

The American University of Rome



Student Handbook 2017 – 2018

All information is current at the time of publication,
but is subject to change.

TABLE OF CONTENTS

Campus Facilities and Services	3
AUR Campus Policies	4
Discrimination/Harassment/Sexual Harassment Policy (Title IX)	8
Student Code of Conduct	12
Student Government	15
Permit to Stay and Safety Information	16
Student Safety	18
Italian Culture	20
Health Services	24
Housing Information, Policies and Procedures	29
Telephones	43
Mailing and Shipping	44
Transportation and Travel	47
Phone Directory	55
Services around AUR	56

Dear Student,

Welcome to The American University of Rome!

This Student Handbook is your guide to AUR. It contains information regarding academic and nonacademic issues as well as important University policies and procedures. You will also find a wealth of information to assist you with everyday life, whether on or off campus.

This Handbook has been designed with you, the student, in mind, and you are encouraged to consult it regularly. We also welcome your participation in improving the Handbook.

Whether you are in Rome to study for a semester, seeking a four-year degree or a Master's degree, this Handbook will serve as a valuable resource to you during your study. All of the AUR staff and faculty wish you success in your education and personal development.

Stefano Stoppaccioli
Dean of Students & Director of Study Abroad

The AUR Mission

The American University of Rome prepares students to live and work across cultures as skilled and knowledgeable citizens of an interconnected and rapidly changing world. AUR is a private, independent, not-for-profit institution of higher education, primarily offering undergraduate liberal arts and professional programs to degree-seeking and study abroad students from around the world. Taking the best of the American approach to interdisciplinary, student-centered learning, our international faculty and staff use Rome as our classroom and Italy and Europe as invaluable resources. AUR's creative programs promote intellectual excellence, personal growth and an appreciation of cultural diversity in an international environment.

FIRST POINT OF CONTACT AT AUR

STUDENT LIFE OFFICE

OPENING HOURS

Mon–Thu 8:30am–7:00pm
Fri 8:30am–5:00pm

LOCATION

Building A

STAFF

studentlife@aur.edu

Dean of Students and Director of Affiliate Programs	Stefano Stoppaccioli	s.stoppaccioli@aur.edu
Student Life Coordinator	Edgar Barrales	e.barrales@aur.edu
Student Life Coordinator	Kathy Bemis	k.bemis@aur.edu
Student Life Coordinator	Chiara Lino	c.lino@aur.edu

The Student Life Office is the heart of student life at The American University of Rome. Our office strives to complement the academic mission of the University by providing and supporting opportunities for learning through extra-curricular activities. The activities and facilities of the Student Life Office promote students' personal growth, leadership development, social responsibility, multicultural awareness and intellectual inquiry. The Student Life Office staff is committed to providing superb service in an engaging environment to entice student participation in formal and informal activities.

The Student Life Office is also a resource center for all students. You can use this office as a source of general information, advice and guidance. The office assists you with non-academic issues, encourages student participation in Italian culture and daily life and supports student social life both on and off campus. We play an active role in bringing a wide variety of events and activities to you. We hope that you take advantage of all we have to offer. In order to keep track of our activities, make sure to check our website section for news. We welcome any ideas you might have on improving our services.

AUR CAMPUS POLICIES

ID Cards and Building Access

You will be given a personal student identification card upon your arrival at the Rome campus. This card contains a unique identification number and you need it in order to

- Enter the University campus
- Be recognized as an AUR student
- Use library facilities
- Print in the computer lab
- Use the laboratories (language and multimedia lab, dark room)
- Participate in University events, such as lectures
- Retrieve grades and transcripts, access MyAur

Please safeguard the ID card carefully. It is given to you personally and should never be loaned to other students or friends. Should you for any reason lose your card, report it immediately to the Student Life Office. Replacement ID cards cost €10.

The coded ID card opens the main University entrance gate, located at the corner of Via Pietro Roselli, and gives access to the Library and the offices at Via Carini. Please note that for security reasons students are required to show their ID to security at the entrance of the main campus and every time they are asked to do so by security of personnel. Students **MUST** carry their ID at all times when on campus and are requested to wear them on a lanyard. Students without a current ID card cannot access the university campus or participate in student activities, so make sure you always have it with you.

Compliance: Failure to show student IDs when entering campus or whenever asked by security or personnel may result in denial to access the AUR premises.

Visitor Policy

- If you are expecting a visitor, you must notify security. You need to provide the security guard with the exact date and time of when your visitor is expected, together with the name of the visitor. On the day of the visit, you must meet him/her by the security kiosk in the garden. Your visitor will not be allowed on campus unless you meet him/her there.
You can notify security by either talking to the guard at the kiosk or by sending an email to security@aur.edu
- All visitors must be required to register at the security kiosk in the garden and submit their ID.
- Visitors will be issued a visitor's badge, which they must return when they exit campus.
- You are responsible for your visitor and must be with your visitor at all times – The visitor must wear the badge at all times in a clearly visible way. Failing to follow these procedures will result in sanctions.

Computing and Network Facilities Utilization Policy

All members of the AUR community rely on computer resources and facilities to fulfill their duties and obligations in an efficient and productive manner. To promote an environment of intellectual and open inquiry, use of these facilities must be in-line with the university's academic objectives and upheld with integrity. To this end, a series of guidelines have been setup up to inform, direct and protect users in their use of computing and network resources at The American University of Rome.

The policy outlined below applies to all students (resident and study abroad).

1. General use

- No user should attempt to compromise the security of the computer facilities on campus or any network service or device.
- All users will use AUR's computing facilities with responsibility and coherence. Where facilities are shared, priority must be given to university or academic related tasks.
- No user should attempt to deploy or install malware of any nature on any computer or network facility at AUR.
- Users will ensure that they log out of all web account sessions using the appropriate logout button and not simply closing the browser window. This includes web mail, social media websites and any other online activity that requires a login session.

2. Use of hardware

All AUR computers and printers designated for academic use are owned or leased by the University. Use of this equipment is granted to students under the following conditions:

- All hardware owned or leased by the University should be respected and treated with responsibility.
- User should not attempt to modify or upgrade the hardware in any way or intentionally infiltrate the computer system.
- No hardware may be moved from its location without the appropriate consent.
- No user should attempt to connect a non AUR laptop or computer to the university's Local Area Network without permission from the OCS. All user owned devices and laptops can gain internet access via Wi-Fi.
- The University is not responsible for any damage caused to hardware not owned or leased by the University.

3. Use of software

Software is classified as Intellectual Property and should thus be used according to the conditions set out by the vendor or distributor.

- Users will not violate the copyright on licensed software or attempt to reproduce copyrighted computer programs and/or software found on AUR's computer systems.

