Italy
Semester and Academic Year Immersion
2011-12 Program Guide
The University of California, in accordance with applicable Federal and State law and University policy, does not discriminate on the basis of race, national origin, religion, sex, gender identity, pregnancy,* disability, age, medical condition (cancer-related), ancestry, marital status, citizenship, sexual orientation, or status as a Vietnam-era veteran or special disabled veteran. The University also prohibits sexual harassment. This nondiscrimination policy covers admission, access, and treatment in University programs and activities. Inquiries regarding the University's student-related nondiscrimination policies may be directed to the campus Equal Employment Opportunity/Affirmative Action office.

*Pregnancy includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth.
YOUR UCEAP NETWORK

EAP Online
Bookmark your Participants program page; it contains vital resources and requirements you need to know before you go abroad, including the Predeparture Checklist, UCEAP Guide to Study Abroad, Program Calendar, EAP Student Budgets and Payment Vouchers, and policies.

Local EAP Support

Campus EAP Office
The Campus EAP Office coordinates recruitment, student selection, orientation, and academic advising, and serves as your primary contact during the application process.

UCEAP Systemwide Office
The UCEAP Systemwide Office establishes and operates programs and coordinates EAP administration for all UC campuses from its headquarters in Goleta, California. You will work closely with the following Systemwide Office staff:

- **Program Advisors** communicate program information, both academic and operational, to students and campuses, and coordinate and provide academic and administrative support in all aspects of your participation.

- **Operations Specialists** coordinate the logistics of the program. Document requirements, visa application instructions, health and safety precautions, placement and acceptance by the host institution, arrival and on-site orientation, and housing arrangements are examples of program details the Operations Specialists coordinate.

- **Academic Specialists** advise on academic policies; review and record courses taken abroad for UC credit; process student registrations, petitions, and grades; and document and maintain students’ academic records.

- **Student Finance Accountants** assist primarily with EAP statements, program fee collection, and financial aid disbursements (in conjunction with your campus Financial Aid Office).

Contact Information

Program Advisor
Michele Casey
Phone: (805) 893-4430; E-mail: mcasey@eap.ucop.edu

Operations Specialist
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UCEAP Systemwide Office
6950 Hollister Avenue, Suite 200
Goleta, CA 93117-5823
Phone: (805) 893-4762; Fax: (805) 893-2583
Study Centers Abroad
The UCEAP Study Center for immersion programs in Italy is located in Bologna. Local staff operate the office and advise students on academic matters, assist with housing, and provide information on cultural and social activities. The staff works closely with the International Offices at all partner universities to provide local support to students.

Florence (Pre-ILP)
Mr. Michelangelo D’Elia, Resident Director
ACCENT/UC Florence Study Center
Piazza Santo Spirito, 10
50125 Florence, Italy
Phone: (calling from the U.S.): (011-39) 055 23 81 657
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E-mail: Florence@accentintl.com

Bologna, Bocconi, and Padova
Dr. Peggy Kidney, Academic Advisor
Maijastina Hourula, Office Manager
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40122 Bologna, Italy
Phone (calling from the U.S.): (011 39) 051 231 405
Phone (calling from Italy): 051 231 405
E-mail: unibo.cal@unibo.it

Phone Number Codes
U.S. international code 011
(dial this to call from the U.S.)
Italy country code 39
Bologna city code 051
Milan city code 02
Padova city code 049
Florence city code 055

Approximate Time Difference
Add 9 hours
**ACADEMIC INFORMATION**

**Pre-Intensive Language Program**

If you have not completed two years of Italian prior to departure, you are required to attend UCEAP’s ten-week summer pre-intensive language program (pre-ILP) held in Florence prior to the regularly scheduled ILP. You may also be required to take the pre-ILP if the EAP Selection Committee determines your language preparation to be inadequate. To better prepare for study in Italy, you are encouraged to take the pre-ILP regardless of your language level.

- Bocconi students cannot participate in the pre-ILP due to conflicting program dates and visa requirements.

You are placed in the pre-ILP based on your language proficiency. The level of language instruction ranges from intermediate to advanced. Language classes meet four hours per day, Monday through Friday mornings. Cultural activities and special lectures are scheduled in the afternoons and evenings, and some excursions take place on Saturdays. The pre-ILP course focuses on grammar, conversation, and oral and written comprehension. The entire program carries a maximum of 13 UC quarter units, though you may elect to reduce the units (minimum of 3) with no reduction in workload. The pre-ILP must be taken for a letter grade.

If you receive a B- or below as the final pre-ILP grade, you will be required to meet with the Study Center representative to discuss progress and conditions of continuation. For example, you may be required to take a tutorial support class during the ILP (two hours per week for four weeks).

**Pre-ILP Attendance Policy**

Classes are held regularly Monday through Friday. There are some classes on Friday and some Saturday excursions. You are expected to attend all field exercises and guided tours, which are integral components of the courses. There are no unjustified absences. You may only be absent from class if you are sick and bring a doctor’s note the day you return to class, or if you have a family emergency (otherwise you will have 5 percent deducted from your final grade for each absence). In addition, two tardies are equal to one unexcused absence (being 10 minutes late to class gives you a tardy). There are no exceptions.

**Eligibility**

Eligibility for UCEAP immersion programs in Italy is based upon successful completion of two years of Italian course work prior to participation; therefore, you may be dismissed from the program if you do not achieve a passing grade in the pre-ILP.
“EAP STUDENTS SAY...”

Don’t worry at the beginning of the year if things seem unstructured compared to UC. Within a few weeks you’ll understand the class and exam system.

Intensive Language Program

Prior to the start of the academic year, you will participate in an orientation and four-week intensive language program (ILP). The location of the ILP depends on your academic year or semester program location.

The ILP includes intensive training in advanced grammar, composition, listening comprehension, reading and conversation, and an overview of Italian academic culture and institutions. Classes meet three hours daily, five days a week. There are also guest lectures, seminars, and field trips. The ILP is worth a maximum of 6 UC quarter units of upper-division credit and must be taken for a letter grade (with the exception of Bocconi, where the ILP course is only available for P/NP). If you earn any grade below a B, you will be required to take additional language course work during the regular academic term.

Overview

University of Commerce Luigi Bocconi, Milan

Advanced undergraduate and graduate students in business administration, international business, and economics may attend the Business School at the University of Commerce Luigi Bocconi, Milan, for a semester or full year. Bocconi offers an intensive focus on the issues of the developing global economy. It recently has been adding degree programs in innovative areas such as Management of Arts, Culture, and Communication and International Institutions Management. Courses are taught in English and Italian.

University of Bologna

You can study dramatic arts and music (through the Dipartimento di Musica e Spettacolo—MUSPE), communication, art history, history, film studies (not production), literature, political science, mathematics, natural sciences, and economics. Limited course work in studio art is also available through the Accademia di Belle Arti di Bologna.

University of Padova

Courses are available in agriculture and forestry (including enology), art history, business administration, chemistry, communications, dramatic arts and music, education, history, journalism, linguistics, literature, mathematics, political science, psychology, selected pre-med courses (including biology), and physiology.

Graduate Opportunities

Graduate students can be accommodated in most fields at EAP’s partner institutions in Italy. A special graduate opportunity is available at University of Commerce Luigi Bocconi, Milan. Graduate students in business administration, economics, international studies, management, public administration, and comparative environmental policy and management may attend Bocconi University for the fall, spring, or year.

In addition to reviewing information in this guide, see UCEAP’s graduate web page. Information is also available at your Campus EAP Office.
Italian Students

Italian students who graduate from high school are entitled to a university education. Italian high school education is rigorous and generally provides students with a greater academic preparation for university-level studies than U.S. high schools. Italian students begin studies at the university at the age of 18 or 19, but given the declaration of a major upon acceptance to the university, they tend to be more focused in their field than the average UC student. All UCEAP host universities in Italy are state universities (with the exception of Bocconi), and overcrowding can sometimes be a problem. Only a few particular university departments have an entrance exam to limit enrollment in the three-year laurea degree (the two-year specialization degree often requires an entrance exam). Courses that are particularly affected by this are first- and second-year courses, especially in the natural sciences and in labs. Since no general education requirements are necessary at the university, students focus immediately on course work in their majors and must have clear and specific academic goals.

The university degree programs are strenuous. It is important to understand that some of the first- and second-year courses at Italian universities may fulfill a selection function in the educational system. Therefore, you are advised to consult carefully with the UCEAP Study Center and host university departments in order to ensure appropriate and meaningful course selection.

Very few students work and study at the same time because the Italian work environment offers few opportunities for part-time employment. Many students who live in the cities surrounding UCEAP’s host universities commute to school. Those who live farther away may live in university housing or rent private apartments.

With regard to student interaction, there are many associations and clubs you can join, including sports, cinema, choirs, and religious and political associations. Students meet outside the classroom in university study rooms and cafeterias, libraries, coffee shops, and internet cafés.

Although students do not have structured study groups or discussion sections, classmates will usually get together to review course material. You are encouraged to make friends with fellow students, share notes, and study together.

Italian Universities

The range of courses offered at Italian universities tends to be more focused than and not as wide compared to American universities. Whereas UC has a minimum number of units required for graduation, Italian universities have a fixed program of examination (i.e., if a degree program requires 28 examinations, the subjects/titles of which are established by the Ministry of Education, then students must take those 28 exams). There is generally a limited number of electives.

Students entering the university must first complete the required, basic introductory courses for their particular area of study. The new European Union educational reform has split the university degree into a three-year laurea degree followed by an optional two-year specialization: the laurea specialistica.
“EAP STUDENTS SAY...
Get the fax number and e-mail address for your major UC advisor so you can get in touch.”

