check all them online:
<http://www.urv.cat/es/vida-campus/asociacionismo-participacion> (only in Spanish)

HEALTH CARE

European Health Insurance Card

Students from other EU countries should obtain their European Health Insurance Card from their home country before coming to the URV. The EHIC gives you access to public health services in all EU countries including Switzerland, Norway, Lichtenstein, and Iceland. Make sure your EHIC will be valid for your entire mobility period!



Primary Attention Centres (CAP) offer medical services during fixed opening hours (some also offer a 24hour service). If you need to see a doctor for a non-urgent matter, contact the closest CAP (we will provide you of a list of CAPs in the welcome meeting).

In case of emergency, go to the closest hospital.

Remember! When using the medical services, bring your EHIC and your URV enrollment paper with you to demonstrate that you are currently living in Spain. If you are a non-EU citizen, you must show your URV acceptance letter and a private health insurance document.

Can I get any private insurance at the URV?

The URV can provide you an insurance, at a cost, that will cover your entire stay at the URV, including accidents, medical assistance and repatriation. For more information please write an email to: hosting@urv.cat.

MOVING TO SPAIN

Registration of your stay: NIE

The procedure for registering in Spain depends on the length of your stay and whether you are a citizen of an EU country.

You need to register and obtain the NIE (foreigner resident's ID card) if you are:

- ☐ an EU student staying in Spain more than 3 months
- ☐ a Non-EU student staying in Spain less than 180 days
- ☐ a Non-EU student staying in Spain more than 180 days



In all these cases the **International Center** will help you with the procedure that you have to follow.

If need the NIE, please note that you can [watch our youtube tutorials](#) to know which steps you will be asked to take.

Or contact hosting@urv.cat with the subject “**NIE request + NAME**” and we will reply back solving your doubts.

ACCOMMODATION

A piece of information

The Student Attention Center (OOU) is at your service to help you find suitable accommodation. There is a [housing database](#) where you can see flats / rooms available. To access the database URV, enter the password **bhoou**.

Sant Jordi Residence

This student residence is located in Tarragona city center, between Campus Catalunya and Campus Sescelades. It opens all year round except during the URV vacation periods (Christmas and Easter).

Tarragona Mediterrani Residence

This residence is located in the heart of the city, very close to the Tarraco imperial square and the Rambla Nova.

For more information: http://www.urv.cat/serveis_universitaris/borsa_habitatge/en_index.html

Private accommodation

You can find accommodation on several websites, as well as also in real states. We recommend that you check the flat/apartment/room personally before signing any agreement or making any payment. Make sure you understand the terms and conditions of the agreement in order to avoid any problems. Remember to ask if the electricity, water and /or Internet are included in the rent. If you have problems understanding the landlord or the contract terms, ask your URV mentor for help.

Here you have some websites where you can search for shared flats:

<http://www.pisocompartido.com> / <http://www.easypiso.com>

DAILY LIFE

Banks and currency

The currency in Spain is the euro (€).

Banks are open on weekdays between 8.30AM and 2PM. Some of them may also open once a week in the afternoon or on Saturday mornings.

If you wish to open a bank account, you may be asked to bring the NIE (see part VI), passport, enrolment proof and the URV student card.

Remember that banks usually charge a fee for international banking services, such as international transfers.

Cost of living

You will find food, clothes, accommodation and other things may be cheap or expensive depending on what you are used to. A daily lunch menu at a restaurant can cost between 8€ and 12€. In the evenings and on weekends prices are usually higher. Coffee in a cafeteria is around 1'2€.

A student spends approximately **550€ on monthly expenses** including accommodation, meals and transport.

Local buses



EMT is the public transport company in Tarragona. A single ticket costs €1'50. If you need to use the buses daily, you can buy a rechargeable bus card. There are several fares depending on how many journeys you would like to take in a certain period of time. There is also a reduced fare for under 25-year-old persons which costs 19,50€ and includes 100 journeys carried out in 30 days. More information on the bus routes, timetables, tickets and fares at <http://emtanemambtu.cat/about/tarifas-i-abonaments-a-partir-de-1-1-de-gener-del-2013/>

Intercity or long distance buses



If you have your accommodation in a different city from your campus (e.g. flat in Tarragona and campus in Reus) or you simply wish to visit neighbouring towns around the Tarragona region by bus, we recommend you to pay a single ticket (e.g. Reus– Tarragona which costs 2,05€) or you can buy a bonus as well depending on how many journeys you would like to do in a certain period of time. You can check the webpage from [ATM transport](#) and look for the best bonus depending on your needs and the [schedules](#).

For more information, visit: <http://www.igualadina.com/index.php>

Barcelona Airport to Tarragona

To get to Tarragona from Barcelona airport you can easily book a transfer through [PLANA BUS Company](#) that departures from Terminal 1.

You can also take a train at BCN airport from Terminal 2 and travel to Barcelona and stop in **Barcelona-Sants** or **Barcelona -Paseo de Gracia** or **Barcelona– Estación de Francia** (all three are in the city center) and then change to another train to Tarragona or Reus.

