



**Incoming
Guide
2020/2021**

Welcome to *Universidad Europea de Canarias* and congratulations for being accepted at UEC!

This guide has been designed to provide visiting students with information on all aspects of their stay at the UEC. Please read this guide carefully prior to your arrival.

If you have any questions about this guide, do not hesitate to contact the international Office by email at international.canarias@universidadeuropea.es.

We look forward to meeting you at Universidad Europea de Canarias.

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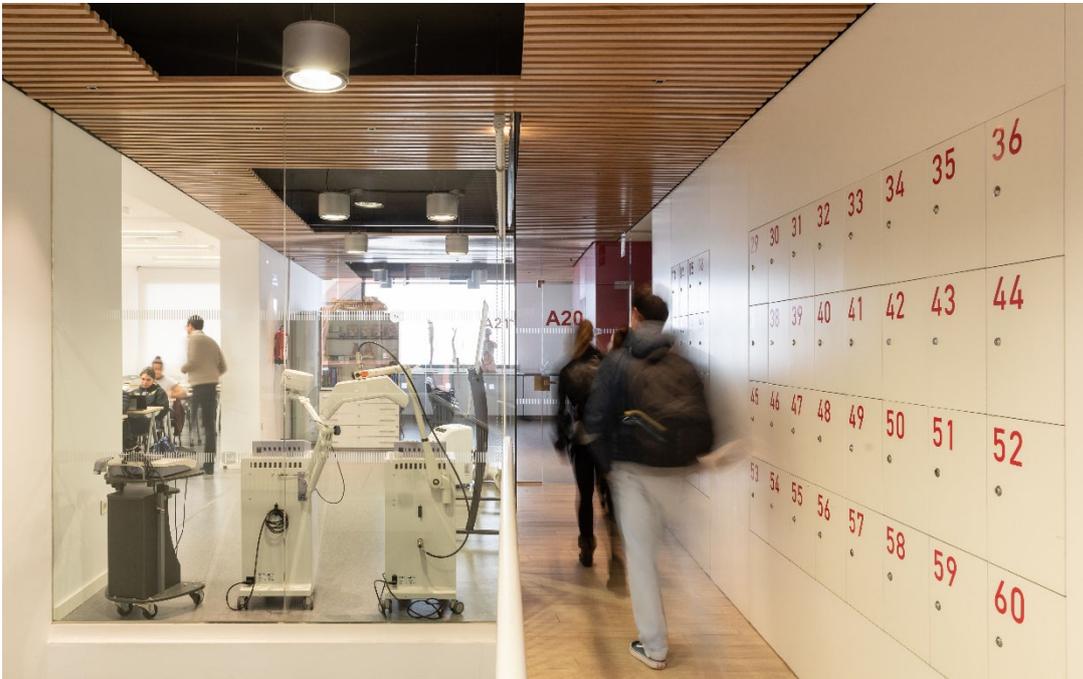
Introduction

The University

The *Universidad Europea de Canarias* was Founded in 2012. We have a student population of around 1000, making us **the largest private university in Tenerife**.

We hope that, by experiencing all the University has to offer, you will find your time at UEC enriching both academically and personally.

The UEC is a dynamic institution, aimed at adding value to society and actively contributing to its progress. True to its innovative spirit, it promotes research that is applicable and useful to society and bases its activity on empowering the individual, with an international educational model that is connected to the professional world and offers high quality academics.



Department of International Mobility

The Department for International Mobility is part of the Student Services Department, **first floor** of **main Campus**.

- Phone: (+34) 922. 985. 012
- Email: international.canarias@universidadeuropea.es

How to Arrive

The easiest way to arrive at *Universidad Europea de Canarias* is by bus. There is a monthly pass that offers unlimited travel which can be purchased in tobacco shops, ticket offices, etc.

- Information on public transport lines: (+34) 922. 531. 300.

The regular bus line travelling to the campus is **Line 108 Santa Cruz – La Orotava**. Buses ran every 30 minutes.