Students must complete all the courses in the first sequence to go on to the second. This has important implications for you regarding prerequisites and expectations about your prior knowledge. You can determine which classes may be appropriate by consulting lists of courses taken by past UC students, binders of student course evaluations, and syllabi that are now available online.

At the start of the term, professors may hand out more detailed syllabi and reading lists. Many professors also provide readers with important articles and excerpts. Since specific topics may vary each year and in order to ensure appropriate UC credit for course work taken abroad, it is critical that you retain all such information, as well as lecture notes and any papers or projects you produce for these courses. The Study Center provides special Student Course Information Forms (SCIFs). Complete and retain an SCIF for each course you take abroad.

Course Structure
The Italian university system is undergoing rapid and significant changes. Traditionally, most courses were year-long, but now most are offered as semester or modular courses. However, many semester courses are “intensives,” which cover the same material formerly covered in a year. Units vary from 3 to 8 for a single course depending on double or single module format. Some courses carry a weight of 6 quarter units per semester. At Bocconi all courses are semester-based. First- and second-year classes at the host institutions, especially in the humanities fields, are large. From the third year on, they range from small seminar groups to large lecture halls.

Attendance is not always required of the Italian students; however, students who choose not to attend a class have a separate study program that they must agree upon with the professor and prepare on their own for the final examination. Your attendance is required (UCEAP policy). In some courses, professors require that students sign in for each class meeting.

Students are assigned reading material for their courses and in some cases they will be expected to write a paper. This is actually becoming more common in many of the departments. All work is individual, as are the final oral exams.

Libraries and Textbooks
Most university libraries are open for approximately 10 hours per day during the week, with reduced hours on Saturday. Most libraries are closed on Sunday. It can be somewhat difficult to check out books from university libraries. Often, the books are not organized on an open stack basis. You must consult the online catalogue and fill out a request slip for a book. You must show university ID to check out a book, and some department libraries require you to present a letter from your host university professor to show that you are enrolled in that department. Usually only two books may be checked out at a time. However, you can read texts at the library.

In Bologna, history, political science, and economics students often use the library at the Johns Hopkins University Center, which extends lending privileges to them.

In Padova, students can borrow library books from the University of Padova departmental libraries: usually no more than two at a time and for a period up to one month.
**EAP Students Say...**

Contact time with professors is limited to three hours of lecture per week plus one hour of consultation, which is not obligatory. Semester courses are intensive, with six hours of lecture a week plus seminars and discussions. You need to do nearly all of the preparation for the exam on your own. You have to program your studying to complete the reading, which in most cases is quite a heavy load, in time to take the (usually) oral exam at the end of the semester.

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**Instructors**

You are encouraged to introduce yourself to your professors and let them know you are part of the exchange program. Professors hold regular office hours and you can use that time to meet with them. On the whole, professors are willing to meet to discuss your progress, help with writing papers, or provide clarification on course content.

**Study Habits**

Since most classes do not have written assignments throughout the semester and there is generally only the final oral exam, it is very important that you maintain self-discipline and work regularly, pacing yourself throughout the term. It is impossible to read all the material in the last few weeks of class and cram for the final. Therefore, EAP discourages extensive travel during regular academic terms.

Do not expect professors to go easy on you just because you are a foreigner. Students often arrive at the beginning of the program having heard the myth that it is easy to get an A during the study abroad program. This is not the case. International students are graded in the same way as Italian students, and to get an A, they must demonstrate that they have studied and thoroughly understand the material.

To be successful, you must be academically independent and resourceful. To excel in oral exams, you must learn to organize your ideas and express yourself clearly and concisely in Italian. Although the thought of oral exams may seem intimidating at the beginning of the year, most EAP students have no problem adjusting to oral examinations.

**Assessment and Grading**

In the Italian university system, grades are assigned on a scale from 10 to 30. An 18 is a pass. For most courses, the entire grade is based on one final oral examination. It is sometimes possible to arrange for oral examinations to be taken in a separate room rather than in a public lecture room with other students and faculty.

Some students have occasionally encountered language difficulties during their final oral exams; you are encouraged to continue strengthening your language abilities throughout the program. You are also encouraged to sit in on an oral exam session prior to your own to get an idea of what professors are asking and to see how the Italian students respond. This is not considered an unusual practice and is in fact generally done by Italian students as well.

Professors are increasingly requiring final papers of 10 to 15 pages. Study Center staff can arrange for aid in reviewing papers before you submit them.

For more information about grades, see the Academic Information chapter of the UCEAP Guide to Study Abroad.
University of Commerce Luigi Bocconi

Luigi Bocconi is located in Milan, the capital of Lombardy. Milan is Italy’s second largest city (1.4 million people) and the center for banking, commerce, fashion, design, and industry. Having grown rapidly since the Industrial Revolution, Milan is a showcase of 19th- and 20th-century architecture. Much of the historic district was destroyed during World War II, but Milan has a remarkable Gothic cathedral, a Renaissance castle, and excellent museums. Leonardo da Vinci created many of his inventions for Milan’s Renaissance dukes, and it is there that he painted “The Last Supper.” La Scala Theater, a mecca for opera lovers, is also located in Milan.

Considered one of Europe’s most prestigious institutions in management and economics, Bocconi University enrolls 10,000 students and has 600 faculty members in its Faculty of Economics and Commerce and Graduate School of Business Administration. The university supports more than 150 research projects. Since 1983, Bocconi has participated in the Program of International Management, a network of European, American, and Asian universities.

You are required to enroll in all courses by following guidelines given by the International Relations Office during Bocconi orientation. Sign up for exam dates following the same guidelines at least one week prior to the exam date.

Academic Program

If you wish to take courses in Italian at Bocconi, you must have completed two years of university-level Italian. Most students take their courses in English, but study of Italian language is strongly encouraged because it allows students to better integrate into the Bocconi environment and to take advantage of all the opportunities that both Bocconi and the city of Milan have to offer.

You are required to begin your studies at Bocconi with a two-and-a-half week intensive language program (ILP) offered by Bocconi. Classes offered at the elementary, intermediate, and advanced levels meet 20 hours a week, Monday through Friday. This course—known as the “Italian Crash Course”—is graded on a P/NP basis only; the letter grade is not available.

You are required to register for a minimum of three courses per semester. Courses focus on Italian and European entrepreneurial systems and global business and institutional management. Many courses are offered in English as well as Italian.

You are placed in the fourth or fifth year of the Bocconi program, roughly equivalent to the senior year or the first-year master’s level at UC. If you want to take master’s-level courses, you must have completed the equivalent of the first-year courses in your graduate program at UC; otherwise, you will be placed in upper-division undergraduate courses.
The following disciplines are available:

- **Undergraduate Students (BA, BS):** Business administration, economics, political economy, political science, and related majors. You should ideally be in the first semester or quarter of your senior year at the time you study at Bocconi and should have completed core courses in economics or other disciplines relevant for your proposed program prior to the start of the term.

- **Master’s-Level Students (MS/A, MPP, MA, MBA):** Business administration, international affairs, economics, public policy, and management studies. You should have completed the first year of your master’s program and be in the first semester or quarter of your second year at the time you go abroad. Graduate students may do a research project on a particular topic under the supervision of a Bocconi tutor and a UC faculty member. The research project can substitute for two courses.

- **Doctoral Students:** Business administration, economics, political science, management studies, and related disciplines. You should have completed at least the first year of your doctoral program before going abroad. You need to have completed training appropriate for your expected course of study at Bocconi.

**Exams**

Final examinations cover the entire semester’s work and are mostly written.

**Internships**

Bocconi may arrange internship programs with corporations, financial institutions, or public enterprises for a period of one to three months immediately following completion of the term. Internships cannot be guaranteed. Contact the International Relations Office at Bocconi in advance if you are interested.
"EAP STUDENTS SAY...

Talk to the teachers so that they not only know that you exist, but are sympathetic to the rate at which you’re able to grasp the material. Meet people in your classes and talk to them. This has not only helped my Italian a lot, but it’s really fun to make Italian friends."

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**University of Bologna**

Bologna retains the reputation it first earned during the Middle Ages as one of Italy’s major intellectual centers. Today it is a major commercial, industrial, and agricultural center. A sophisticated international city with a population of about 400,000, Bologna still has a historic quality with its porticoes and narrow streets and a Renaissance Palazzo. Bologna is a city of wealth and high fashion with a strong sense of civic engagement.

The University of Bologna, the oldest university in Europe (founded in 1088), is one of Italy’s premier research institutions. It enrolls close to 100,000 students. Bologna has strong departments in Italian literature, political science, history, art history, communication, foreign literature, women’s and gender studies, and DAMS (Art, Cinema, Music, and Theater). Technical courses in filmmaking and photography are not offered. Lab courses are offered, but tend to be overcrowded.

The university is organized around its Facoltà, which include: Agriculture, Economics, Engineering, Industrial Chemistry, Law, Letters and Philosophy (including history, art history, anthropology, archaeology, classics, literature and Italian studies, communication, linguistics and philosophy), Education, Foreign Languages and Literatures Mathematics, Medicine, Natural Sciences, Physics, Political Science, and Statistics.

Art studio courses are offered at the Accademia di Belle Arti di Bologna and are intended primarily for advanced level studio art students. Admission to courses is by consent of the instructor. (We now have an official exchange program with the Accademia.)

**Academic Program**

Courses at the University of Bologna carry variable units from 3 quarter units (1 module) to 8 quarter units depending on contact time (2 modules). Courses in Political Science are single module courses and are assigned 8 quarter units per course. Courses in the Facoltà di Lingue and the Facoltà di Giurisprudenza are generally assigned 6 quarter units based on contact time. You are required to take at least 18 quarter units per semester or 36 quarter units during the academic year (not including units taken during the summer pre-ILP and/or the ILP).