Transport alternatives

There are alternative ways of traveling that can be even more sustainable and more committed with the environment as well as affordable:

-The [“Charity Bike” programme or Bicicleta solidària](#).

-“[FES EDIT](#)” APP for sharing a car.

More information at hosting@urv.cat with the subject “Charity Bike+NAME” or “FESEDIT+NAME”.



Shopping and sightseeing

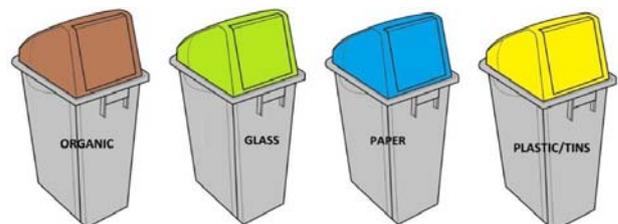
Shops and supermarkets are usually open from Monday to Saturday. On Sundays and on holidays they tend to be closed. There are several shopping malls where you can find many clothing, shoes or jewellery shops as well as restaurants, cinemas and supermarkets.

In the old town you can find retail shops that sell souvenirs, handicrafts, traditional Catalan products, among other things. The old town is also home to many restaurants and bars.

For more information, you can visit: <https://www.tarragonaturisme.cat/en>

Recycling in Spain

Bear in mind that when you have to throw the rubbish away it is important to deposit it in the correct bin. If we all contribute to maintaining the environment, we will enjoy a better world.



If you are not familiar with the culture of the Mediterranean countries, you might find several habits surprising. We have summarised some of the things you should know so that you avoid shocking or unpleasant situations

UNDERSTANDING CATALONIA

People in Catalonia make gestures and use their body a lot when they speak and they touch each other more than in other cultures (for example by putting a hand on the shoulder). In informal situations people greet each other with two kisses on the cheeks – particularly if the persons have just been introduced.



A conversation between a group of Catalan friends is usually lively (and loud). It is common for everybody to talk at the same time, so do not be surprised if another person starts a new conversation before you have finished what you were saying.

Perception of time depends strongly on

where you come from. In Catalonia, people tend to be punctual in formal situations such as lessons, public events etc. but are more flexible regarding informal situations. It is also common for people to change their plans at the last minute. The Catalan expression “a quarts de” is used to give an approximate time.

As a part of the siesta culture (migdiada), shops tend to be closed during the afternoon (between 1PM and 5PM). However, not all of them open again and not all of them close again, so always check the opening hours!

Eating habits can also be a little bit of a surprise. Lunch is eaten around 2PM and dinner between 9–10PM, and even later at weekends and in the summer. You will notice that some restaurants are closed between lunch and dinnertime. In addition, meals themselves might be different from what you are used to: instead of a full breakfast at home, people might have something small before going to work and then have a sandwich or cake around 10AM. Lunch can be a three-course meal with wine or beer. Eating is often related to social occasions, which is why friends and families tend to gather together for a meal.



If you wish to explore Catalan gastronomy you can start with pa amb tomàquet (bread with tomato), tapas, paella and crema catalana. However, in order to get a deeper insight into our delicacies it is worth trying a lunchtime menu in a local restaurant or even travelling out of town to find other traditional dishes. Fruits and vegetables are fresh and easily available in fruit store. Enjoy them!

Late night schedules apply not only to dinnertime but also to going out. People start gathering in pubs and bars around midnight and move on to the nightclubs from 2AM onwards.

There are several local festivals and many folk activities in Catalonia. In general, festivals take place outside in the open air.

Sant Jordi (Saint George’s day), on 23 April, is the Catalan celebration of love (similar to Valentine’s). Men give their girlfriend/wife/mother/friend a red rose as symbol of love, and women give men a book. On Sant Joan’s eve, on 23 June, people celebrate the summer solstice with fireworks, concerts and a full night of celebrations. One of the most important festivals in Tarragona is Santa Tecla in September 23rd.

Catalonia has two official languages, Catalan and Spanish (Castellano). Catalan is widely used in conversation, public administration, media, education, and in everyday life. Although everyone speaks Spanish and many people can also speak English, it is useful to know at least some basic

words and expressions in order to make your daily life easier.

SURVIVAL CATALAN

COMMON PHRASES	
Good morning / afternoon!	Bon dia! / Bona tarda!
Hello! / Goodbye!	Hola! / Adéu!
See you!	Fins aviat! / A reveure!
How are you? / Fine, thanks!	Com estàs? / Estic bé!
What's your name?	Com et dius?
What time is it?	Quina hora és?
Sorry, I don't speak Catalan.	Ho sento, no parlo català.
Do you speak English?	Parles l'anglès?
I don't understand.	No l'entenc.
Could you repeat, please?	Podries repetir, si us plau?
Thank you (very much)!	(Moltes) gràcies!
Excuse me...	Perdoni / Disculpi...
I'm sorry!	Ho sento!
Help!	Ajuda!
Cheers!	Salut!