- Users should not attempt to install software be it freeware, open source, or propriety owned, on any computer designated for academic use without consent from the Office of Computer Services.
 - Under no circumstances should students install software or freeware on university equipment that facilitates any illegal activity. This includes music and file sharing programs.
4. Computer network and email accounts
- Computer network and email accounts are assigned to students (resident students and study abroad students). The following conditions apply to the use of computer network/email accounts:
- Users are responsible for the safekeeping of their account information and for any account activity monitored.
 - Passwords should not be disclosed and users are encouraged to regularly change their password. The OCS will enforce a password change every 42 days.
 - Users should not attempt to access or damage network account information belonging to other users of the AUR community.
 - Accounts must not be used in any way to send unsolicited mail (SPAM), unlawful and/or indecent mail or use accounts to harass other users.
 - The OCS reserves the right to disable any account that has been associated with sending unsolicited mail without notice to the user.
 - Once a user permanently leaves the university community, the e-mail account is no longer available to them. AUR Graduates are entitled to keep their AUR email account.
5. MyAUR and LMS accounts
- MyAUR login credentials are given to all students. The Learning Management System (LMS) is accessible through the MyAUR login and is displayed only to students currently enrolled on a course. The following conditions apply to the use of MyAUR accounts:
- Users are responsible for the safekeeping of their account information and for any account activity monitored.
 - Passwords should not be disclosed and users are encouraged to regularly change their password.
 - Students may retain their MyAUR account as an Alum or former student even if they are no longer enrolled on an AUR program.
6. Data storage
- Students, resident and study abroad, should not store data locally on any university computer or on any network drive unless required to do so explicitly for class or within their capacity as a student worker. Students can store and share files and folder in the cloud using Microsoft OneDrive (linked to the network/email account), please refer to the O365 reference manual located on MyAUR for further information.

Compliance

Failure to comply with the above policy and procedures can result in the revocation of computer privileges and use of e-mail accounts with the American University of Rome. Student sanctions, as outlined in the Student Code of Conduct, may be applied to students if the University deems the level of non-compliance to be serious.

Alcohol Policy

Alcohol is not permitted on campus and AUR prohibits inappropriate behavior that is a direct result of alcohol consumption. Light alcoholic refreshment may be served at appropriate university sponsored supervised events.

Compliance

Any student who is observed to be intoxicated may have their conduct documented and met with through our Code of Conduct process. Sanctions may include:

- Fines up to 200 Euros for first time offenders.
- University disciplinary action, including probation and suspension

Smoking Policy

AUR is committed to providing a healthy environment that promotes the well-being and safety of students, faculty, staff, and visitors. Smoking is therefore strictly forbidden inside the University's buildings and it is restricted to designated open-air areas as follows:

Main Campus Garden: gazebo closest to the gate. The rest of the garden is smoke-free.

Carini building Garden: area opposite to the medialab entrance. The rest of the Carini garden is smoke-free.

Library Garden: area at the far end of the garden, close to the church. The rest of the Library garden is smoke-free.

Building B Terrace: area furthest from the entrance. The rest of the building B terrace is smoke-free.

Designated areas are clearly marked. Cigarette ends **MUST** be stopped and left in the purpose made ashtrays.

This Policy applies to all forms of tobacco, including but not limited to cigarettes, cigars, pipes, water pipes (hookahs), chew, electronic cigarettes, and smokeless tobacco products.

Compliance

Student sanctions, as outlined in the Student Code of Conduct, may be applied to students.

Sanctions may include:

- 50 Euros fine for first time offenders
- 100 Euros fine for second time offenders
- 200 Euros fine for third time offenders
- Fourth time offenders will be subject to University disciplinary action, including probation and suspension.

Littering Policy

Littering is prohibited anywhere on campus. The AUR campus is equipped with disposable bins in all areas. Students are requested to clean after themselves and dispose of their litter at all times. Littering of any kind will not be tolerated.

Compliance

Student sanctions, as outlined in the Student Code of Conduct, may be applied to students.

Sanctions may include:

- 50 Euros fine or participating in 10 hours of litter pick up campus community service for first time offenders.
- Second time offenders will see the fine and community service hours doubled.
- Third time offenders will be fined 200 Euros and will be subject to University disciplinary action, including probation and suspension.

Parking Policy

Parking is generally available in the streets surrounding Via Pietro Roselli. However, the area directly outside the University entrance (Via Roselli 4) is a restricted no-parking zone and the police will be notified of any parked vehicles or scooters in this zone and vehicles may be ticketed or removed. Equally, parking on zebra crossings around campus will not be tolerated and will be reported to the police.

Discrimination/Harassment/Sexual Harassment policies (Title IX)

AUR complies with Title IX of the Education Amendments of 1972, protecting people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Title IX states that:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

The Title IX Coordinator at AUR is Maurizia Garzia, President's Chief of Staff. She can be found on the top floor of the Administration building. Her email is m.garzia@aur.edu, tel. 06 58330919, extension 329. She is responsible for coordinating the University's prevention of and response to sexual harassment and violence, and addressing any inquiries concerning the application of Title IX at AUR.

Responsible Employees support the Title IX Coordinator in providing information on Title IX or receiving reports of incidents of sexual misconduct. Like the Title IX Coordinator, Responsible Employees are available to guide students in responding to sexual discrimination, harassment or violence.

The designated Responsible Employees at AUR are:

- Stefano Stoppaccioli, Dean of Students (s.stoppaccioli@aur.edu)
- Chiara Lino, Student Life Coordinator (c.lino@aur.edu)

- Kathy Bemis, Student Life Coordinator (k.bemis@aur.edu)
- Edgar Barrales, Student Life Coordinator (e.barrales@aur.edu)

Responsible Employees will carefully explain their duty to report the names of the alleged perpetrator and victim involved in the alleged sexual violence to the Title IX Coordinator. They will also inform the complainant of his or her option to request that the school maintain his or her confidentiality, which the Title IX Coordinator will honor, in conformity with Italian Privacy Law.

DISCRIMINATION

The strength of AUR is its international perspective and cross-cultural content. The University encourages diversity among the student population, the faculty and other employees. Respect for, and sensitivity to, all members of the community is a prerequisite for a harmonious and productive campus. AUR does not discriminate in any of its programs, procedures, or practices against any person on the basis of age, citizenship, color, national origin, political affiliation, race, religion, gender or sexual orientation.

HARASSMENT

AUR is a small university that aims to provide a warm and supportive environment for all students, employees and others. Harassment, also known as bullying or mobbing, undermines this objective and is not acceptable behavior. It is a destructive force in any environment and has no place in an academic institution that promotes and respects the dignity and worth of every individual. It is also illegal under Italian as well as European law. Harassment is defined as words or gestures that intimidate, alarm or abuse another person and cause that person emotional and/or psychological stress. Such actions may include, but are not limited to:

- Humiliation, ridicule or belittlement
- Intimidation of either a verbal, written or visual nature including inappropriate use of social media, email or any other form of virtual communication
- Spreading of malicious rumors
- Excessive supervision or total lack of support
- Interfering in the person's ability to perform his/her work

The American University of Rome encourages all students and employees to be sensitive to different cultures, lifestyles, and viewpoints. Mean-spirited words, such as racial epithets, sexual innuendo, and gratuitous references to lifestyle, or actions demeaning to human beings are unacceptable. All members of The American University of Rome community need to be aware of their right to work and study in an environment free from the pressures of harassment and intimidation.