**Internships**

Special Study Projects include independent study under the direction of a University of Bologna faculty member as well as supervised internships with a local organization. Past EAP students have interned at the Bologna prison, the Jewish Museum, the Cineteca di Bologna, the Centro di Documentazione delle donne, local junior high schools and high schools, chemistry and biology labs, and the University of Bologna’s research hospital. Generally about half of the students on the program complete an internship. Internships cannot be set up in advance but are organized on an individual basis after arrival in Bologna.
University of Padova

For centuries Padova has been a center of humanistic and scientific learning. The city was home to Dante and Petrarch. Two of Italy’s most important artistic masterpieces are in Padova: the Scrovegni Chapel, with Giotto’s frescoes of the lives of the Virgin and Christ (ca. 1304), and Donatello’s equestrian statue of Gattamelata, a 15th-century military mercenary. Other important sites are the church and tomb of St. Anthony of Padova and the Anatomical Theater at the university, the first in Europe (built in 1594). Today, with a population of close to a quarter of a million, Padova is an important commercial and industrial city that retains its cultural and artistic heritage.

The University of Padova was founded in 1222. It currently enrolls 50,000 students, with a large number of students commuting from Venice and nearby towns. The university is organized around its Facoltà, which include: Agriculture, Economics, Education, Engineering, Jurisprudence, Letters and Philosophy (including history, art history, anthropology, archaeology, classical studies, foreign languages, literature, and Italian studies, linguistics, communication, dramatic art and music), Mathematics, Physics, Psychology, Natural Sciences, Medicine, Veterinary Medicine, Political Science, Sociology, and Statistical Sciences.

Of particular interest for UC students at Padova are courses in art history; Italian literature and cultural studies; psychology; history; sociology; agriculture and forestry; pre-med courses including physiology, chemistry, and biology offered through the Medical School; and music performance classes at the Istituto Musicale G.F. Malipiero. Technical courses such as filmmaking and photography are not offered.

Academic Program

Many semester-long courses are offered, ranging from 4 to 8 UC quarter units in value. You must take a minimum of 18 units per semester (not including the summer pre-ILP and/or ILP course work).

University of Padova Medical School

EAP pre-med honors students enrolled at the University of Padova may take courses at the University of Padova’s Medical School, one of the oldest and most prestigious centers of medical research in Europe. A course of study at the Medical School provides an excellent addition to the résumé of a student applying to medical schools in the U.S. and Europe. You can take courses in anatomy, biochemistry, biology, biophysics, chemistry, general pathology, histology and embryology, immunology, microbiology, physics, physiology, and statistics.

Istituto Musicale G.F. Malipiero

EAP students enrolled at the University of Padova may take courses at the Istituto Musicale G.F. Malipiero for UC credit. Malipiero offers courses in voice, piano, violin, and most other orchestral instruments. Practice rooms are available for enrolled students. You will need to take an entrance exam or audition to determine your level of study. EAP students are officially enrolled at the University of Padova and take selected courses at the Istituto. Credit for performance courses is awarded through the University of Padova.

Each year the University of Padova offers two scholarships to EAP participants toward the cost of lessons.
EAP STUDENTS SAY...

Staying in form with the language after the ILP is of the utmost importance. You should basically ‘stay in training’ in order to have a successful year. Keep up your language skills by speaking to your Italian colleagues as much as possible.

Independent Study and Internships

In Italy, you can conduct independent research in a variety of fields and participate in internship programs in local prisons, archaeological excavations, and research laboratories. Past EAP students have interned in museums, art galleries, local hospitals, and film festivals; hosted their own radio programs; and taught at middle and high schools. New internship programs are constantly being developed in Bologna and Padova.

Planning the Year in Italy

The chart below can be useful in planning your academic curriculum and units for the year. The chart indicates the approximate range of units available for each type of course. Remember that regardless of the number of units you select for a course, the workload is the same.

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Minimum</th>
<th>Maximum</th>
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<tbody>
<tr>
<td>1) Pre-ILP</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>2) ILP; Language and Culture</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>3) University courses in Letters and Philosophy with 1, 2, or 3 modules</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>4) Independent study</td>
<td>1*</td>
<td>6</td>
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</tbody>
</table>

* All EAP courses are rendered in UC quarter units. UC Berkeley and Merced students must take minimum of 1.5 units per course to earn 1 semester unit on their UC transcript (e.g., a 4.5-unit course will earn 3 UC semester units). The units are converted by the registrar upon receipt of grades from EAP.

Course Registration

▸ Explore the UCEAP website for additional course information (including important details and restrictions), links to host institution websites, and program and course search tools.

Depending on the location, students enroll in classes through the Study Center and through the host university. Upon request, you may receive a letter of introduction to take to your professors. You may also request a UC evaluation form (provided by the Study Center) to take to your final exams. These forms are then returned to the Study Center and become part of your official record.

At the beginning of the academic term, the Academic Coordinator will meet with you to discuss your academic program for the term abroad. You will enroll in regular host university courses. It may be possible to do independent study. It is not possible to take courses at other institutions for UC credit.

Since you are in a new academic system unlike that of UC, it may be prudent, initially, to enroll in more than the necessary number of courses in order to provide flexibility. Extra courses may be dropped from the UC Study List up to approximately the middle of the term. In some cases, host institutions may require making changes earlier in the term.
“EAP STUDENTS SAY...”

The classes were sometimes intimidating, so I couldn’t participate in the discussions, but I was made a part of the class by my professor (“What do you think?” as a representative of the U.S.). Seminars and projects are difficult to be a part of, but do your own! They love it! You have to be self-motivated, creative, and flexible. Professors are very approachable.

Once you and the Academic Coordinator determine your program of study, the courses are recorded on a Registration Study List, which you can access through MyEAP. You are responsible for completing all courses on the Study List. Any changes must be made by petition. The UCEAP Systemwide Office processes Study Lists. Units and subject areas are subject to review and revision. All courses must receive EAP academic review before credit can be awarded.

Failure to submit a Study List will result in the loss of student status in both EAP and UC, and possible dismissal from UC, which carries serious financial consequences. You must also abide by host institution deadlines regarding changes, when applicable.
EXTENDING EAP PARTICIPATION

UCEAP encourages fall students to extend participation to the academic year. The best way to plan for extension is to complete the EAP Departmental and College Pre-Approval to Extend (DPA) form before departure for your program. The DPA does not obligate you to extend, but will expedite the process. If you wish to extend once you are abroad, make an appointment with the Study Center and complete either the Request for Final Approval (RFA) or the Petition to Extend before the November 1 deadline. If you already have a DPA on file, you will only need to submit the RFA for final approval to extend. The Petition to Extend can take several weeks for approval.

You must meet the program requirements and have the approval of the Study Center, your UC campus, and the UCEAP Systemwide Office. Approval is based on a number of factors, including academic performance, the support of your home campus department, and available space at the host university.

Once your extension has been approved, notification will be sent to your home campus registrar, Financial Aid Office, and Campus EAP Office. For information about the steps you need to take with regard to finances, see the Extension of Participation chapter of the UCEAP Guide to Study Abroad.

Extensions for the Permessdi di Soggiorno

If you meet all program requirements and the extension is approved, you will need to extend your residence permit (permesso di soggiorno).

If you are a fall student extending to a spring or year program, you must bring your visa and all supporting documents to the local police department in Italy 60 days before their visa expires and request to have your residence permit extended. (Note: As long as you apply for an extension of the residence permit in time, you will not need to return to the U.S. to apply for a new visa.) Supporting documents should include a new UCEAP Participation Letter that reflects the new dates of study, a new acceptance letter from the host institution that shows that the student was accepted for a specific time period, a valid passport, one passport-style photograph, and any other document or information that the police department requests. The Study Center staff will assist with this process.

➢ Bocconi students may have to actually get a new visa for the extended study period. Be sure to contact the International Student Desk immediately upon approval of extension to see exactly what is required.
CULTURAL AWARENESS

Educate Yourself

Become acquainted with Italy prior to departure. Newspapers, magazines, journals, and the Internet are important resources available to research political, economic, cultural, and social changes in the country.

It is an exciting time to study in and travel to Italy, and the better you prepare the more rewarding this time will be. The following readings can provide historical information and an insight into Italy.

Useful Websites

- The Italian national newspaper, La Repubblica, provides news daily.
- Ciao*Italy offers links to the most important daily Italian national and local newspapers.

Keep up with current events by reading articles in online newspapers (for example, La Repubblica or il Corriere della Sera), magazines, and journals. The sources below will help you to understand local culture before departure.

Recommended Reading

- Flower, Raymond and Alessandro Falassi: Culture Shock! Italy: A Survival Guide to Customs and Etiquette, Marshall Cavendish Corporation, 2008. A helpful guide to learning about what kind of culture shock you may face once in Italy and how to get through it.

Acquire a good travel guide to Italy and study it before you go abroad. Among the very best are Italy (Lonely Planet Country Guide) by Damien Simonis, et al; and The Rough Guide to Italy (Rough Guide Travel Guides) by Martin Dunford, et al.

Prominent Italian Authors

Classics such as Dante, Machiavelli, Pirandello, Calvino, and Umberto Eco are recommended. You may find some familiar stories; for example, the original Pinocchio was not written by Walt Disney—it’s an Italian novel by Carlo Collodi. Contemporary Italian authors include Stefano Benni (humorous), Andrea Camilleri (mysteries), Alessandro Baricco, and Roberto Saviano (Gomorra) and Nicolò Ammaniti (Io Non ho Paura)— whose novels were recently made into films.