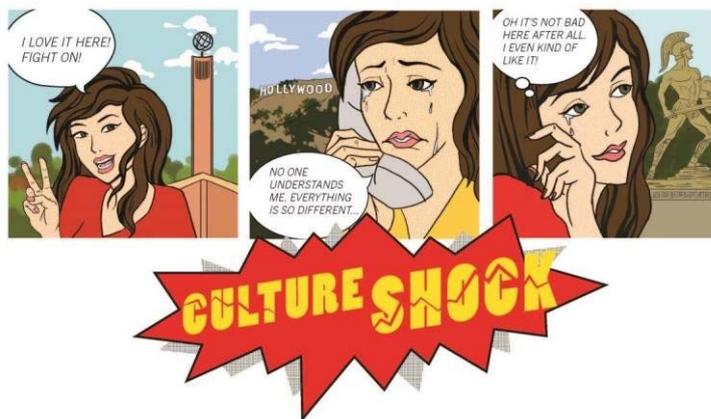
WEEKDAYS AND MONTHS	
Monday	Dilluns (dl)
Tuesday	Dimarts (dt)
Wednesday	Dimecres (dc)
Thursday	Dijous (dj)
Friday	Divendres (dv)
Saturday	Dissabte (ds)
Sunday	Diumenge (dg)
January	Gener
February	Febrer
March	Març
April	Abril
May	Maig
June	Juny
July	Juliol
August	Agost
September	Setembre
October	Octubre
November	Novembre
December	Desembre
Weekdays	Feiners
Holidays	Festius
Year	Any

EVERYDAY VOCABULARY	
ATM	Caixer automàtic
Bread / Butter	Pa / Mantega
Bus stop	Parada d'autobús
Cash / Credit card	Efectiu / Targeta de crèdit
Email	Correu electrònic
Envelope / Postcard	Sobre / Postal
Fish / Meat / Fruits	Peix / Carn / Fruites
Food Store / Supermarket	Supermercat
Lecture hall	Sala de lectura
Milk / Coffee / Water	Llet / Cafè / Aigua
Open—Closed	Obert—Tancat
Pen / Pencil	Bolígraf / Llapis
Prepaid SIM-card	Targeta SIM pre-pagament
Pharmacy	Farmàcia
Police station	Estació de policia
Post office	Oficina de correus
Railway / Bus station	Estació de tren/d'autobusos
Residence permit	Permís de residència
Sugar / Salt / Pepper	Sucre / Sal / Pebre
Tenancy agreement (for a flat)	Contracte d'arrendament (d'un pis)
Ticket (one way/return)	Bitllet (anada/anada i tornada)
Timetable	Horari
Toilet	Lavabo

CULTURE SHOCK

Anyone who has ever lived abroad has gone through an emotional rollercoaster caused by their new environment with new people, different kinds of food, different language, and unfamiliar social norms and habits, among other things. For many mobility students it is also their first experience away from family and friends.

This phenomenon is known as **CULTURE SHOCK**, and can be described as a cycle of reactions that one normally goes through after moving to a new country. Culture shock is not only about negative feelings. In general, it can be divided into five phases but it is always a personal experience. Not everyone undergoes all the phases, or they experience different phases at the same time.



Being aware beforehand of the culture shock and its emotional symptoms will help you. The following offers some advice on how to survive the confusion caused by culture shock:

Remember that what you are going through is normal and everyone will go through the same thing in one way or another. *Share your feelings with other foreigners or with locals who have also been abroad!*

Participate in activities to make friends with other international students (if you prefer to spend time with locals, ever better!).

Do things that you like (sports, volunteer work, music etc.). This is also an opportunity to try new things and step outside your comfort zone and therefore learn about the new culture. *Try something you never thought you would do!*

Do not complain all the time about everything that the country does not have or that is worse than at home. With a negative attitude you will have a negative experience and you will lose the opportunity to experience something different. *Keep your mind open!*

Be patient instead of afraid. Allow yourself time to get used to the new surroundings. It is normal to walk with a map, get lost on your way to the university or not know how to use the printer in the computer class. *Ask when you don't know!*

Learn to laugh at yourself. When you communicate in a foreign language, you cannot express yourself the same way you can in your mother tongue.

Do not worry about the misunderstandings or the funny mistakes that might cause uncomfortable situations. After all, those are best ways to learn!

**WE WISH YOU
A SUCCESSFUL,
PLEASANT AND REWARDING
STAY AT THE**

International Center

Avinguda Països Catalans, 17-19
43007 Tarragona
Tel.: (+34) 977 25 6569 / (+34) 977 55 8129
hosting@urv.cat
mobility.in@urv.cat
<http://www.urv.cat/international/>



UNIVERSITAT ROVIRA I VIRGILI

Accept the differences. You cannot change the society to which you have moved. Once you accept the differences everything will be easier and you can even laugh at the things that you do not understand. *Keep in mind that different does not mean worse!*

To summarize, keep in mind that most people suffer from culture shock in one way or another. Do not regard it as a sign that you have taken the wrong decision or that you are not strong enough to deal with situations like these. The symptoms of culture shock will disappear gradually, and once they do, you will value the experience as an opportunity for personal growth.

Remember...

Abroad you represent your country and its culture. You are an ambassador for your country!

People are usually interested in different cultures, so do not be surprised about having to answer questions about your home country's customs and traditions.



Welcome to the URV!