SEXUAL HARASSMENT

The American University of Rome is committed to maintaining a supportive learning and working environment in which all persons are treated with respect and dignity. Sexual harassment subverts the mission of the University and compromises the campus environment. It is unacceptable and unlawful conduct and will not be tolerated. The University also will not tolerate retaliation against persons who complain about alleged sexual harassment or who cooperate in an investigation of reported sexual harassment.

Members of the University community (students, faculty and staff) shall not engage in sexual harassment. This policy applies in all university-related settings and is not limited to the campus. This policy also prohibits the harassment of non-employees by a University student, faculty or staff while on the campus or in such University-related settings. Members of the university community who do so are subject to disciplinary action, up to and including termination for employees and expulsion for students. In addition, the University will not tolerate students, faculty or staff being harassed by non-employees while in university-related settings.

Definition of Sexual Harassment

Sexual harassment is unlawful discrimination under applicable law. Prohibited conduct may involve harassment of women by men, harassment of men by women, and harassment between persons of the same sex. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or participation in a university-sponsored education program or activity;
- submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such an individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's employment or academic performance or creating an intimidating, hostile, or offensive working or educational environment.

Examples of Sexual Harassment

The following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness. This list is intended to illustrate unacceptable behaviors and should not be considered comprehensive or exclusive:

- Unwanted physical contact such as hugging, patting, pinching, or constant brushing against a person's body
- Lewd remarks, lewd whistles, or lewd references to one's own or another person's anatomy
- Stalking, physical assault, or coerced sexual activity
- Obscene or offensive gestures
- Display of graphic materials or web sites with sexually suggestive material
- Subtle or overt pressure for sexual favors
- Persistent and offensive sexual jokes and comments
- Persistent and unwanted requests for dates
- Sexually explicit or sexually suggestive mail, email and voice mail

ENFORCEMENT

Steps to follow if being subjected to harassment:

Students may **initiate a discrimination/harassment complaint** directly by submitting [this form](#) to the Title IX Coordinator, any of the designated Responsible Employees, or – for confidential support – to the AUR Counselor, Doctor Maria Cabot.

The President is responsible for overseeing the implementation of the policy amongst all students, faculty and staff.

The President of the University, or a designee of the President, will assign two or more full-time members of the AUR staff to form an investigative committee.

The panel is responsible for reviewing all complaints and for making efforts to resolve those complaints informally; if possible. When informal resolution is not possible, the panel shall fully investigate the complaint and shall report to the President the results of the investigation.

Following receipt of the report from the panel on the investigation of a sexual harassment complaint, the President shall promptly take such action as he or she deems necessary and proper to correct the effects of or to prevent further harm to an affected party or others similarly situated. The complainant and the accused should be apprised of action taken as a result of the complaint.

Confidentiality

To the extent permitted by the Italian privacy law, the confidentiality of all persons involved in a sexual harassment investigation or complaint will be observed, except insofar as information needs to be disclosed so that the University may effectively and adequately investigate the matter or take appropriate corrective measures. It is understood that when a sexual harassment incident is reported to any University employee, that person has a duty to convey the information to the appropriate University authority for action.

Retaliation

Persons who complain about sexual harassment, or who cooperate in the university's investigation and handling of a sexual harassment report or complaint, shall not be subject to retaliation for complaining or cooperating, whether or not the University finds that there was sexual harassment.

False Complaints

Students who knowingly file a false complaint of sexual harassment, or who knowingly provide false information to or intentionally mislead University officials who are investigating a complaint of alleged sexual harassment, will be subject to disciplinary action, up to expulsion.

CRIMINAL ACTIVITIES AND ILLEGAL DRUGS

The use of illegal drugs is strictly forbidden on campus. Students violating this regulation are subject to suspension or immediate dismissal.

While studying and living in Italy, students are subject to the laws of this country. This applies also to the use or possession of controlled substances, i.e., illegal drugs. The use and possession of controlled substances is illegal and can result in severe penalties. A U.S. or other passport will not protect anyone from arrest or detention. If the authorities detain you, citizens of most foreign countries are

entitled to the right to contact their consulate. You may or may not enjoy the same civil rights in Italy as you receive in your home country.

For a full description in English of the sanctions under local laws, please see <http://www.emcdda.europa.eu/html.cfm/index5174EN.html?pluginMethod=eldd.countryprofiles&country=IT>.

STUDENT CODE OF CONDUCT

The University expects that its students:

1. Be honest.
2. Have respect for themselves.
3. Have respect for others, their well-being, and their property.
4. Have respect for the rules of the University and the laws of the larger community.

Behavior that violates standards as set forth in the Student Handbook, the University Catalog, appropriate organizational constitutions and by-laws, housing/rental contracts and other University rules, policies and regulations including bulletins released through campus communications is subject to disciplinary action by the University.

This Code of Conduct is applicable to and governs student conduct on the University premises, facilities, and adjoining public surroundings. It also applies to conduct at any University-sponsored event or other organized activity, and to any housing or residence facilitated by the University, inclusive of surrounding common public areas such as sidewalks, entrances and stairwells. Furthermore, the University reserves the right to impose this Code of Conduct and related sanctions to any action, whether on or off campus, that indicates a substantial threat or danger to others in the University community is present.

The University reserves the right to amend, supplement and otherwise modify this Code at any time. The Office of the President is responsible for the determination of the applicability of the Code, the determination as to whether a violation has occurred and the determination of the appropriate sanction based on findings of fact and other evidence presented by the Student Life Office.

Major Violations

The following non-exclusive infractions constitute major violations of the University Code of Conduct:

- Destroying or stealing private or University property and/or possessing stolen property.
- Misrepresentation of any sort, including identity or age; forging or altering records, including the University identification card.
- Using, possessing or selling illegal narcotics or drugs.
- Unauthorized use or abuse of alcohol on campus, in student activities or at University sanctioned events.
- Using, possessing or selling fireworks, firearms or other dangerous weapons.
- Assaulting, battering or threatening another person.
- Interfering with, attempting to interfere with or disrupting the conduct of classes, administrative work efforts or other regular University activities.
- Failing to identify oneself to University personnel or their agents acting in official capacity.

- Failing to comply with the directions of University personnel in a serious matter or harassing University personnel (or their agents) acting in the performance of their duties.
- Harassing verbally or physically.
- Making racial or ethnic slurs.
- Violation of sovereign law.
- Acts of misrepresentation, fraud, forgery, or knowingly using false information, documents or instruments not covered by the Academic Integrity code.
- Tampering with or unauthorized use of University phones, phone systems, equipment, or access codes.
- Unauthorized use of the University's name, logo, image or symbols.
- Maliciously entering and/or using University premises, facilities, or property without authorization.
- Denying entry/access to AUR personnel (or their agents) to AUR facilities inclusive of AUR facilitated accommodations
- Using fire to harm or destroy or violating of fire laws and regulations.
- Misusing or damaging fire safety equipment.
- Initiating without basis or causing the initiation of a false report, a warning or threat of fire, explosion, or emergency on University premises or at University sponsored activities.
- Disturbing the peace on campus or in student residences or adjoining areas and violation of the "*good neighbor policy*" and relevant housing rules.
- Substantially interfering with the right to freedom of expression.
- Endangerment, including involvement in activities or behavior that could result in personal harm to self or others, including, but not limited to frequenting high risk places, association with inappropriate persons, intoxication, etc.
- Failing to comply with sanctions imposed for earlier violations.
- False report of safety and security issues.
- Misuse and/or abuse of AUR (or their agents) emergency phones.
- Violations of privacy.
- Violation of the terms of the AUR housing contract.