Recommended Viewing

Italian cinema is world-renowned. Contemporary films on the topic of Italian culture include L’Uomo che Verrá (WWII and Fascism, set in Bologna), La Meglio Gioventù (Italian society and the 20th century), Gomorra (Mafia), Tutta la Vita Davanti (Italian 20-something society), and Le Fate Ignoranti (commentary on gay/lesbian culture in Italy).
Language Preparation

The more Italian you know before leaving for Italy, the easier your time abroad will be. Prior to departure, spend 45 minutes a day, or at least five sessions a week, working to improve your Italian.

The following are good methods outside of the classroom to help you prepare linguistically:

- Read as much as you can in Italian (newspapers, periodicals, novels, short stories), and if possible read aloud so that you get accustomed to hearing your voice in Italian.
- Keep a diary in Italian.
- Keep a journal of Italian phrases, expressions, whole sentences, and structures you would like to use in your vocabulary.
- Listen to Italian CDs in the language lab on your campus.
- Watch Italian movies. If you have difficulty understanding, turn on subtitles in Italian.
- Listen to as much Italian music as possible.
- Meet with Italian reciprocal exchange students at your UC campus. Meetings can be facilitated through your Campus EAP Office.
**ARRIVAL & ORIENTATION**

**Travel Documents**

**Passport**

You need a passport at the time you apply for the program. If you do not already have a passport, you must apply for one immediately, and you may need to expedite it. The regular process can take approximately four to ten weeks.

Passports must be valid at least three months beyond the end date of the program. If your passport will expire before that time, you will need to obtain a new one before you can apply for a student visa. To obtain a visa, your passport must be signed and all personal information must be accurate (e.g., name, date of birth, etc.).

- The way your name is spelled, abbreviated, punctuated, etc., on your passport must be exactly the same on all other documents submitted with your visa application. Even minor discrepancies can cause big problems.

**Visa**

A visa is a stamp placed in the passport by the authorities of Italy. The visa grants its bearer permission to enter and reside in Italy for the purpose stated. You may not study in Italy without a student visa unless you have Italian or EU citizenship.

You must obtain a student visa to study in Italy in the U.S. prior to departure.

To apply for the visa:

- Collect the documents listed in the visa instructions of the UCEAP Predeparture Checklist.
- Determine the Italian consulate for your campus (listed in the Predeparture Checklist)
- Submit the required documents, along with your passport, to the Italian consulate by the deadline indicated. This deadline is 90 days before the program start date.
- You must apply in person.

Use the visa instructions and sample application in the UCEAP Predeparture Checklist. Note that there are specific instructions for your UC campus. Read the visa instructions carefully. The instructions are detailed and it is important that you follow them precisely; if you fail to do so you may not receive a visa. The application and requirements are different for the Los Angeles and San Francisco consulates. To avoid delays (and last minute panic) apply as early as possible for your visa.

**Non-U.S. Citizens**

If you are a non-U.S. citizen, you will be required to have a valid passport and a resident permit, plus proof permission to reenter the U.S. You will also need to provide proof of your return flight to the U.S.

**EU Citizens**

European Union citizens do not need a visa or a residence permit, but must register at the Ufficio Anagrafe of the city in which you are studying. You will receive information and assistance with this upon arrival in Italy.
Travel Before or After Your Program
You must submit your actual passport to the consulate 90 days prior to the start date of your program and it may not be returned for several weeks; therefore, be careful when planning international travel prior to your program. It may be possible to obtain a second, temporary passport to use while your regular passport is surrendered to the Italian consulate. Contact the U.S. Passport Agency for more information.

UCEAP recommends that you do not plan to depart for your program more than a week or two prior to the program start date due to the lengthy visa process. It is best to travel after the completion of your program. If you are a U.S. citizen, you may travel in Europe up to 90 days before or after the validity date of your visa. Non-U.S. citizens must check for their own requirements.

Special Note for Non-U.S./EU Citizens
If you are planning to travel outside of Italy during or after the program, investigate the requirements to do so as there may be visa restrictions for certain countries.

Residence Permit (Permesso di Soggiorno)
Officially, you must submit an application for the permesso di soggiorno (permit of stay) within eight days of your arrival in Italy. (If you come as a tourist before the start of your program, you do not need to apply until your program begins.) Although the residence permit is ultimately issued by the local police (questura), you must apply for it through the local post office. The residence permit will cost approximately €75; be prepared to pay this fee out of pocket—it is not included in the UCEAP fees. Take all forms listed in the Residence Permit Instructions in the Predeparture Checklist with you to Italy.

Bologna and Padova Students: Do not apply for the residence permit alone; you will be given all of the necessary information after you arrive. Staff will help you fill out forms, organize documents, and apply for the permesso di soggiorno.

Bocconi Students: The Bocconi International Student Desk (ISD) will hold an orientation regarding the permit of stay.

The permesso di soggiorno is an essential document that allows you to remain in Italy for the duration of your program. It is required for your stay in Italy and also for travel in and out of Italy. If you leave Italy without your residence permit (or a receipt showing that you have applied for it), you may not be allowed to reenter Italy.

The permesso di soggiorno is also required for official registration at some of the host universities in Italy. At these host universities, a blocked registration means that you will not be issued an official libretto d’iscrizione (registration and transcript) document. Without the libretto, you cannot sign up for exams and your professors cannot record a grade.

Keep your passport and residence permit at your home in Italy in a safe place. Make a photocopy of each for you to carry at all times, as required by Italian law. The Study Center must also retain copies of both your passport and your residence permit (immediately after you receive it). Take your original documents with you only when you are traveling around or outside of Italy. It is recommended that you scan a copy of your passport and e-mail it to yourself. This could be very useful in case of loss or theft.
Dependents
The Italian visa laws may make the request to bring children to Italy impossible. It is also difficult to find child care services there. Italian citizens often must wait years to get their children into day care, so a foreign child living in Italy for a short term would not be given priority.

Packing Tips
Carry only what is necessary and make sure to bring bags that you can carry by yourself. Luggage limitations have become strict and vary by airline. Most carriers have weight restrictions and charge a lot of money for excess baggage. Contact your airline for detailed information.

Many buildings in Italy do not have elevators, so you may need to carry your bags up a number of flights of stairs. Suitcases with wheels and an extendable handle or hiking backpacks are recommended.

Identify each item of luggage on the inside and outside with your name, home address, and destination. To avoid theft, never leave your luggage unattended.

Shipping items is not recommended. It can be expensive to send boxes to Italy. Packages are not delivered to the door, so you will have to pick them up.

Essential
- Comfortable walking shoes
- Clothing that can be layered
- Warm coat and clothes for the winter
- Residence permit documents (see specifics in your Predeparture Checklist)
- Prescription medication (for information on taking prescription medication abroad, see the Health chapter of this guide)

Optional
- Voltage converter and plug adapter (see Electrical Appliances for details)
- English/Italian dictionary
- Italian grammar book
- Vitamins (they are expensive in Italy)
- Backpack with an inner frame
- Scarf, gloves, and hat
- Raincoat
- One dressy outfit for formal occasions
- Any sports attire you may need

Climate
Summers in Italy are very warm and humid, with temperatures reaching the mid-90s. From November through March, the weather is usually very cold and damp, with the temperature often dropping below freezing. It snows in some parts of the country, especially in central and northern Italy.

Clothing
The UCEAP Student Budget does not include funds for the purchase of clothing.

In general, Italians tend to dress up more than most Americans. A typical California wardrobe (with a few modifications) will be satisfactory. Take clothing that is easy to care for, preferably clothes that can be hand-washed and line-dried. Often there are limited washing machines in university housing facilities, and Laundromats and dry cleaners are expensive. Bring comfortable, waterproof walking shoes or boots with thick soles.
**Academic Supplies**

Take a good English/Italian dictionary such as the new Zanichelli and a familiar Italian grammar book to help with the language classes.

If possible, take your own laptop. Be sure that you have the appropriate adapter/converter. Italian universities require typed work. Computers are available in Padova, Bologna, and Bocconi, but there are often long waits. Files can be printed in the Bologna Study Center.

**Electrical Appliances**

The voltage in Europe is 220–240 rather than the standard U.S. 110 volts. Most electrical sockets in Italy have round holes. A plug adapter is used to fit U.S. plugs into European outlets. A voltage converter changes your appliance’s voltage from U.S. standards to European standards. All electrical appliances provide information about their voltage, usually on a label attached to the cord on the appliance. If your appliance indicates 110–240, you will only need an adapter to use it in Italy. If it indicates only 110, you will need a voltage converter with round European prongs. Converters do not work with hair dryers, alarm clocks, and electric razors. You might consider purchasing these items when you arrive in Italy since they are inexpensive. Due to the high cost of electricity abroad and the fact that improper use of appliances may damage electrical outlets and the appliances themselves, ask before using the outlets.

**Independent Travel to Italy**

**Insurance for Personal Possessions**

The UCEAP Insurance Plan includes a personal property benefit. Review the plan carefully prior to departure and determine if it provides enough coverage to suit your needs. Consider also that your parents may already have insurance coverage for personal possessions. Find out if their insurance will cover your items while in transit and while abroad, and also inquire about deductibles.

You may decide to purchase additional coverage, especially for items of high value such as a computer or camera. If you decide to do so, it is best to obtain insurance before departure because most theft occurs in the airport or while moving into housing. The host university does not protect student belongings—even in university accommodations. You are responsible for your own personal property. You can safeguard your belongings from damage or theft by locking your room and securing money, travelers checks, jewelry, passport, and other possessions.