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		09:40(1)	10:20	8:10
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		13:40	14:20	12:40
		13:55(1)(9)	14:25	13:10
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		14:40(1)	15:20	14:10
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		19:10	19:50	18:40
		19:40(1)	20:20	19:10
		20:10(8)	20:50	19:40
		21:10(5)(8)	21:50	20:10
		21:45(1)(5)	22:25	20:40
		22:15(5)(8)	22:55	21:10
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The following links will be helpful for public transport:

- <https://www.titsa.com/index.php> Official website of TITSA, Bus Company



Sanitary Measures COVID-19

Health and Safety Measures and Teaching Formats COVID-19 during S1

Sanitary Measures COVID-19

In the course of 2020-2021 several health and safety measures have been taken to help prevent contagion from Covid 19. These measures are modular and may change according to the guidelines given by the health authorities and by the University authorities depending on the different scenarios that occur during the course.

These measures will be communicated to the students before their arrival at our Center and will include, among others, issues of hygiene, protection, seating capacity, social distance, quarantines (for individual cases; or for students from a country whose visitors have to be quarantined when coming to Spain, if applicable).

Compliance with these health and safety protocols is mandatory, and failure to comply with them may result in a university sanction which will be communicated to the student's home university; our University reserves the right to take any action it deems necessary if non-compliance with health and safety measures puts the university community at risk.

Likewise, the teaching formats for the 2020-2021 academic year may be conditioned by the health situation due to COVID-19. These teaching formats, to which students will have to adapt, will be communicated as they are adopted.

In any case, the academic quality, teaching hours, monitoring, evaluation and credits obtained will be guaranteed in any of the formats to which the subjects are adapted.

For any additional information you can find the COVID-19 FAQs when accessing the [Virtual Campus](#).

Due to the uncertainties that exist today, students are not recommended to pay for accommodation and air tickets at this time; and, if they do, make sure the fees are refundable.

You can find updated information on the current situation in Spain on the [website](#) of the Ministry of Health.



**Before
Arrival**

All incoming students should have the [European Health Insurance Card](#) (EHIC) or a **private health insurance** that covers their stay in Spain. UEC recommends [Mutua Nueva Sanitaria](#). This insurance covers assistance in the best centers and hospitals throughout the country and also allows you to quickly and immediately contact a primary care doctor at any time simply through the application on your mobile. The coverage of this insurance is as follows:



- Full coverage for all COVID-19 treatments (except the tests)
- Primary Care
- 24-hour home assistance
- 24-hour emergency service
- Travel Assistance
- Medical Specialties
- Therapeutic Methods
- Additional Covered Services
- Preventive Medicine

You will be able to contract your medical insurance from 28 euros per month and you will start paying the amount from the date you have chosen. In addition, the New Mutual Health Insurance will allow you to apply for and renew your Study Visa because it meets all the Spanish Government's requirements for visa procedures. You can take out the insurance at any time and from your country of origin, simply by clicking on the following [link](#).

For its part, the European Health Insurance Card covers any medical treatment required during your stay, whether due to illness or accident. Students must bring a copy of the policy on the first day of registration at UEC.

The *European Health Insurance Card* covers any medical treatment that becomes necessary during your trip, because of either illness or accident. The card gives access to state-provided medical treatment only and you will be treated on the same basis as an “insured” person living in the country you are visiting.



Students from **any European Union member state**, who are on a student exchange program, will require a full passport or valid national ID card in order to enter Spain. No other documentation is required.

Students who are **nationals of non-EU countries** must check in advance with the authorities of their home country what **documentation is required**. Keep in mind that it will take time to apply for a visa. Please be aware that your visa application is your responsibility.

Cost of living: the cost of living in Tenerife can add up to an average of 700 € per month including accommodation, food and other expenses.

Banks: On arrival to *Universidad Europea*, you may wish to exchange money, and this can be done at most banks. If you choose to open a bank account, it is advisable to choose a bank which is reasonably close to the University campus or residence. You will need to take along the following documents: Student ID card, Passport and Official Admission Letter from the university

Banks usually open from 8:30 am to 2:00 pm Monday to Friday.