Other Violations

The following is a non-inclusive list of actions by a student or group that constitute a violation of the Student Code of Conduct:

- Littering.
- Smoking in unauthorized locations.
- Violating quiet rules in Library and other University facilities.
- Parking in unauthorized locations.
- Using lewd, obscene or indecent expressions.

Sanctions

Persons or groups found responsible for the commission of a violation may have one or a combination of the following sanctions levied:

- **Social probation.** The student may be excluded from participating in social or co-curricular activities for a set period of time. Campus community service may also be applied (see littering policy).
- **Fines.** The student will be required to pay a specified monetary fine to the University. Fines may be assessed where the inconvenience or damage caused to the University community or its people warrants it. Fines may also be assigned in cases where there is chronic damage to property or facilities (or its full use and enjoyment) and in conjunction with other sanctions.
- **Restitution.** The student may be required to make payment or perform appropriate service to the University, other persons, groups or organization for

damages. A financial sanction will be levied for the repayment of misappropriated funds.

- **Letter of censure.** A written reprimand will be sent to the student and kept on file.
- **Summary disciplinary dismissal.** The immediate separation of a student from the University or University facilities as authorized by the President when the continued presence of a person constitutes a danger to the health, safety, or welfare of the University community or University property.
- **Disciplinary removal from University facilitated housing.** The student will be required to leave the accommodation and forfeit any prepaid housing fees.
- **Disciplinary probation.** A period of fixed duration of weeks, months or years during which the status of a student at the University will be evaluated.
- **Suspension.** The separation of the student from the University for a specified period of time.
- **Expulsion.** The permanent separation of the student from the University and University facilities.

Right of Appeal/Student Life Fairness Committee

The Student Life Fairness Committee, staffed by student representatives and members of the University's administrative staff, will be convened to hear appeals presented by students against whom action has been taken in cases of misconduct. Either the President or a designated representative of the President chairs the Committee. The Chair serves as a voting member. Requests for an appeal should be submitted in writing to the President.

A student requesting a hearing from the Student Life Fairness Committee will be informed of the date, time and location of the hearing not less than two (2) business days in advance of the hearing. The student will be entitled to:

- Present evidence, including the testimony of witnesses.
- Comment or respond to the charges.

The Student Life Fairness Committee has the authority to let stand, amend, or reverse a sanction. Sanctions may only be reversed or modified where the Committee finds evidence of improper, inadequate, or incorrect procedures, additional evidence, prejudicial conduct, or disproportionate penalties or erroneous application of the Student Code of Conduct.

Interim Suspension

The Director of Student Life or designee may suspend a student from the University for an interim period pending disciplinary or criminal proceedings or medical evaluation regarding behavior relevant to such proceedings. The interim suspension will be effective immediately without prior notice whenever there is evidence that the continued presence of the student at the University poses a substantial and immediate threat to him or herself, to others, or to the stability and continuance of normal University functions. Interim suspension excludes students from University privileges and activities as well as from University premises including all adjoining areas and student accommodations.

A student suspended on an interim basis will be given a prompt opportunity to appear personally before the Director of Student Life or designee in order to discuss only the following issues:

- (a) the reliability of the information concerning the student's conduct, including the matter of identity; and/or

- (b) whether the conduct and surrounding circumstances reasonably indicate that the continued presence of the student on University premises poses a substantial and immediate threat to him or herself, to others, or to the stability and continuance of normal University functions.

PROBLEM RESOLUTION

It is not uncommon that students encounter problems during their university study. They may be academic or non-academic in nature. Students are encouraged to seek problem resolution as soon as possible. Problems, complaints and /or grievances may involve other students, staff, faculty or university polices or procedures. It is specifically recommended that in attempting to resolve a problem or dispute that the students be polite, be specific and follow the below guidelines. With respect to NON-ACADEMIC issues, students should first contact the parties or offices directly involved in a frank, respectful way. (Ex: fellow student, staff member etc). The focus should be as specific as possible. Issues that are vague are by nature harder to resolve. If this does not resolve or satisfactorily clarify the situation the student should then seek an appointment with a staff member of the Office of Student Life. In the event this does not resolve any dispute or provide a satisfactory understanding of the situation, the student should write the Dean of Students requesting an appointment. The communication should describe clearly the nature of the problem, the names of any persons or offices involved and importantly a description of any previous efforts made to resolve the problem. The Dean of Students does not serve as the initial point of reference with respect to the resolution of student non-academic issues. Students are also reminded the student government of AUR (AURSG) is an active campus governance organization. The AURSG routinely holds meetings and open forums and this student organization has often assisted its constituents with problem resolution. However, not all complaints can be resolved one on one. The American University of Rome has created an online process by which a student can file a formal complaint. Complaints placed in writing on this form will be directed to the person who can most appropriately address the complaint. Students will be contacted if additional information is needed and notified of the actions taken regarding the complaint. The Form is available on MyAUR.

STUDENT GOVERNMENT

Participation in The American University of Rome Student Government (AURSG) is a great way for students to actively contribute to the growth and development of the University. In regular meetings with the Administration and Faculty, Student Officers represent the student body in discussions on the academic and administrative aspects of the University. Student Government representatives also serve on important committees such as the Curriculum, Library, Fairness and Calendar Committees. The AURSG works closely with the Student Life Office and is responsible for planning and sponsoring a variety of student social and cultural activities. The Student Government is given a budget every semester and student officers can manage it with a wide degree of discretion. Student representatives in AURSG include President, Vice-President, Executive Secretary, Treasurer and Public Relations Officer as well as one representative from each of the disciplines at AUR – International Relations, Business Administration, Communications, Italian Studies, Art History and Interdisciplinary Studies. Only students in good financial and academic standing are eligible to participate in the AURSG.

STUDENT CLUBS AND ORGANIZATIONS

Another way to be active on campus is to participate in one of the several academic or non-academic clubs at AUR. Each club serves a different purpose – whether teaching the students to run a business or promoting tolerance towards others – and adds something unique to the AUR community. All the clubs must have a staff/faculty advisor and a formal governing mission.

List of clubs includes:

- AUR BridgeSport
- AUR Runs Rome
- Business Club
- Film Club
- AUR Newman Society
- International Relations Club
- Italian Studies Club
- Shewolves: female soccer team
- Wolves: male soccer team
- LGBTQ+ Club

Permit to Stay and Safety Information

EMBASSIES

The Embassy of the United States of America is located on Via Veneto 119. The telephone number is 06 46 741. To renew or issue a U.S. passport, you must consult the American Embassy of Rome's Internet site to determine the current procedures. The website (www.usembassy.it) is an excellent resource and information site for American citizens living in Italy.