Use logical precautions to safeguard valuables; for example, avoid wearing expensive clothing or jewelry and going to questionable parts of the city, especially at night or when alone. Your vulnerability can be minimized if you are conscious of your actions and appearance. Be cautious about inviting casual acquaintances home.
Travel Arrangements and Arrival

- Be sure to note the start date and time before purchasing an airline ticket.
- Standby tickets are not appropriate for EAP students. You should purchase a changeable airline ticket.

Arrival information, Study Center contact information, and detailed directions to your arrival city are included in your Predeparture Checklist. It is important that you take this information with you to Italy. You may also want to give a copy to your family.

You are responsible for arriving in Italy independently at the specified location on the required date and time for the official start of the program. Official UCEAP arrival and start dates are provided in the program calendar located in the Participants' web page for your program. Confirm the program start date and time before reserving a flight.

If you feel more comfortable traveling with a companion, you are encouraged to contact fellow EAP students while still on your home campus to discuss the possibility of making joint travel plans. You can also find traveling companions on the UCEAP Italy Facebook page.

The start date of the program can change due to unforeseen circumstances. You are responsible for making modifications in your travel itinerary to accommodate such changes. UCEAP is not responsible for any unrecoverable transportation charges you may incur for independent travel arrangements.

In order to be kept informed of program changes, you must update MyEAP with any changes in your address, telephone number, or e-mail address and inform UCEAP.

You must provide details of your itinerary to the UCEAP Systemwide Office no fewer than 30 days prior to the program start date and update the office with any subsequent changes.

If you fail to appear at the designated location on the Official Start Date, you are subject to dismissal from the program (see Student Agreement, Section 10, in MyEAP).

Financial Aid Students

Your financial aid package is based partly on the EAP Student Budget for the program. The estimated round-trip airfare amount is based on the cost of a changeable student fare to Italy. If your independent travel costs are greater than the airfare estimate in the EAP student budget worksheet, notify your financial aid counselors. Neither UCEAP nor the Financial Aid Office can guarantee that the additional cost will be funded by financial aid.

Return Transportation

If you do not make round-trip arrangements, be sure to book a return flight with plenty of lead time once abroad. When buying round-trip tickets, purchase a ticket that allows changes to the return date for a relatively low fee.
Orientation

There will be an orientation for each partner university upon arrival. Attendance at the orientations is mandatory.

**Pre-ILP students:** You will have an orientation upon arrival in Florence and another one at your host university.

Orientations are designed to familiarize you with Italy and Italian culture, and to provide information on university registration practices, course selection, banking, transportation, housing, medical care, social and cultural activities, etc.

During orientation, you will participate in activities and guided excursions in the local vicinity.
LOCAL TRANSPORTATION

Getting Around Your Host City

**Bocconi:** Milan is a large city and most students take some sort of public transportation. Bus, subway, tram, taxis, etc., are available. Monthly student passes for buses and local trains are available for approximately €17/month (plus an annual fee of €10).

**Bologna:** Most students walk, bike, or take the bus. Monthly bus passes are available for students for approximately €27/month.

**Padova:** Walking, bicycling, and taking the bus or tram are the most common and easiest methods of transportation within Padova.

**Bicycle**

One convenient way to get around in Italian cities is by bike. You can find used bicycles in bicycle repair shops or in announcements posted around the universities and also online. As theft is common, you should purchase a strong lock (U-lock or Kryptonite lock) and chain, and always lock the bike to a standing structure.

**Bus**

You must have a ticket to ride the bus. Inspectors will occasionally check passengers for tickets, and they will fine you if you do not have a properly validated ticket. Tickets can be purchased on some buses, and they can always be purchased at any tabaccheria and most newsstands.

Depending on the city, a regular bus ticket currently costs €1–1.50. You can purchase a pass for 10 trips at a reduced rate (the cost varies in different cities). In most cities, you can purchase a student bus pass at a discounted rate. Additional, detailed information regarding bus schedules, validating tickets, purchasing tickets, etc., will be given at the on-site orientation when you arrive.
FINANCIAL INFORMATION

Understanding Your Finances
Understanding your finances before, during, and after EAP is crucial to having a successful time abroad. The following list outlines just a few of the many things you will need to know before departure.

Detailed information on the following topics can be found in the Money Matters chapter of the UCEAP Guide to Study Abroad:

- Contact information for finance questions
- How to estimate the cost of your program
- Budget instructions and information
- How to and who can make payments to EAP
- EAP student account information
- Banking before and after arrival
- Fees and penalties
- Loan information
- How financial aid works while on EAP (how do I get my financial aid from my home campus and how are my fees paid)
- Various forms (e.g., direct deposit, etc.)

MyEAP Student Account
Your MyEAP Student Account is similar to your home campus Financial account. It will be available as soon as you are selected for your program in MyEAP. The fees that you owe UCEAP are posted to your account, and you can make payments through this account using e-checks or credit cards (MasterCard or Discover). Fees will be applied after your program predeparture withdrawal date, which is listed in MyEAP.

EAP Student Budget
Carefully review your UCEAP Student Budget.

Your UCEAP Student Budget lists the fees you will pay to UCEAP and an estimate of the personal expenses you will need to plan for. It does not include the cost of recreational travel or personal entertainment. The fees due to UCEAP will be posted to your MyEAP Student Account after your program predeparture withdrawal date. Program fees are subject to change. View your EAP Student Budget frequently.

Instructions
- Download and print your EAP Student Budget and Payment Vouchers.
- Note the deadlines on the Payment Vouchers.
- Give the EAP Student Budget and Payment Vouchers to the person responsible for paying your EAP bills. Sign them up for Third Party Authorization so they can make payments online.

For further information see the Money Matters chapter of the UCEAP Guide to Study Abroad and the Money Matters tab of your Participants Portal. If you are on financial aid, see also the EAP Financial Information web page.
**Handling Money Abroad**
Take enough cash in euros to last the first few days (about €250) until you are oriented to the area and have time to go to a bank.

**The Euro (€)**
Most countries in Europe, including Italy, use the euro for currency. The European Central Bank website provides more information.

**General Finances**
You are responsible for handling your own finances in Italy. If you plan to receive funds from home, you can have them sent in the form of an international money order, but the best method is to have funds deposited into a U.S. bank account by someone in the U.S. and then withdraw funds in Italy with an ATM card.

**ATM Card**
- Be sure to notify your bank that you will be living in Italy and confirm that you will be able to withdraw cash with your ATM card in Europe.

In the past, few students opened bank accounts in Italy due to high fees. However, banks are now offering accounts for year-long students at competitive rates. The Study Center will provide more information during orientation. Students have for the most part relied on the services of their ATM cards to access their U.S. bank accounts. Personal checks are seldom used in Italy and never sent through the mail. Bills are paid in cash at the post office.

In Italy, you can use ATMs at most Italian national bank branches. Using an ATM in Italy is as easy as it is at home. ATM cards provide a convenient way to get cash, make deposits and transfers, and verify account balances.

Confirm with your bank that your ATM card can be used to access funds abroad. Once abroad, you can use the ATM card and PIN to withdraw money from the U.S. account. There is no waiting period; money deposited in the U.S. is available almost immediately for withdrawal abroad, but there are limitations on the amount of cash accessible per transaction and per day, and there are fees for each transaction. Check with your home bank to find out what international fees will be applied to withdrawals abroad.

It is best if your card is affiliated with Visa/MasterCard so that you can receive cash advances in case the ATM does not work.

**Credit Cards**
It is strongly recommended that you take a major credit card to Italy—but be aware that credit cards are not accepted everywhere and are not as commonly used in Italy as in the U.S. Although Visa and MasterCard tend to be more widely accepted in Italy than American Express (AmEx), with an AmEx card you can write a check on your U.S. account and receive cash at an AmEx office (up to $1,000 per month). To do so, you must have an account with AmEx already established (or have access to a parent’s account). AmEx offices are located in Rome and Milan. Although procedures vary, you can arrange to use your Visa or MasterCard to obtain a cash advance. A five-digit PIN is required to use a credit card for a cash advance. Check with your credit card company to see what services are offered and where.
Exchanging Money After Arrival
You can exchange money at banks, foreign exchange offices, airports, railroad stations, some tourist information centers, and some travel agencies. Avoid exchanging money at hotels and tourist shops; although they are convenient, their rates are often less favorable. You need a passport to exchange money. Cashing travelers checks at a bank generally entails a fee of about €8.

When traveling to countries that do not accept euros, it is best to convert U.S. dollars directly into the foreign currency of those countries. If you exchange money first to euros and then to another foreign currency, you will lose money in the exchange.
COMMUNICATIONS ABROAD

Mail
Bologna students: All mail, letters, and small packages can be sent to the Study Center.

Bocconi and Padova students should have mail sent to their residence address, not to Bologna.

Do not send luggage and large shipments in advance. (They must be picked up at the airport.) You are responsible for any shipping fees not covered by the sender.

IMPORTANT: Whether you use regular mail or courier services, label packages clearly, as follows: “Used Items for Personal Use Only—No Commercial Value.” Make sure the value placed on the contents is assessed low ($25 to $50) to avoid high customs fees (30 percent of the declared value).

All insured packages are assessed import duties in the amount of 30 percent of the insured value. It is important to advise senders to forgo added insurance on packages being sent with a courier service such as FedEx, DHL, UPS, or the U.S. Post Office unless you, the recipient, are prepared to pay the import duties.

Receiving medication by mail is not advised as it will be held at the customs office at point of entry until a physician that you have delegated, licensed to practice medicine in Italy, signs the necessary paperwork to release the medicine under his/her authority. This includes vitamins.