Practical Information



Accommodation

One of the commitments of Universidad Europea is to guarantee that all students have a **high-quality stay** at our University. We are aware of the difficulties involved when moving to an unknown city or country. The place where you are going to live during your time spent at University is very important for you to feel settled and to obtain the maximum benefit from both your studies and the university experience.

Whilst many International students choose to live in La Laguna (25 min by bus from Campus) to make the most of their experience, others prefer to live in **La Orotava** o **El Puerto de La Cruz** to be closer to the campus.

Some useful websites for accommodation:

- <https://www.idealista.com/venta-viviendas/santa-cruz-de-tenerife/tenerife/>
- <https://www.milanuncios.com/>
- <https://www.fotocasa.es/es/>

Even though the Department of International Mobility is at your disposal for any trouble, finding accommodation is your own responsibility.



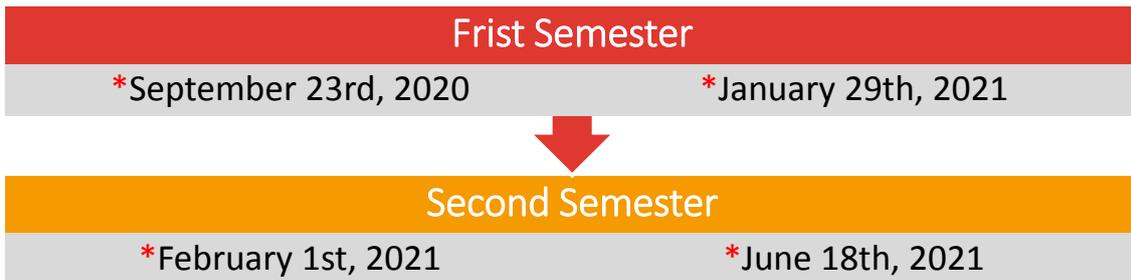
During your Stay

Academic Calendar

At *Universidad Europea de Canarias*, the academic calendar for undergraduate studies is divided in semesters.

We usually recommend arriving at UEC, at least, **one week before the beginning of the classes**. Accordingly, the student will get an easier and quicker adaptation to the country before the beginning of the course. The beginning and end of each trimesters is specified

as follows:



***Dates to be confirmed**

You can check the full **academic calendar** for 2020/2021 academic course in the website of the university.

First semester and full year stay students: All students must register themselves upon arrival at the UEC. More information regarding this topic will be released soon.

Registration

A graphic consisting of three overlapping rectangles: a large red one on top, a yellow one in the middle, and a smaller orange one at the bottom. The text 'Registration Process' is centered in white on the red rectangle.

Registration Process

Registration as a student at UEC: The Department of International Mobility will be your main point of contact for non-academic issues before your arrival and during your time in UEC.

Please email the [Department of International Mobility](#) with any questions you may have. Please note that we receive a large amount of emails, so we will try to answer as soon as possible but might take a bit of time.

Email communication: When you register at UEC you will get your **username** and **password** activated that will allow you to access all online services. One of these services is your personal email address from UEC.

A graphic consisting of three overlapping rectangles: a large red one on top, a yellow one in the middle, and a smaller orange one at the bottom. The text 'Email' is centered in white on the red rectangle.

Email

The university will contact you by email during term-time.

It is your responsibility to ensure that you check your email on a regular basis. We recommend that you use your university email account to read and respond to university communications.

You should note that failure to check your email or failure to receive email due to non-delivery of an e-mail forwarded to a non-university email account will not be accepted as grounds for appeal.

Virtual Campus: You can access the Virtual Campus from the University homepage by clicking on “Acceso Alumnos”. Your login and password will be given to you in the International Office for your final registration.

A graphic consisting of three overlapping rectangles: a large red one on top, a yellow one in the middle, and a smaller orange one at the bottom. The text 'Virtual Campus' is centered in white on the red rectangle.

Virtual Campus

You should use your [Virtual Campus](#) to check your personal data, and to find other information such as, schedule, study guides and more. Professors use the virtual campus to inform about exams, submission deadlines, assignments etc. and it is extremely important for you to master this tool.



