



**Universidad
Europea**

Admissions process 20-21.

Adapted to the COVID-19 situation



The purpose of this document is to clarify possible questions raised by students during the admission process to Universidad Europea.

Below, you can find the answers to some of the most frequently asked questions that candidates ask us during the admission process. We have also included issues that have been affected to a greater or lesser extent by COVID-19.

To solve the rest of the general doubts concerning admission applications, you can go to our [FAQ page](#) or contact your advisor.

FREQUENTLY ASKED QUESTIONS (FAQ's)

- 1. Admissions process**
- 2. Place reservation**
- 3. Calendar**
- 4. Class attendance**
- 5. Campus security**
- 6. Student services**
- 7. Medical service**

1. Admissions process

> Can I complete my admission process online?

The Admission process can be carried out entirely online.

> Will Universidad Europea extend its deadlines for completing the admission process?

The Admission process is open throughout the year, including six weeks after the start of classes. Your academic advisor will assist you with the enrollment process in order to complete it in the best way possible.

> I am having trouble gathering my admission documents due to the current situation. What can I do?

The deadline for submitting your University enrollment documentation for the 2020-2021 school year is 15 November 2020. If you are still unable to gather the required documentation as the deadline approaches, please contact us to assess the alternatives.

> My graduation from high school/university in my home country has been postponed. Can I still enroll in Universidad Europea this year?

The University allows access to Bachelor's and Master's degrees, except for the Master's Degree in Law, with conditional enrollment by signing the corresponding document as long as you have no more than two pending subjects from your previous CFGS (*ciclos formativos de grado superior*) or your previous Degree and **prove the completion of your studies before 31 December 2020.**

> Does the University offer any type of financial aid?

At Universidad Europea there are special scholarships and discounts for new students in consideration of their particular circumstances. For more information, you can contact your advisor who will be happy to help you. Additionally, there are also financing mechanisms at your disposal that you can request. As a consequence of the COVID-19 situation, there are various forms of special aid available. Your advisor will provide you with all the information.

> Will there be delays or changes in scholarships from Universidad Europea due to the current situation?

Students entitled to apply for scholarships will not be impacted by this situation. If, after the first Scholarship Committee, there are students who do not have all their qualifications, a grant may be made conditional upon passing the pending subjects. In addition, the Scholarship regulations provide for the possibility of a new application period opening up in September. In any case, it will be possible to hold as many scholarship committees as necessary to attend to all applications in accordance with budgetary availabilities.

> When, how, and where will I be able to deliver my Legal Access Requirement documents for the 2020/2021 academic year?

The original copy of your documentation must be delivered in person to the Vice-Rector's Office for Students, or sent by certified mail to the Department of the Academic Secretary (Vice-Rector's Office for Students) as soon as you have it. The original certificate does not need to be provided in the case of electronically signed academic certificates. If you do this from September onwards, you must send a copy of your documents through the Pre-Student Community, if you have not yet registered, or through the student portal, once you have registered. You will have an advisor available at all times if you need one.

- > I cannot submit my documentation to be validated on time because my center/University is closed. Can I submit it later?

In order to perform your validation review, we need you to provide us with at least one document stating the subjects you have taken, your academic certificate, your enrollment confirmation, and the list of subjects you are enrolled in. In the case of requests for recognition of professional experience, we need you to provide at least a Work History Report and the company certificate. You will then be able to provide all the required documentation in accordance with the validation regulations.

2. Place reservation

Reserving a place constitutes confirmation by the student that they want to enroll at the University, and are guaranteed a place in their chosen course. The place reservation fee must be paid before enrollment.

The place reservation fee will only be reimbursed if the student does not meet the stipulated legal requirements for University access, providing documents to prove this to the New Student Service and Admissions Department before 15 November 2020.

Students who are refused a student visa (after showing the rejection letter from the Spanish Embassy in the corresponding country) or who cannot travel to the University because the competent Spanish authorities have agreed a certain measure that prevents it (for example, closing borders, not allowing nationals of their country of origin, etc.) will also be entitled to this refund. In the latter case, the University will refund the place reservation fee only if it is not possible to ensure the online administration and teaching of the enrolled degree during the period in which such measures are in place.