You should be aware that the U.S. Embassy makes periodic announcements regarding the safety of American citizens abroad. The Bureau of Consular Affairs posts periodic travel warnings on their website as well. The University will post any specific warnings or advises regarding Italy. You should check the U.S. State Department website for information on any travel warnings or advisories.

For non-U.S. citizens, almost every nation maintains diplomatic and consular offices in Rome. In order to find your embassy in Rome, you can consult the Foreign Ministry website www.esteri.it.

STUDENT VISA AND PERMIT TO STAY PROCEDURES

Student Visa

All non-European Union students are required by law to obtain a student visa from the Italian consulate in their home country before departing for Italy. Without some valid student visa students cannot obtain their Permit to Stay.

Permit to stay

Upon arrival in Rome, all students who are citizens of countries which are not European Union Members must obtain a permit to stay in Italy (*Permesso di Soggiorno per Studio*). This permit is issued by the local police authorities (*Questura*). The University will provide relevant information and assistance to you upon arrival to secure your first permit to stay. However, it is your responsibility to comply with current stay requirements and secure the applicable documents.

Required Documents

To facilitate the process of obtaining the Permit to Stay, you must provide the following:

- 1 photocopy of your photo ID in the passport and the Italian Visa as presented in the passport
- 1 photocopy of health insurance (see chapter below)
- 1 photocopy of AUR enrollment letter stamped by the Italian Consulate

Please bring these items with you during Arrivals Week for your meeting with the AUR Permit to Stay Consultant.

The permit to stay process is regulatory in nature and the applicable rules change frequently. Students are encouraged to consult the arrival materials distributed each academic semester for the most up to date procedure/requirements. Students residing in housing contracted through the University will need to present the listed documents and follow the instructions given by the Student Life Office during the arrivals week.

Students residing in housing not contracted through the University will have to apply for their permit at the postal station and are also required to present a copy of their rental agreement. Each student needs to go to the post office in person to present his/her documents. The post office will provide each student with a receipt of their visit. At a later date the local police will contact each student in order to be fingerprinted. The actual permit is issued at a later date and needs to be picked up in person. We advise students to periodically check the list of the issued permits posted at the police station.

N.B. Students residing in housing not contracted through the university are also required to present a copy of their rental agreement.

Italian Declaration of Presence (Summer students)

All NON-EU Citizens who are staying in Italy for less than 90 days are legally required to apply for the Declaration of Presence within eight (8) business days of arrival in Italy. Eduservices will assist in preparing and submitting the Declaration of Presence application. All students will be required to register online and follow the instructions herewith attached.

European Union Citizens

European Union citizens do not have to apply for a permit to stay. All EU students who plan to study in Italy for more than three months are instead required to provide the Registry Office (*Ufficio Anagrafe*) with the reason for their stay in Italy and with their local address. To carry out this official registration you will need the following documents:

- A valid European Union ID/Passport (bring a photocopy with you also)

- A copy of the health insurance. As an EU citizen you should have received from your National Health Service an Insurance Card that entitles you to medical and hospital assistance throughout the European Union. Make sure you bring it with you to Italy
- A bank statement or other document that demonstrates that you have the financial means to support yourself
- A copy of the AUR enrollment letter

Please note that there are several Registry Offices in Rome; the one that you will need to register your presence at depends on your address in Italy. For assistance in identifying your particular Registry Office and for further guidance please contact the Student Life Office. For further information on student visas, permits and health insurance please contact studentlife@aur.edu.

Renewal of Stay Permit

The permit to stay for study is normally granted for the period of an academic year. Therefore, it expires and needs to be renewed within 60 days of the expiration. Students who need to renew their permit to stay must submit through the post office their request for a "*rinnovo*" and will have to provide the following documents:

- 1 photocopy of your photo ID in the passport and the Italian Visa as presented in the passport
- 1 copy of health insurance
- 1 copy of a credit card, bank statement or a letter of financial support
- 1 copy of AUR grade report stamped by the University

It is the responsibility of the student to renew their stay permit. Student Life will assist with any related questions.

Health Insurance

Private U.S. medical insurance will only be accepted if the Italian Consulate issuing the visa attaches a cover letter in Italian stating the conditions of the policy and indicating that there are no restrictions. Italian health insurance (e.g. Generali or Assitalia) that complies with the applicable standards can be purchased on campus after your arrival. This insurance is a pre-requisite to receiving a student visa and entitles you to emergency health care in public hospitals. The cost is approximately €65 for 4 months and €190 per year.

Students may wish to obtain additional private health insurance to cover non-emergency health care, dental care, mental health care, health care outside the EU, treatment at private hospitals and clinics, medical evacuation and repatriation of remains. Students should be advised that typically these policies operate by reimbursement of eligible medical expenses incurred.

Traveling

If you wish to travel outside of the E.U. (European Union) area during the semester, you should obtain a multiple entry visa from the Italian Consulate before your arrival in Italy. Students with a single entry visa may experience problems when returning to Italy from non-EU countries. If you plan on traveling outside of Italy you are advised to consult the appropriate consulate (for travel to Spain, the Spanish consulate etc.) for detailed information on visa requirements or other necessary travel documents.

STUDENT SAFETY

Italy has a low rate of violent crime, little of which is directed toward foreigners or tourists. However, some travelers have been victims of crime. We suggest you carefully read through the safety advice on page 31 of this Handbook. Petty crimes such as pick pocketing, theft from parked cars, and purse snatching are a serious problem, especially in large cities. Most reported thefts occur at crowded tourist sites, on public buses or trains, or at the major railway stations, Rome's Termini, Milan's Centrale, Florence's Santa Maria Novella, and Naples' Centrale and Piazza Garibaldi. For safety in your apartment, please check the housing section of this Handbook.

Lost Items

If you are a victim of a crime or a theft, the first thing to do is to file a police report. To report stolen items or crimes, you can go to any *Carabinieri* or *Polizia* station. You can also file a report online by using *Denuncia vi@ web* at www.carabinieri.it or www.poliziadistato.it. The Italian law enforcement is divided into two general categories: *Polizia* and *Carabinieri*. *Polizia* are the state police force and *Carabinieri* are Italy's national military police. Both *Polizia* and *Carabinieri* can be approached for general crime, such as theft or assault. There are also in-country organizations, which provide counseling, medical, and legal assistance to certain crime victims.

In your police report (*denuncia*) you are asked for a listing of the stolen items. This report can be used for insurance claims and to obtain passport and travelers check replacements. Filing a police report is your personal responsibility. You should take your passport and any other identification you possess with you when you file the report.

If you lose your **credit card**, report it immediately to the following numbers.

-	AMEX	800 874 333
-	Diner's Club	800 864 064
-	Mastercard	800 870 866
-	Visa	800 819 014

Lost Passports

U.S. citizens can apply for a new passport at the American Embassy. The passport office is located at Via Boncompagni 2 and is open Monday through Friday, 8:30am–12:30pm. In emergency situations, outside of normal service hours and on weekends and holidays please call 06 46741 and ask for the Embassy Duty Officer. Note that passports cannot be issued after hours or on weekends or holidays. Only emergency passports are ready for pickup the same day.