Learning Agreement

If you need your *Learning Agreement* (LA) to be signed by UEC, check that your courses on your LA are the same one that you previously enrolled at UEC. No LA will be signed with different courses than the ones enrolled.

If your LA is correct, you will have to request the sign by using one of the two following alternatives:

1.Through Online learning agreement. This tool allows the creation of the e-version of the LA, share the e-document with the host and guest institution and get it signed by all parts using a touch screen. The aim is not to use the current footprint and replace it by a digital document, improving the signature process and the document's management.

There are two ways to create an online learning agreement

- Through the [website](#) created by the European University Foundation and Erasmus Student Network in collaboration with the European Commission
- Through the [APP](#) available for iOS and Android electronic devices

The International Mobility Advisor will be your reference person in case you have any doubt or question related to academic issues of your stay. Once you arrive at UEC, you can meet your International Academic Coordinator in the area of *Student Services*.



International Mobility Advisor



Choice of Courses

Workload for UEC students: Maximum number of ECTS credits depending on the duration of your stay: Students with an annual stay can enroll up to 60 ECTS. Students with a stay of one semester can enroll up to 30 ECTS.

1 semester	2 semesters
30 ECTS	60 ECTS

Please note that all students are expected to participate fully in classes and to complete all assignments for the classes for which they are registered. To be eligible to attend lectures or practical sessions you must be officially registered for the course.

Absence from classes and exams: Unless you are ill or have other good reasons, you should attend all your classes and exams. If you are unable to attend classes for medical reasons, or you feel that your academic performance has been affected by your health, you must submit relevant medical certificates. If you are absent from class for health reasons for more than six days, you should submit a medical certificate from a doctor.



Absence from Classes



Changes on the courses

All students will receive a confirmation of their list of courses during the summer. You have been enrolled according to your requests (wherever possible) and your eventual communications with our Enrolment department.

Please, take into consideration that the number of places available and course changes depend on the availability of each

School/Faculty.

A graphic consisting of a red square at the top with the text 'Language Courses' in white. Below it are two horizontal bars, one yellow and one orange, overlapping each other.

Language Courses

UEC offers online language courses through a virtual language platform. During your studies at our university with a great variety of schedules and levels.

The language courses on this platform do not provide ECTS, do not provide a certificate upon completion, and can be taken during both semesters. In order to know in which level of Spanish you must register you need to take the level test. These courses have a registration fee for all new students (also for exchange students).

Please see our full range of English courses on the university [website](#). For more information, please do not hesitate to contact us.

The course learning guides will specify the evaluation criteria for the continuous assessment activities, the final test of the semester and the extraordinary test in July (for students who do not pass the course).

A graphic consisting of a red square at the top with the text 'Evaluation System' in white. Below it are two horizontal bars, one yellow and one orange, overlapping each other.

Evaluation System

System of continuous assessment during the semester:

Almost all subjects are organized in a system of continuous assessment, in which the teacher will ask the students throughout the semester to carry out several activities, exercises and assessable tests, whose grades, together with the grade of the final semester test, will make a weighted average in order to calculate the final grade of the course.

Attendance model: The teacher will require, in addition to the continuous assessment activities and the final semester test, that the student has a minimum attendance in class - either in person or from a distance - and that he/she actively participates in class. These attendance and participation criteria will be indicated in the course learning guide.

Blended mobility: In the case of a Blended mobility model, few face-to face classes and large number of on-line teaching classes, the teacher, through the learning guide, will establish the different assessment methodologies, as well as participation criteria during the attendance period, and the number of tutorials and participation during the distance period.

Final exams of the semester: The registration in the subjects automatically gives the right to the exams, tests, or final deliveries, without the need to pay any extra fee. Your teachers will inform you of the dates and times of these final exams. These final exams, whose grades will be weighted with other types of tests, activities and partial deliveries

made during the semester in the continuous assessment system, will be taken in the last week of the semester (see academic calendar).

Extraordinary July exams: In the case of students who do not pass the course during the semester, they have the right to take an extraordinary exam in the period established for this purpose in July (see academic calendar).