- > Can I pay the place reservation fee in installments?

It is not possible to pay the place reservation fee in installments. It must be paid in a single payment.

- > Will the amount paid for the place reservation fee be refunded if we have to cancel the course?

In the hypothetical event that **Universidad Europea** is unable to start the academic year due to the crisis resulting from COVID-19, the institution **agrees to fully refund the amount paid for the place reservation fee.**

- > Will the amount paid for the place reservation fee be refunded if the start of the course is delayed?

In the hypothetical event that Universidad Europea decides to delay the start of classes **for more than a month** due to the crisis resulting from COVID-19, the **place reservation fee will be refunded** if the student is no longer interested in starting his or her studies. If the start of classes is delayed by **less than one month, the place reservation fee will not be refunded.**



- > If I am unable to start the new academic year because I have not finished my degree, will my place reservation fee be refunded?

The University allows access to Bachelor's and Master's degrees, except for the Master's Degree in Law, with conditional enrollment. It is necessary to sign the corresponding document provided that you have a maximum of two subjects pending from your previous CFGS or Bachelor's degree and **you prove that you have completed your studies before 31 December 2020.**

If, once the new academic year has begun and the deadline of 31 December 2020 has passed, you have not been able to complete your CFGS or previous bachelor's degree, each case will be studied individually to see if your university place reservation fee can be refunded. For example, a delay of the deadlines set by your previous University due to circumstances resulting from the COVID-19 crisis is deemed as just cause, provided that it can be demonstrated. Under no circumstances will Universidad Europea refund the place reservation fee if the reason is due to poor academic performance.

- > Will the place reservation fee be refunded if students face border closures at their destination or place of origin?

In the event that the student resides, at the time of starting the course, in a foreign country and its borders are closed, or the authorities recommend not traveling there, the university place reservation fee will be refunded. The refund will be issued during the 15 days prior to the start of the course up until the start thereof. Once it has begun, if the place reservation fee has not been previously requested the refund will not be made.

Here at Universidad Europea, we encourage all students to start their classes virtually and remotely until the situation in their country allows them to travel.

- > What documentation should I provide if I am unable to travel due to Coronavirus in order to request a refund of the place reservation fee?

In the event of this situation, we will consult the website of the Ministry of Foreign Affairs to check which countries have closed their borders. Universidad Europea will handle each case diligently and with careful attention to detail.

3. Calendar

- > What will happen if the COVID-19 situation has not improved by September?

Universidad Europea will follow the guidelines set by the competent authorities at all times. In this context, and depending on the phases for ending lockdown that have already been announced by the Spanish authorities, we are working on different scenarios that will allow us to adapt teaching to the different realities that may occur. This includes scenarios with options such as continuing in a virtual environment or returning to face-to-face classes. We are putting a special focus on the more practical subjects, and we are designing a specific plan so that they can be done in smaller groups. Our goal is to continue providing quality education with the maximum possible attendance, but always in safe environments.

If there is a second wave of COVID-19 or if the situation prohibits us from starting classes in the usual way or with 100% attendance, we will respond taking into account various scenarios as mentioned previously.

- > Are delays planned for the start of classes in the 2020-2021 academic year? Will they be delayed if a new alarm status is ordered?

The academic calendar does not change. The teaching format will be adapted according to what the health authorities allow us to do.

4. Class attendance

Universidad Europea in Madrid, Valencia and the Canary Islands is working to guarantee the safety of the entire educational community when the gradual reopening of the different campuses and headquarters of Universidad Europea takes place.

Here at Universidad Europea, we follow the protocols established by the competent authorities at all times. In this context, face-to-face classes will resume as soon as possible as the process to end lockdown continues.

In the event that teaching cannot be resumed due to cases arising from COVID-19, at Universidad Europea we will guarantee a quality online training experience.

- > If I cannot attend classes in person, will it be possible to take classes virtually or using mixed formats?