Requirements

- **Proof of Identity and Citizenship** Photocopies of the lost or stolen passport are helpful if available, or some other form of photo ID such as a Driver's License, or Military ID card.
 - **Police Report** In Rome, a police report can be filed at any police or carabinieri station.
 - **2 identical passport photographs** taken within the last six months. They must show a full front view of your face and be taken on a light background. Color or black and white photographs are acceptable.
 - **One valid form of photo identification** (driver's license) if possible
- Necessary forms for lost or stolen passports may be obtained from the Passport Office at the time of application, or you may download and print them from <http://italy.usembassy.gov/acs/passports-lost.html> .

Fees

All applicable fees must be paid at the time of application. For adults the fee is \$135. The Embassy accepts dollars, euro, traveler's cheques and major credit cards for payment but cannot accept personal checks or other foreign currency.

Student Safety Advice

In Italy, the police can require you to identify yourself. Therefore, it is essential that you carry a photocopy of your passport with you at all times. In extreme cases, the police can arrest and hold an unidentified person until that person is positively identified.

Please read through the following advice on personal safety and keep it in mind at all times.

Personal safety

- Don't leave your personal belongings unattended or with strangers
- Be especially aware of your belongings in crowded places like public transportation and on night trains
- Be especially aware of your belongings in moments of sudden distraction (a fight breaking out, a stranger approaches asking for a light or directions, etc.)
- If you choose to drink, do so moderately
- Don't leave your drinks at bars unattended
- Use the "buddy system" – always have a sober friend with you
- Don't leave your apartment doors or windows unlocked
- Avoid going out on your own during night time, especially walking in parks or small sideways
- Do not invite strangers to your apartment or enter the apartment of a stranger
- Do not accept drinks or rides from strangers
- Be wary of anyone excessively generous and/or friendly; never ignore your natural instinct to avoid someone who makes you feel uneasy
- Always carry a cell phone and/or a phone card with you
- Use the "buddy system" for going to isolated and out-of-the-way places such as bathrooms which are often found in the basements of bars, restaurants, etc.
- Keep positive control of your wallet/purse/backpack, etc.

Travel safety

- While traveling, keep your money and documents in two different places
- Avoid traveling by yourself, especially in empty train wagons
- Always leave your travel plans with someone you trust
- Check periodically the US Embassy website (www.usembassy.it) for travel warnings and alerts
- Join the US Smart Travelers Enrolment Program (STEP) at <https://step.state.gov/step/>

In case of any emergency (fire, ambulance, crime) you must call 113, the national emergency number. Public telephones without money and cell phones without credit can be used to call the emergency number. The word for police in Italian is *polizia* (pronounce po-lee'tzee-a).

Italian Culture

No doubt shortly after arrival in Rome you will have noticed many differences from the familiar environment you have just left. If you are a study abroad student it is precisely these differences that likely have drawn you to this experience. Expect

and embrace both change and difference. Keep an open mind. Understand that Italian is the language of Italy and that even if you have studied Italian, you will have some difficulty communicating. Every culture has its own nuances and subtleties. Some are more evident than others. Avoid generalities about Italian culture – they are likely inaccurate. Also know that generalizations about Italians and Italy are especially hard to accurately compose; it is a bit easier to make generalizations about the various cities and regions – each has a history and culture much deeper than the relatively “young” Republic of Italy. While some examples of fairly widely held generalizations such as devotion to and importance of family, importance of image and grooming or the concept of moderation with respect to food and drink are substantially correct, others are simply inappropriate and inaccurate. With respect to dating, the protocol you find in Italy may be very different than that to which you are accustomed. Casual acquaintances are rarely invited into the home; such invitations to acquaintances of the opposite sex may have clear implications here that are not so obvious to you. Failure to fully understand this could have disastrous consequences. It is also important to understand that many of the things associated with your appearance and actions will identify your cultural origin. For example, did you know Americans are often readily identified by the type of backpack that they carry, the type of shoes that they wear (which typically do not change seasonally), or the overcoat they don’t wear during the fall and winter months?

AUR’s best advice for student visitors to this country is to observe the culture, study the language, make an effort to fit in and appreciate it. Never engage in the type of behavior that would not be found acceptable in your home nation. Simple courtesy and respect are tools that will never fail you.

Suggested reading:

- *Italian Neighbors*, Tim Parks, Mandarin Press
- *The Italians*, Luigi Barzini
- *Italy in Mind*, Leccese Powers, Alice Vintage Books
- *Italians Dance and I’m a Wallflower: Adventures in Italian Expression*, Linda Falcone
- *La Bella Figura: A Field Guide to the Italian Mind*, Beppe Severgnini

ITALIAN VIEWS ON DRINKING

Italians DO love their wine – Italians DON'T drink themselves silly

In Italian, the expression hangover doesn't exist, which says a lot about us, really... We produce the best wine in the world but...the drinking culture is so very different in Italy: wine is not seen as something to forbid, so our teenagers are not eager to transgress the law on age limits because we don't have one. We don't find that getting drunk helps the fun, and, while in Trafalgar Square on Saturday night you can see few people walking straight, going to an Italian party will teach plenty of people there is a lot of fun to be had when your head is clear...and plenty more sociable moments to enjoy when you can actually remember what you did and said the night before...

Which is why...

Italians DO love partying – Italians DON'T need help doing it

What is less attractive than alcoholic breath straight in your face when you are at a party or in a bar? We Italians believe that being drunk is the opposite of being sexy. Of course we like our champagne and wines, but in moderation, and when we want to meet somebody, starting to talk to them is not hard for us, even if we didn't touch a drop of alcohol. Most of the time, we have the 'courage' to talk to new people without having to find strength in a glass of something alcoholic.

- Annalisa Coppolaro-Newell, How to Live Like an Italian: A User's Guide to La Dolce Vita

"Twenty-one??!! That's when we stop drinking!!"

- Stefano, a young Roman upon hearing the legal drinking age in the United States

On the terrace in the summer, at the fireside in winter, and in pizza restaurants, clubs, trattorias, and nightspots all year round, the evening in Italy is official consolation time, a moment off the leash, and the daily slot for R&R. The night is a legal drug, and free of the alcohol-driven inebriation it induces in other countries. We're not out to get wasted. We want to carry on piecing together our unpredictable mental architectures. Lesson number one: people come here to drink, not to get drunk. Italians like being merry, but barfing on the sidewalk is not considered the high point of a Saturday night.