Receiving food items by mail, including candy, cookies, teas, and spices is also not recommended as food products are subject to Agricultural Inspection which is costly and lengthy. (Packages containing a very small amount of these items generally arrive without problems provided the sender uses only a generic statement to describe the contents of the package, such as “Birthday present—used clothes—value $15”).

The Study Center is not able to pay shipping and customs fees for students.

Postage stamps may be purchased at the post office or more commonly at tobacconists where the “T” for tabacchi sign is displayed.

Telephones
Past students and UCEAP recommend that you purchase a cell phone, preferably within the first few days of arrival. Aside from being the most convenient way to communicate, it enables the Study Center staff to reach you at all times.

In Italy, you can purchase a cell phone without a contract. You can then buy rechargeable phone cards available in amounts ranging from €5 to €150. Different phone company stores are located in all cities. Cell phone prices currently start at approximately €50. Students with unlocked U.S. cell phones can simply purchase an Italian number and SIM card upon arrival in Italy.

Prior to departure, you can obtain an MCI, Sprint, or AT&T international calling card to facilitate communication with the U.S. These cards enable you to connect with an English-speaking operator. Telephone calls made through the Italian phone company generally are more expensive than those made with a calling card. Check the rates for both cell phones and land lines before you purchase.

It is increasingly more expensive to call the U.S. from an Italian cell phone and to call an Italian cell phone from the U.S. When purchasing calling cards in the U.S. and in Italy, it is important to ask for the rates to and from cell phones.
The MCI international prepaid calling card and the Sprint international prepaid calling card are two current and affordable options that students recommend. You can purchase a calling card before departure and use it for calls from an Italian cell phone to the U.S. It can also be used to call from the U.S. to the cell phone. (Special rates may apply if purchased at Costco.)

Toll-free English-speaking operators can be reached at the following numbers:

- **AT&T**: 172-1011
- **MCI**: 172-1022
- **Sprint**: 172-1877

You can call the U.S. from Italy by dialing 001+area code + phone number.

Currently the most popular means of communication is through the Internet. Skype is one option for phone calls through the Internet. Skype options include computer-to-computer calls (free) and computer-to-phone calls (minimal cost). You are advised to buy a headset in the U.S., where electronics generally cost less. SkypeOut is a service through which you or your parents can charge your account to make calls to regular landlines and cell phones. SkypeOut currently costs 2 cents per minute to an Italian landline, American landline, and American cell phone, and 30 cents per minute to an Italian cell phone.

Google Voice, a new option for Internet calls, also offers competitive rates.

### Computer Access and Use

#### E-mail

Internet hookups are generally available in the university-affiliated housing structures and in private apartments. Free Internet and e-mail is available at other locations for students in all host cities. Facilities are often crowded, but students use them regularly. There are also Internet cafés in all cities where you can access the Internet and your e-mail accounts.

**Florence**

The Study Center has a computer lab with a wireless Internet connection, providing access to e-mail. You can telnet your UC account while abroad. In addition, there are many places throughout Florence where Internet access is available for a reasonable cost (about €2.50 per hour). Most places offer student discounts. One popular local Internet café is “The Internet Train,” which has multiple locations throughout the city center. Details will be provided after arrival. Internet access is not guaranteed in any housing assignment.

**Bocconi**

Most Bocconi university buildings and the dorms have wireless Internet connections.

**Bologna**

In Bologna, students have access to three hours of free wireless Internet access per day in certain areas of the city center and university area (currently this includes Piazza Maggiore, Via dell’Archiginnasio, Via Rizzoli and Via Zamboni). You will need your University of Bologna ID and e-mail address in order to open an account at the Iperbole office. The Iperbole office is located in the main square (Piazza Maggiore). You can request this account at the same time as the three-hour wireless service. The Study Center also has a wireless Internet connection.

**Padova**

The Dante Internet store is around the corner from the Department of Letters.
Computers
Most computer facilities are good, but crowded. A number of terminals are available in various departments. The computer labs in the university libraries and departments do not have consistent hours. Students who find computer accessibility critical should bring their own computer. Remember to bring the appropriate adapters and converters. Professors expect papers to be typed.

Bocconi
Bocconi allows access to computer labs for e-mail and Internet as well as word processing and printing. Wireless access is now available.

Bologna
University of Bologna allows access to computer labs in various departments for e-mail and Internet, at the computer building on Via Zamboni 25 (with University of Bologna ID) and at the public library, Sala Borsa. Most students use their UC accounts and open a web-based account such as Gmail or Hotmail. The Study Center currently has wireless Internet access and three printers. You are strongly encouraged to take a laptop if you have one.

Padova
University of Padova departments allow access to computer labs for e-mail and Internet.
HOUSING & MEALS

Accommodations

Most EAP students in Italy live in university residences or apartments.

For all housing options: Italian law stipulates that overnight guests are not permitted!

All students, even those on financial aid, must make their own housing payments.

Dormitory Housing

In general, Italian students pay less for their housing accommodations than do UC students. For Italian students, staying in a dormitory is like receiving a fellowship—the government subsidizes a large portion of the cost. EAP students will not receive subsidies from the Italian government to stay in the dormitories, so your rent will be slightly higher.

Rooms and Apartments

Rented rooms and apartments vary in quality and convenience. You must pay the first and last months’ rent in advance along with a deposit equal to one to two months’ rent. Expenses for utilities are usually extra. Rent contracts range from six months to one year or more. Most apartments are furnished, but in some cases you will have to obtain your own linens, blankets, towels, dishes, and cooking utensils.

Dependents

If you have dependents (spouse or children) you must make your own housing arrangements. Explore your options well before departure from the U.S. Also, consult with UCEAP and contact the Study Center early for information about preliminary arrangements for private housing. University housing for dependents is not available during any portion of any program.

Pre-ILP Housing

Q: How do I apply for pre-ILP housing?
A: Read the housing information provided in your online Predeparture Checklist and complete the housing preference form. Choose which type of housing you prefer (shared apartment or a homestay). The housing preference form must be returned to ACCENT by the deadline. Your first preference is not guaranteed.

All housing placements are final for the entire duration of the program. If you do not return your housing preference form by the deadline, you will be assigned a place in whichever housing option remains available.

Q: When will I know where I will be living?
A: You will receive an e-mail 2–4 weeks prior to your departure that will state your housing assignment. Specific housing details (e.g., room assignments, address, and roommates) will be communicated when you arrive in Florence. Most students will stay in privately owned, shared apartments.
Q: What should I expect when I first arrive?
A: UCEAP will provide you with the specific arrival meeting time and place in the online UCEAP Predeparture Checklist. Upon arrival, you will receive detailed information regarding your housing. You will be responsible for your own transportation to your accommodations in Florence. If you arrive before the official arrival date, you will be responsible for arranging your own accommodations until the program starts.

Q: How do I pay for housing?
A: Your housing costs are included in your UCEAP fees. The UCEAP Student Budget, located on the UCEAP website, provides an estimate of the costs. The actual cost of each option is listed in the EAP Florence Housing Information sheet included in your online Predeparture Checklist. You are required to live in UCEAP-sponsored housing. The housing cost on the UCEAP Student Budget is based on rooms in privately owned, shared apartments. If you choose other housing, your UCEAP student account will be adjusted accordingly. Your UCEAP account will be charged the entire cost of your rent, regardless of your housing option.

Q: Is there a deposit and housing contract?
A: There is a non-refundable housing deposit billed through your UCEAP fees. You will sign an ACCENT housing contract, which is included in the Predeparture Checklist. The ACCENT cancelation fees are outlined in the Predeparture Checklist as well as the UCEAP Student Budget. Amounts are always listed in euros on the housing information sheet, but you will be billed in U.S. dollars at the appropriate exchange rate at the time of billing.

Bocconi Housing
Q: Where will I live and what will the accommodations be like?
A: You can find housing on your own or apply for Bocconi dorm housing. If you are interested in Bocconi dorm housing, you must apply quickly, as spaces are limited and the dorms fill up quickly. See details in University Housing.

If you sign the Accommodation Agreement with Bocconi, you are not allowed to move out of the residence. There are no refunds. Rent must be paid in advance in its entirety each month.

Private Accommodations
You may check the apartment listings at Bocconi’s Student Union office, main building, first floor, and online at the Exchange Student Network (ESN). The Bocconi website offers private house-hunting tips and links as well as information about the dorm options. Peruse this site thoroughly. There are a lot of options available!

Students often look for housemates to share apartments. Housemate notices are posted at the university. Private accommodations are usually shared apartments with kitchen facilities. Expect to obtain your own linens.

Other Milan housing websites include:
- www.esnmilano.it
- affitto.it
- affittistudenti.it
- milano.bakeca.it/case
- ecasa.it
- secondamano.it
Currently the only short-term Bocconi housing available for exchange students is the Residenza Arcobaleno.

Note that the tram runs from approximately 5 a.m. until 1 a.m. between Arcobaleno and the campus. If you like to go out at night, you may want to find an apartment closer to the campus and city.

University Housing

Residence Arcobaleno, Via Fratelli Fraschini 3, Milano

Residence Arcobaleno is located 30–45 minutes by tram from Università Bocconi. Single room (furnished with bed, wardrobe, and desk) in double-places apartment (two separate single rooms in a double occupancy apartment). Each apartment is furnished with shared bathroom (shower or bathtub), a little room with microwave and refrigerator, small terrace, air-conditioning, phone and Internet connection. There are community kitchens, a laundry room, TV lounge, and 24-hour reception. Cleaning service and clean linens are provided once a week. Electricity and heating are included in the monthly rent. No guests are allowed between midnight and 7 a.m. You will live with other international students, but not with Italian students. If you prefer a more “Italian experience” you may want to find a private apartment.