In the event that the teaching method applied during the beginning of the 20/21 academic year is face-to-face or semi-face-to-face, Universidad Europea will ensure that classes can be taken online for all those students who, for duly justified reasons derived from COVID-19, cannot attend the campus in person. This measure will apply until the end of 2020, with the possibility of extension if the situation so requires.

- > What computer resources must I have in order to take my classes remotely?

This will depend on the content of each subject. Some of them require specific resources and your teacher will inform you in advance before the class starts. In general, a device that allows internet access, such as a computer, tablet, or mobile phone is sufficient. It is highly recommended for you have a laptop with a camera and microphone.

> If I am in quarantine and the classes are virtual, how can I attend them in person?

Universidad Europea will provide you with the necessary academic support at all times so that you can continue your classes.

> If I have to take my classes virtually from my country, will they be taught at a time that I can attend?

Classes will be recorded if there are more than 4 hours of difference in time zones, so that you will be able to access them.

> What is the difference between Universidad Europea programs taught face-to-face versus virtually?

In principle there should be no difference other than face-to-face aspect itself.

The availability and contact with the teacher is the same. The classes will be mostly synchronous, which means that teachers and students are connected in virtual classrooms at the time scheduled for the subject, although there will also be educational content with asynchronous availability, depending on the instructions of the health authorities. The practical content has been adapted to this virtual format so that you can achieve the expected academic results from the subjects (case analyses, simulations, videos, creating and implementing projects, virtual laboratories, etc.).

> Will I be able to carry out my professional internship normally? Will I have to extend my studies if I cannot do it? If my internship is clinical, what are the protocols in this case?

At Universidad Europea, our concern is for you to obtain the expected academic results in professional internships, mainly in a face-to-face format, either through teleworking or in virtual format, or through supplemental training units.

> With regard to exams, will these be done virtually if necessary?

Exams will also take place virtually if necessary. This is currently how we are evaluating our students at Universidad Europea. We use the following methodologies in virtual format:

1. Oral exams.
2. Open-book written tests.
3. Objective tests (multiple-choice tests).
4. Academic work (essay, critical analysis, documentary review, action proposal etc.).
5. Conceptual maps.
6. Reflective journal.
7. Portfolios or learning folders (collection of documents produced by the student).
8. Performance observations (videos/recordings of the student's performance or an analysis of third-party performance).
9. Projects.
10. Problems/Cases.
11. Presentations of doctoral dissertations.
12. Presentations of the final degree project/final Master's project.

> If I need to return to my country due to an outbreak of the pandemic, what options does Universidad Europea provide to the student so that I can continue my studies?

Here at Universidad Europea, we follow the instructions given by the competent authorities at all times. Yes, at that time, the authorities will indicate that it is not possible to continue classes in person and, as a consequence, you will have to return to your country or Autonomous Community, the University will offer classes through the Virtual Campus and you will be able to continue your studies remotely.

5. Campus security

- > What security measures will be implemented to ensure the safety of students on campus? How will all of the health and safety conditions be adapted to different scenarios? Classroom capacity, common areas, library, cafeteria, gym, social distancing, class shifts, etc.

Universidad Europea ensures safety conditions for our students at all times. We are working on a plan to end lockdown to ensure that all the standards required by the competent authorities are met. When we are ready to return to campus, all the details will be released in advance.

- > Will Universidad Europea provide students with gloves, face masks and sanitizing gels? Will temperature controls be carried out before entering the buildings?

Universidad Europea ensures that the strictest security measures are incorporated on campus. Additionally, the instructions of the health authorities will be followed at all times. If the competent authority instructs us to do so, gloves, face masks, and sanitizing gels will be provided.

- > If a student tests positive for Coronavirus, what measures will be taken with regard to his or her peers or other people at the University with whom they have interacted?

In this specific case, Universidad Europea will follow the instructions issued by the competent authorities in this regard.

- > Will there be information sessions reminding students of the health and safety protocols?

Yes, there will be information sessions for students with a special focus on health and safety protocols.



6. Student services

- > Will there be a presentation day for new students in order to familiarize them with the facilities and services offered by the University?