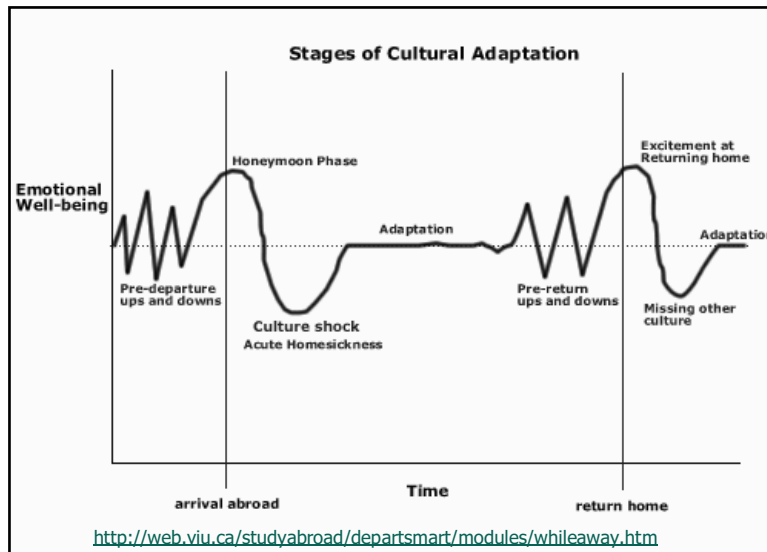
- Beppe Severgnini, An Italian in Italy

CULTURE SHOCK

Adjusting to a new culture is not always easy. Living away from family and friends, language barriers and different habits of the new culture may make life seem stressful and difficult. Going through a period of culture shock – feeling lost, nervous and sad – is normal and can be quite easily tackled by taking steps in adjusting to the new culture. Here are some strategies to help combat the stress produced by culture shock.

- Be patient. Living abroad, changing cultures and adapting to new situations takes time. Do not rush things and allow yourself to feel sad about the things that you have left behind: your family, your friends, etc. Recognize the sorrow of leaving your home country, but learn to also accept the new culture you are in. Focus your power on getting through the transition.
- Maintain contact with the new culture and try to learn the language. Volunteer in community activities that allow you to practice the language that you are learning. This will help you fill your time, feel useful and stress less about the language at the same time.
- Maintain confidence in yourself. Follow your ambitions and continue your plans for the future. Learn to be constructive and find ways to live with the things that do not satisfy you 100%. If you encounter an unfavorable environment, learn from it, but at the same time be easy on yourself. Everything – including yourself – cannot, will not and does not have to be perfect.
- Maintain contact with your own ethnic group. Pay attention to relationships with your family and at work. They will serve as support for you in difficult times. This will give you a feeling of belonging and will reduce your feelings of loneliness and alienation. Do not forget the good things you already have!
- Develop a hobby. Relaxation and meditation are proven to be very positive for people who are passing through periods of stress. Learn to include a regular form of physical activity in your routine to help combat the sadness and loneliness in a constructive manner. Exercise, swim or take an aerobics class.
- Establish simple goals and evaluate your progress as time passes.

The internet provides a myriad of information on anxiety, depression and related conditions. For further information please consult the following websites: www.ulifeline.org; www.halfopus.com; www.nimh.nih.gov; www.nmha.org; www.afsp.org; www.depression.com



Health Services

What World Experts Say about Italian Healthcare

The World Health Organization carried out the first ever analysis of the world's health systems in 2000. Using five performance indicators to measure health systems in 191 member states, it found Italy was second only to France in providing the best overall health care. (Source: World Health Organization)

...Italy has an affordable healthcare system and a high standard of medical assistance. Italian doctors are well-trained and very passionate about their profession, and the private hospitals are comparable with any throughout the world. – Allianz Worldwide Care

PHARMACIES

In Rome and throughout Italy, pharmacies are marked with a red or green neon cross sign. They are open generally from 8:30am to 1:00pm and then from 4:00pm from 7:30pm. There is a rotation system for nights and holidays and each pharmacy lists the closest open pharmacy. In Italian pharmacies you can find over-the-counter medicine for minor illnesses like colds and pains. The inventory is generally limited to pharmaceutical and personal hygiene products.

The pharmacy closest to the University is on Via Carini 44, near the corner bar (in front of the first 44 bus stop on Via Carini). The International Pharmacy, located in Piazza Barberini, has English-speaking pharmacists at 06 4825 456. There are 24-hour pharmacies located for example at the main train station of Termini, in Piazza Risorgimento 44 and Via Nazionale 228.

Your local pharmacy ("farmacia") carries many of the same medicines that you would find in the U.S. - but some that you may not recognize. Here's a convenient list of brand-name medicines and their Italian equivalents....***Always check with a pharmacist before you take a new medication, especially if you have any allergies...***

	American	Italian
Anti-inflammatories	Motrin	Nurofen/Nuroflex/Moment
Analgesic	Tylenol	Tachipirina
Antihistamines	Zyrtec/Claritin/Benadryl	Claritin/Zirtec
Cough medicines	Robitussin	Seki (dry cough) Bisolven Linctus (with phlegm)
Rehydration salts	Pedialyte	Germel
Antibiotic Cream	Neosporin	Gentalyn

Source: American Citizen Services for US College Students in Italy

If you require emergency medical attention, all public hospitals have a first aid or an emergency room (*pronto soccorso*). If there is an emergency and you need

immediate help, you should dial 118 for ambulance assistance. In an emergency, an ambulance will take the patient to the closest emergency room and, if hospitalization is necessary, the patient will be placed in the hospital best suited to treat the particular illness or injury. Students who are not Italian citizens but have an Italian insurance policy are covered for emergency treatment in state-run hospitals; non-emergency visits will incur fees which need to be paid at the time of the visit. There are several public hospitals with first aid/emergency facilities in the Trastevere and Monteverde area. Emergency rooms will code you as red, yellow, green or white - basically, emergency to be seen immediately, urgent to be seen soon, needs to be seen but if & when can be fit in, or no need to be here. Guardia Turistica, in Via Morosini 30 (Ospedale Nuova Regina Margherita) by the Ministry of Education is a First aid and emergency medical center for tourists from all over the world; at the hospital Nuova Regina Margherita in Trastevere. From Monday to Friday, 8am-20pm.

HOSPITAL	ADDRESS	LOCATION	PHONE
Ospedale San Camillo	Circonvallazione Gianicolense 87	Just past Trastevere station	06 587 01
Ospedale Santo Spirito in Saxia	Lungotereve in Sassia 1	On Lungotevere, at the Principe Amedeo Savoia-Aosta bridge	06 68 351
Ospedale Fatebenefratelli	Isola Tiberina	Past the Garibaldi bridge	06 683 71 06 683 7299

PRIVATE CLINICS AND INTERNATIONAL HOSPITALS

If you wish to be treated in a private clinic or an international hospital, you are responsible for payment. Consult your own private insurance for reimbursement policies.

The U.S. Embassy lists a variety of English speaking doctors and the Student Life Office assists students needing to locate international medical professionals in Rome. A brief list of international centers and hospitals includes:

HOSPITAL	ADDRESS	LOCATION	PHONE
Aventino Medical Group	Via della Fonte di Fauno 22	Near FAO	06 578 07 38
Salvator Mundi International Hospital	Viale delle Mura Gianicolensi 67	Very near AUR	06 588 961 800 40 23 23
The Rome American Hospital	Via Emilio Longoni 69	Eastern Rome (far from AUR)	06 225 51 06 2255 290

A list of Medical Professionals in Rome is also available in the US Embassy website: <http://italy.usembassy.gov/acs/professionals/doctors/doctors-rome.html>.