Bocconi has very limited student housing and it is on a first-come, first-served basis. You must apply for dorm housing at Bocconi as soon as you receive your PIN and password allowing access to the Bocconi registration and housing application. The application process will be completed online.

To apply for Bocconi housing, send the completed application and a security deposit by credit card or bank transfer to the Bocconi International Relations office. (Information will be sent via e-mail directly from the Bocconi International Relations office). Bocconi will send a confirmation of receipt for the application. This is not confirmation of a dorm space! If you receive dorm housing, the deposit will be used for the first month. If you do not receive dorm housing, the deposit will be returned.

If you choose the Residence Arcobaleno, you will remain in the same room for the duration of the ILP and university term(s). You will most likely be in a single bedroom in a shared “apartment” with a shared bathroom. In most accommodations, blankets and pillows are provided, but you must obtain your own bed linens and towels. Some dormitories have kitchen access, but this cannot be guaranteed. Most lunches and dinners are available at the university mense (cafeterias).

Q: How do I pay for accommodations? How much will my accommodations cost for the duration of my academic program?

A: For university housing, you will be asked to pay a deposit of approximately €400 directly to Bocconi. Upon arriving you will pay rent monthly, in advance. Bocconi will provide all housing information, including payment deadlines. Housing applications must be completed and submitted to Bocconi within the required deadlines. The approximate monthly rent for a single room is €700 per month, utilities included.

For private accommodations, rental costs in the vicinity of Bocconi run from about €350 to €600 for a room in a shared apartment. Water and sometimes heating costs are included in the monthly rent. Payment will depend on the individual circumstances (for example, if you live in an apartment with three or four others, you might pay your part of the rent directly to the roommate who holds the contract; you might pay the landlord directly; or if you hold the contract, you might pay an agency). Because standard contracts are for four years, most EAP students subcontract with a contract holder.

Visit the housing page of the Bocconi website for more information about all housing options.
Bologna Housing

Q: Where will I live and what will the accommodations be like?
A: In Bologna, you will find housing on your own in apartments with Italian and other international students for the entire period of study, including the ILP. Most students secure housing before arriving in Bologna (through ex-students and the Internet), or within the first week of arrival. The Study Center will provide information to students who would like to stay in a hotel for the first few days of the ILP while they look for accommodations.

The Bologna Study Center will send group e-mails during the summer with housing offers from current EAP and Italian students. Some students in the pre-ILP make weekend trips to Bologna to secure housing.

Q: How do I pay for the accommodations? How much will my housing cost?
A: You are responsible for the cost of room and board for the entire Bologna program. Prices vary in the general housing market, but the cost of a shared double room is about €250 per person. A single room in the center of the city will start at about €350. You will also pay about €50 a month for various utilities. Payment will depend on the individual circumstances (for example, if you live in an apartment with three or four others, you might pay your part of the rent directly to the roommate who holds the contract; you might pay the landlord directly; or if you hold the contract, you might pay an agency). Because standard contracts in Bologna are for four years, most EAP students subcontract with a contract holder.

Q: Can I stay in my accommodations year round?
A: Your apartment is yours for the duration of your time in Bologna. In some cases, you will be asked to stay for a full year, which means you will be expected to pay for the following summer months as well (i.e., through August). Be sure to specify when negotiating your living arrangements that you are looking for accommodations for the academic semester or year only—occasionally special arrangements can be made.
Padova Housing

Q: Where will I live during the ILP? How do I pay for ILP housing?
A: Padova students will live in a dorm during the ILP. Details will be sent to you via e-mail.

Q: Where will I live during the academic term and what will the accommodations be like? How do I obtain housing for the academic term?
A: EAP students in Padova may live in university accommodations for the academic semester or year or find an apartment on their own.

For photos of the apartments/residences and to see where the buildings are located, go to the ESU website.

Many UC students who attend Padova live in university housing, which is considerably less expensive than private apartments. University of Padova dormitories are located in various areas in the city. The dormitories are divided into apartments, each with five to seven double and single rooms. Your dorm mates will consist of Italian and other international students. Most university apartments include kitchens (cooking utensils provided), a study room, a computer room, a TV room, an exercise room, and washing machines. All apartments have adequate bathroom space and cooking facilities. Blankets and pillows are provided, but plan to buy sheets and towels or bring them from home.

You must electronically submit a housing application to the University of Padova housing office by a specified deadline. Details on how to apply will be sent to you via e-mail.

Dependents (and guests) cannot be housed in university housing during any part of the program.

Q: How do I pay for the academic term housing, and how much will it cost?
A: You are responsible for the cost of room and board for your entire time in Padova. You will receive payment details via e-mail.

If you choose to remain in the dorm the whole year, you will have your housing through the end of July 2012 whether or not you decide to leave earlier, which means you have to pay the full amount. If you choose to live in an apartment for the second semester, you must notify the SASSA dorm authority by November 15 that you will be moving for the second semester (this allows the SASSA office to assign that space to another exchange student coming for the second semester). Full payments for first semester are through the end of February.

The cost of a room in a university dorm in Padova or in a private apartment is approximately €350 per month.
Meals

Meals are available at student mense (cafeterias) at all Italian universities. Because the government subsidizes educational expenses for board, you will be able to get a midday or evening meal consisting of three courses for about €6. Meals in modest restaurants range from about €12 to €20, while more expensive restaurants run from about €25 to €35 per person. You can eat sandwiches and pizza for about €3 to €3.50 in inexpensive cafés and bars away from the popular tourist areas.

For locations of university cafeterias in Bologna, view the Unibo website.

For locations of university cafeterias in Padova, view the ESU website.

The mense are closed during the summer months. During the ILP in Bologna, students will find that there are many markets and grocery stores in the city center, so it will be easy to prepare simple meals. There is also a large array of shops, cafés, and affordable restaurants in the city center.

Bocconi dorm buildings house cafeterias. There is a self-service cafeteria in the basement of the Pensionato Bocconi (connected to all of the main Bocconi campus buildings), open from noon to 2:30 p.m. and from 7 p.m. to 8:30 p.m. every day except Sunday; the cost per meal is normally €8 but there is a special price of €4 only for exchange students. In the same area a “panino bar” (sandwiches and fast food) is open Monday through Friday from 8 a.m. to 5 p.m. There is also a café called The Coffee Bar in the basement of the main university building, open from 8 a.m. to 7 p.m. weekdays and from 8 a.m. to noon on Saturdays.
**Extracurricular Activities**

**Get Involved**

Participating in extracurricular cultural and social activities while on EAP is an excellent way to meet people, improve your language skills, and integrate more fully into the community.

Join sports, musical, theater, or arts groups; volunteer at local organizations; attend lectures and receptions held in academic and community circles; and get the most out of your time abroad.

Study Center staff has information on cultural and social events, and will send out e-mail bulletins and sometimes arrange activities and excursions for the group during the year.

There are some clubs, sponsored activities, and facilities available at the various institutions or in the community, but you need to take initiative to find them. In general, Italian universities do not offer the same extracurricular activities found on UC campuses. Clubs at the universities of Padova and Bologna sponsor film series throughout the academic year. There are also lecture series on art, contemporary literature, music, and politics; organized trips; and special events. At Bocconi see the ESN website for various activities. Each university has a Centro Universitario Sportivo that coordinates sports activities. The Club Alpino Italiano, a national organization, organizes trips for skiing and mountain climbing.

**Working Abroad**

With a study visa, you are allowed to work up to 20 hours per week. Past EAP participants have worked as English language teachers, babysitters, and waiters.

- Contact the embassy or consulate of Italy for information about working abroad.
Travel throughout Italy

Familiarize yourself with the UCEAP Student Travel Policy, which prohibits travel to places identified by the U.S. Department of State as ones to be avoided for safety reasons.

While travel opportunities may be tempting, do not allow your travels to interfere with course work or needed study time. Opportunities for travel are plentiful and UCEAP does not wish to discourage you from taking advantage of them. However, it is expected that you will attend all class sessions and adhere to your program’s absentee policy at all times. As stipulated in the UCEAP Student Agreement, you must regularly attend all classes for which you are registered and conform to all applicable rules.

Failure to abide by UCEAP travel guidelines or the Student Agreement is cause for dismissal from the program.

Train

You can purchase train schedules (national and international connections) at most newspaper stands for approximately €5. Complete schedules are also posted at the local train stations, or you can find them online. You can purchase discounted tickets on the Trenitalia website and in train stations and travel agencies. These are generally limited and must be purchased in advance.

Eurail passes must be purchased in the U.S. (either before departure or by someone in the U.S. once you are abroad).

Travel Sign-Out

You are required to inform Study Center staff about your travel plans, especially if you leave for more than a weekend. An emergency may arise abroad or at home that may require reaching you promptly. For your convenience, there is an electronic Travel Sign-Out form in MyEAP. Please use this whenever you travel out of your host city.
In addition to the following sections, read the Health chapter of the UCEAP Guide to Study Abroad.

Access the U.S. Centers for Disease Control and Prevention (CDC) Travelers’ Health website for information about any destination.

HEALTH

Physical Health

Italy has a well developed health care system. You will find that there are many general practitioners and specialists who offer quality medical care. You will receive detailed medical information at the orientation meeting upon arrival. In all host cities, there are lists of general practitioners and specialists that are recommended to students.

In emergencies, go to the emergency room at the local hospital. If you feel sick or have a medical emergency, contact the Study Center immediately. The Study Center can suggest which English-speaking clinic to visit, advise regarding necessary UCEAP medical insurance claim forms, and help make arrangements with your professors if extended absence is expected.