Universidad Europea always offers a presentation before classes start. This will be either face-to-face or virtual depending on what the health authorities indicate at the beginning of the academic year.

- > If I need help, will I receive face-to-face assistance from my coordinator and/or Student Services?

Universidad Europea will always provide assistance from the Student Services and Academic Coordination teams. Assistance will be either face-to-face or remote depending on the evolution of the health crisis. We will follow the instructions and guidelines of the competent authorities at all times.

- > How do I get my student card? Where can I request it?

We will provide it to you in person in the spaces provided for this, while respecting the health and safety measures at all times. If attendance in person is not possible, then both the procedure for requesting the card as well as its delivery will be carried out remotely.

- > Will Universidad Europea continue to offer a cafeteria service, catering, or a menu of the day?

Yes, the University will offer cafeteria services while ensuring compliance with all of the health and safety conditions imposed by the applicable regulations.

- > Will it be possible to use the library for studying?

Universidad Europea libraries are prepared to grant students access with reinforced security measures to allow social distancing. We will follow the recommendations of the health and educational authorities regarding this issue at all times.

- > Does Universidad Europea have a bus service to get to the campus? Does the University have its own transport fleet? If so, what are the security measures implemented by this transport service?

Universidad Europea has an external bus service that connects the Campus with different points in Madrid. At Universidad Europea, we strive to ensure that all of our collaborators comply with the necessary guarantees established by the health authorities with regard to the transport sector.

- > Will I be able to use the sports facilities of Universidad Europea?

We are following the recommendations of the health authorities at all times. If the use of such facilities is permitted, we will do so while adhering to reinforced security measures to allow social distancing.

- > Will we be able to use specific facilities for the practical development of our degree? I'm referring specifically to the radio studio, TV set, simulated hospital, etc.

At Universidad Europea, we always following the recommendations of the health authorities. In the event that the use of this type of facility is permitted, we will always do so with reinforced security measures that allow for social distancing.

7. Medical services

- > What is the coverage of the University's medical service? What are the service hours? Is there an emergency service?

The Universidad Europea Medical Service is open from 09:00 to 18:00 Monday to Friday and is located on the ground floor of Building B. It will be treated as a primary care consultation where an initial assessment is made to attempt to solve the problem. If other services are required, students will be referred to Social Security or private insurance.

- > What measures does Universidad Europea have to ensure the safety of its students?

Universidad Europea complies with all security protocols set by the health and educational authorities in order to provide face-to-face classes on campus while respecting social distancing.

- > If I become infected at the University, is there any insurance to cover me while I'm sick?

There is no specific insurance covering COVID-19 infection as the location of the infection cannot be identified. In any case, all students must have Social Security coverage, or private insurance depending on their situation, or if they are from outside Spain, they must have their own European Health Card or Private Insurance where they can verify that COVID-19 assistance is included.

- > Am I covered by school insurance if I catch COVID-19?

According to social security information, it does not appear that medical care in the event of contracting COVID-19, is excluded from school insurance. In any case, this does not mean that the school insurance covers 100% of the expenses resulting from the illness. Depending on the specific case, you can consult all aspects that would be covered by the school insurance at [this link](#).

- > I am an international student. Is there any medical insurance that I can take out in addition to the school insurance?

As students of Universidad Europea, international students may be subject to exceptional conditions from the company **Nueva Mutua Sanitaria**. We have outlined below a few points of this medical policy.

1. No pre-existing conditions: A health questionnaire will NOT be requested from students of Universidad Europea. Pre-existing conditions must be declared.
2. No waiting periods. There are no waiting periods, except for some special services.
3. No co-pays.
4. Coverage of treatments related to COVID-19 (excluding tests).
5. Repatriation coverage: Consulates are requesting this before granting visas.
 - Medical transportation or repatriation.
 - Transportation or repatriation of bodily remains.
6. Coverage:
 - Primary care, general medicine, nursing, pediatrics, 24-hour home care.
 - 24 hour emergency care.
 - Medical and surgical specialties, diagnostic tests, medical, pediatric, and psychiatric hospitalization, surgical and obstetric ICU.
 - Medical consultation video service.



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