If you are registered for and attending a course for the first time, you will automatically be entered to the exam in that course and there is no fee. You will be informed of exam dates and times by your professors.

You will be able to access your exam results as soon as they become available via your Virtual Campus and uploaded to your online **"Expediente"**.



Exam Results

Afterwards, the Transcript of Records will be sent **directly** to you by email. Please note that transcripts will be sent only once the exam results for all students have been processed. You will normally receive your transcript 4-8 weeks after the end of the trimester.

In accordance with the provisions of Official Decree 1125/2003 of September 5th 2003, the level of learning achieved by students for each course in the curriculum will be expressed by numerical grades, according to the following scale from 0 to 10, written as a decimal, to which a corresponding qualitative grade can also be added.



Grading System

Local grading:

- Sobresaliente (Excellent): 9.0-10
- Notable (Very Good-Good): 7.0-8.9
- Aprobado (Good-Satisfactory-Sufficient): 5.0-6.9

- Suspenso (Fail): 0-4.9

ECTS grades (% of successful Grade; students normally achieving the grade)

- Excellent: A (10%)

- Very Good: B (25%)

- Good: C (30%)

- Satisfactory: D (25%)

- Sufficient: E (10%)

- Fail: F

Equivalence between local qualifications and the ECTS Grade system: The relationship between local qualifications and the ECTS grade system at the university can be seen in the following table (*):

Calificación local	Porcentaje	ECTS Grade	Conversión ECTS Grade-Local Grade
Sobresaliente	10%	A (Excellent)	9,0-10
Notable	25%	B (Very Good)	7,8-8,9
	30%	C (Good)	6,3-7,7
Aprobado	25%	D (Satisfactory)	5,5-6,2
	10%	E (Sufficient)	5-5,4

(*) This table shows an average between local grades and ECTS grades in the different programs of the university. The different statistical tables of 2019-2020 programs will be added in an annex of this document.



Useful Information



Sustainability

Curricular sustainability is an integral and interdisciplinary part of the curriculum in all our programs. We encourage sustainable mobility practices among incoming students, such as the use of existing public transport; Bus-Up; and bicycles; online tutoring and teamwork, including combined mobility options; among other sustainable good practices in daily life. In addition, we share and promote among students training videos, which are aimed at university mobility managers, who have, for example, tools to measure CO2 emissions generated by university mobility, etc.

We promote the values of European identity, "unity in diversity" (Strengthening European identity through education and culture, 2017) and other values such as human dignity, freedom, democracy, equality, the rule of law and respect for human rights, including the rights of persons belonging to minorities and inclusion/non-discrimination. The commitment of the University to this is evident in the declared Mission of the European University Foundation, which seeks to promote improved living conditions, equal rights between men and women, to safeguard health, the environment and cultural heritage and to promote social development and entrepreneurship.



Civic engagement

These values are acquired both abroad and on campus, integrated into the daily learning of the subjects, activities and clubs. To further illustrate these objectives, outside the classroom we also encourage incoming students to join projects to foster social action in our university community, such as: the Mandela Campus Social Group, which encourages volunteer initiatives, the University Project for Development, which allows our students and teachers to gain experience in the field of international cooperation, or the Young Social Entrepreneurs Awards, which annually recognize 10 projects that are having a positive impact on society.

Emergency

- Emergencies
 - ✓ Phone: 112

Computer facilities

The University campus and is enabled with free Wi-Fi. You will be able to use our loan laptop service.

Library facilities

Registered students are automatically members of the University Library. The library is in main building in Casa Salazar

Diversity Management Unit

The Diversity Management Unit provides support and promotes the inclusion of students with special educational support needs, facilitating global accessibility as well as fostering their competence development, full participation in the educational community. This unit manages all the necessary actions to ensure there are afforded equal opportunities. Likewise, this unit coordinates with teachers different support actions (e.g., providing for extra time during exams or coursework, etc.). The student will have double support: The Diversity Management Unit Counsellor and the International Mobility Advisor.

- **Diversity Management Unit**
 - ✓ unidad.diversidad@universidadeuropea.es