You must pay for health services at the time they are rendered. For reimbursement through the UCEAP Insurance Plan, you must complete a claim form (available at the Study Center and on the Participants page of the UCEAP website), attach itemized bills and receipts, and mail the originals to the address indicated on the claim form. (Keep copies of all documentation.) Reimbursement may take from four to six weeks from receipt. More information regarding insurance can be found in the Insurance section of your Participants program page.

The UCEAP insurance premium for UC students is paid by the University. See the UCEAP Insurance Plan brochure for details.

Prescription Medicine

You cannot get American prescriptions filled in Italy. Italian pharmacies will not dispense drugs without a prescription from a doctor licensed to practice in Italy. Antibiotics will not be dispensed without a prescription from a local doctor.

Some medications and certain antibiotics regularly prescribed in the U.S. may not be readily available in Italy (e.g., some ADHD medications that contain amphetamines).

It is your responsibility to research any medications that are prescribed for you. Call the University of California travel assistance provider, Europ Assistance, on the dedicated UC phone line at (866) 451-7606 or e-mail ops@europassistance-usa.com

Do not have medications shipped to you; they will be confiscated by customs. If you regularly take a certain medication, take an adequate supply with you to Italy, packed in your carryon luggage, along with a copy of the prescription and a letter from your doctor that describes your diagnosis, your treatment, and the prescribed medications, including their generic names. You can take this letter to an Italian doctor who will assess whether the same medication can be prescribed. All medications must be clearly labeled.

Most common over-the-counter medications can be obtained at Italian pharmacies. Discuss any medical or health concerns with your doctor prior to departure.
IMMERSION, 2011-12

Mental Health

Bocconi
Information and recommendations for doctors are provided by the Bocconi International Student Desk and the Study Center.

Bologna
The University of Bologna offers mental health counseling and assistance through a program administered by the Department of Psychology. The Study Center will have details for applying for assistance through this program. The contact person at the Department of Psychology is Donatella Turolla (servcli@psibo.unibo.it); phone: (011 39 051) 209 1832. The Study Center staff can also assist in finding an English-speaking doctor.

Padova
The University of Padova offers mental health counseling and assistance through a program administered by the Department of Psychology and the University Hospital. The Study Center staff can also assist in finding an English-speaking doctor.

Students with Disabilities
Contact the UCEAP Operations Specialist if you need special accommodations. All disability-related information will be treated confidentially. Advance planning is important.

Note takers and tutors can be found in all locations if needed, but there may be expenses involved that would be your responsibility.

Bocconi
In general, professors are more than willing to give extra time for exams and even revise course programs to meet a student’s particular needs. The city is difficult to navigate for students in wheelchairs.

Bologna
In general, professors are more than willing to give extra time for exams and even revise course programs to meet a student’s particular needs. Many university departments, which are housed in Medieval and Renaissance buildings, are still not wheelchair accessible.

Padova
The University of Padova has a Disabled Students Office that offers excellent assistance to students with physical or learning disabilities. The University of Padova also has dorms equipped for physically disabled students. Most of the university buildings have full access for wheelchairs and the downtown area of Padova does not present many mobility problems. In general, professors are more than willing to give extra time for exams and even revise course programs to meet a student’s particular needs.

Florence (Pre-ILP)
Professors are more than willing to give extra time for exams and even revise course programs to meet students’ particular needs.

The city of Florence is very difficult for students in wheelchairs, as most of the streets and sidewalks are cobblestone and very few buildings have elevators. Furthermore, medieval and most historical buildings in Florence are exempt from complying with the Italian Disabilities Act.
In addition to the following sections, read the Safety chapter of the UCEAP Guide to Study Abroad.

SAFETY

Specific safety issues and tips, such as which areas of your host city to avoid, will be covered in your orientation after you arrive in Italy.

It is recommended that you purchase a cell phone for use abroad, especially for emergencies. (Refer to the Communications Abroad chapter in this guide). The Study Center has an emergency plan for locating all students, if necessary. Update your local contact information through MyEAP so UCEAP can reach you in case of an emergency.

Preventing Theft

Common sense is key to staying safe and avoiding theft. Take the usual precautions against petty street crime at crowded tourist sites. Pickpockets are common in many areas of Italy. Stay alert at all times, always paying attention to your surroundings. Never walk alone at night. Assume responsibility for your personal safety and well-being.

Never carry your wallet, passport, or other valuables in the outside or back pocket of your backpack or clothes, and never leave your personal belongings unattended. Be especially careful in crowded areas and on buses and trains. Purse snatchers have been known to slash purse shoulder straps. Thieves often work in pairs; one distracts while the other pickpockets. Beware of gypsy women and small children.

UCEAP recommends making a copy of the first page of your passport to use as a form of ID; leave your actual passport safe in your room. In case your passport is lost or stolen, immediately notify the nearest U.S. embassy or consulate, local authorities, and the Study Center staff.

You are responsible for all of your belongings both inside and outside of program housing. Lock all windows and doors whenever you leave your housing, regardless of how long you will be gone or how far you will be going. Many thefts occur due to negligence in securing accommodations.

Excessive Drinking and Safety

Most of the safety problems students have experienced while abroad are related to excessive drinking. You are expected to abide by the UCEAP Substance Abuse Policy.

Drinking alcoholic beverages significantly increases risks to health and safety, and the danger increases as the amount of drinking increases. Drinking excessively will impair your ability to judge situations and make good decisions, which can make you a target for crime. You will be particularly vulnerable to robbery and physical and sexual assault.
Public Transportation

Transportation in Italy is generally safe if you use common sense and observe basic precautions. If traveling with bags, keep them in sight at all times. When riding the metro, avoid depositing luggage near doors, as this is the most opportune place for theft, especially when the train is stopped.

A conductor or member of Italy’s railway police (Polizia Ferroviaria) is present on most trains. A member of the railway police is almost always present on long-distance and night trains and greater numbers regularly patrol train stations. Emergency brakes are also available, but a heavy penalty can be levied against someone who unnecessarily stops the train. If you feel threatened, stand next to the emergency call system to indicate that you are prepared to use it if necessary. Consider changing compartments, but only do this if it can be done safely.

Bus travel in Italy is generally very safe with the most common threat being petty theft.

Road Safety

Italy has one of the highest rates of car accident deaths in the European Union. Streets in Italian historic city centers are often narrow, winding, and congested. Motor scooters are very popular, and scooter drivers often see themselves as exempt from conventions that apply to automobiles. Pedestrians and drivers should be constantly alert to the possibility of a scooter’s sudden presence. Most vehicle-related deaths and injuries involve collisions between pedestrians/cyclists and scooters or other vehicles. Be particularly cautious if you rent a scooter.

As a pedestrian be careful; sidewalks can be extremely congested and uneven. Look carefully in both directions before crossing streets, even when using a marked crosswalk with a green avanti (“walk”) light illuminated. Traffic lights are limited and often disobeyed, and a different convention of right-of-way is observed.

Demonstrations

Avoid large crowds and demonstrations. Civil and political demonstrations and protests are common throughout Italy and can occur with little notice. Most protests concern governmental actions and foreign policy issues. Left-wing, anti-war, and anti-globalization demonstrations are the most problematic. Authorities have monitored these protests since 2001.

Demonstrations frequently occur at foreign embassies, but foreigners are rarely targeted. Large demonstrations are usually announced ahead of time and are well coordinated. Police may use security measures such as water cannons, batons, tear gas, or rubber bullets to quell violent activity. Demonstrations and strikes can also disrupt public transportation.

Natural Disasters

Several major earthquake fault lines cross Italy. Principal Italian cities, with the exception of Naples, do not lie near these faults; however, smaller tourist towns, such as Assisi, are near faults and have experienced earthquakes.
Emergency Contacts

What Constitutes an Emergency?
Emergencies are circumstances out of the ordinary, unplanned, or unexpected, which threaten the health, safety, and well-being of you and/or your fellow students. The following are considered true emergencies:

- Any situation that places a student or students at risk, including illness or harm, or other traumatic incidents that require immediate response
- A student who has been arrested
- Civil unrest or a natural disaster in the host country

In an Emergency
Contact local emergency services first and then contact the following:

If you are in the U.S.
Contact the Operations Specialist at the EAP Systemwide Office (8 a.m.–5 p.m. PST). After office hours call the 24-hour emergency number at (805) 893-4762

If you are abroad
Carry the local emergency contact information at all times. There are four phone numbers equivalent to the U.S. 911 in Italy:

- Ambulance & Emergency Doctors ... 118
- Police ............................ 113
- Fire Department ............. 115
- Carabinieri (Military Police) .... 112

U.S. Embassy
via Vittorio Veneto 121
00187 Roma, ITALY
Phone: (+39) 06-46741
Web: rome.usembassy.gov

U.S. Consulate General in Milan
via Principe Amedeo, 2/10
20121 Milano
Phone: (+39) 02-290351
Web: milan.usconsulate.gov

U.S. Citizen Emergency Services:
Monday through Friday
8:30 a.m.-noon (walk-in)

Non-Emergency General Inquiries:
Phone: (+39) 06-4674-2420/2421
between 3 and 5 p.m.
E-mail: uscitizensrome@state.gov
Fax: (+39) 06-4674-2244

U.S. Consulate in Florence
Lungarno Vespucci, 38
50123 Florence
Phone: (+39) 055-266-951 (2–4 p.m.)
Fax: (+39) 055-215-550
E-mail: uscitizensflorence@state.gov
Web: florence.usconsulate.gov

If you have a health or safety emergency and do not have access to local or Study Center emergency contact information, call the UCEAP 24-hour emergency phone number at (805) 893-4762.