DOCTOR AT AUR

There is a qualified medical doctor available free of charge for students on campus, by appointment. Hours are limited and can be found via the Student Life section of MyAUR. If you would like to make an appointment please contact doctor@aur.edu, keeping in mind that these emails are automatically forwarded to Student Life. You do not need to state the reason for the appointment but should you choose to do so, all information is kept confidential.

MEDICAL HOME SERVICES

It is also possible to have a doctor come and visit you at home. A 24-hour English speaking home medical service, **MED in ACTION** is available at 320 4065709. A visit will cost around €50 (from 8 am to 5 pm), €70 (from 5 pm to 12 am) and €130 during the night. They accept CISI Insurance.

The Italian *Guardia Medica* (permanent first aid station) is also available for emergency home visits from 8:00pm until 8:00am at 06 5820 1030.

DENTAL CARE

Dental care is normally not included in health insurance policies. Below are numbers for English speaking dentists.

DENTIST	ADDRESS	PHONE
InLaser	Piazza F. Cucchi 3	065815190
Dr. Fabrizio Santilli	Largo Giuseppe Cocchi 12	06 58320953
Dr. Flavia Acquarone	Via Carlo Tivolacci 5	06 5812185
Dental Services	Circonvallazione Gianicolense 168	06 58204738

PHYSICAL THERAPISTS

The following physical therapists in our area have been seen and recommended by students, staff or faculty. They offer private medical care; you are responsible for direct payment and should consult your own private insurance for reimbursement policies.

PHYSICAL THERAPIST	ADDRESS	PHONE
FisioPoint	Via di Monte Verde 7B	06 5823 3547
Centro Medico Fisiokinesiterapico	Via G. Rossetti 50	06 580 6306

COUNSELING SERVICES

With respect to mental health emergencies such as suicide or severe depression, the public (and private) health system in Italy is very different than in the USA. Any student at risk for need of potential emergency intervention should consult a licensed professional immediately upon arrival in Italy.

Dr. Maria Cabot is a certified counselor who provides psychological counseling services including confidential individual or group sessions for students experiencing personal, academic or adjustment problems. She gives routine, non medical counseling to AUR students by appointment and maintains set office hours in her studio on Tuesdays and Wednesdays from 6:00pm to 8:00pm. If you make an appointment and fail to attend without canceling, you may be charged. Dr. Cabot can be contacted at 06 6867 797.

A psychiatrist is also available by appointment and free of charge to students for prescribing and monitoring medications. Dr. Karin Dorell can be contacted at 331-2435280 or by email at psychiatrist@aur.edu. Her studio is in Viale Aventino 42.

PLEASE BE AWARE THAT MEDICATIONS COMMONLY USED IN THE US FOR ADHD/ADD TREATMENT ARE NOT AVAILABLE IN ITALY. THIS INCLUDES ANY TYPE OF STIMULANT MEDICATIONS SUCH AS RITALIN, CONCERTA, ADDERRAL, DEXEDRINE, FOCALINE AND STRATTERA. IF YOU ARE TAKING MEDICATIONS FOR ADHD YOU SHOULD BRING ENOUGH MEDICATIONS FOR YOUR ENTIRE

STAY. IF THIS IS NOT POSSIBLE PLEASE DISCUSS THIS WITH YOUR PSYCHIATRIST IN ADVANCE IN ORDER TO AVOID HAVING TO DISCONTINUE THE MEDICATION ONCE YOU ARE IN ITALY. WHEN ARRIVING IN ITALY AND TO AVOID PROBLEMS AT THE AIRPORT(S), YOU SHOULD HAND CARRY THE MEDICATIONS WITH YOUR DOCTOR'S NOTE CONFIRMING THAT YOU ARE TAKING THE MEDICATION AND THE AMOUNT YOU ARE CARRYING. IN ITALY, BOTH MAILING AND RECEIVING SHIPMENTS OF STIMULANTS IS ILLEGAL; SHIPPING THESE MEDICATIONS FROM THE US TO ITALY CAN BE CHARGED AS A CRIMINAL OFFENSE.

SUPPORT GROUPS

There are English speaking support groups in Rome that you can contact for different needs. Should you need information on other support groups, contact the Student Life Office.

GROUP	PHONE
ABA – Eating Disorder Association	800 165 616
Alcoholics Anonymous*	06 474 2913
Gay/ Lesbian Support	06 541 3985
Narcotics Anonymous	335-5654601
Overeaters Anonymous	06 884 5105
Suicide Hotline (Samaritans) 1-10 pm	800 860 022
Support for cancer patients and their families	06 227 965 25
The International House for Women	06 688 09 550

***Alcoholics Anonymous** is available in Rome to give support and help those suffering with problems of alcohol. A.A. is a confidential (anonymous) self-help program that accepts no outside financial contributions. A.A. exists solely to recover from the problems had with alcohol and to freely help others who are having similar problems which may impact their family life, relationships in the community, and/or academics/career.

There are confidential English-speaking meetings that anyone can attend. Here below you will find the meeting list for Rome. Further information is available at +39 06 474-2913 and www.aarome.info (for Europe, www.aa-europe.net). For relatives and friends of alcoholics, there are Al-Anon Family Group Meetings held Wednesday 8-9PM, and Sunday 7-8.30PM at St. Paul's.

DAY	LOCATION	MEETING TYPE	TIME
SUNDAY	St. Paul's	Speaker / Discussion / Anniversary	19,00 – 20,30
MONDAY	St. Paul's	AA Literature / Discussion	20,00 – 21,00
	San Francesco	Women's Meeting	18,15 – 19,15
TUESDAY	St. Andrew's	Speaker / Discussion	19,00 – 20,00
WEDNESDAY	St. Paul's	Closed	12,45 – 13,45
	St. Paul's	Step	20,00 – 21,00
THURSDAY	St. Andrew's	Speaker / Discussion	19,00 – 20,00
FRIDAY	St. Paul's	Closed	12,45 – 13,45
	St. Paul's	Step	18,45 – 19,45
	St. Paul's	Discussion	20,00 – 21,00
	San Francesco	Closed 12 and 12	18,30 – 19,30
SATURDAY	St. Andrew's	Big Book Discussion	12,45 – 13,45

ROME MEETING LOCATIONS (Rome public transportation link: www.atac.roma.it/)



1. St. Paul's American Church: Via Napoli 58, 30 meters from via Nazionale near Piazza della Repubblica. Metro stop linea A – Piazza della Repubblica

2. Chiesa di San Francesco: Circonvallazione Gianicolense 12, opposite Trastevere Train Station. Tram No. 8.

3. St. Andrew's Church: Via XX Settembre 7, near Piazza della Repubblica.

Metro stop linea A – Piazza Barberini or Piazza della Repubblica.

****Narcotics Anonymous** is "a nonprofit fellowship or society of men and women for whom drugs had become a major problem; members of NA are recovering addicts who meet regularly to help each other stay clean. People have all sorts of reasons for attending NA meetings but the reason for each meeting is to give NA members a place to share recovery with other addicts." (Source: www.na.org) Monday evening meetings in Trastevere offer English speaking interpreters for anyone looking for a meeting in English; NA literature in English is also available there. This particular meeting is closed but if you are interested in attending and are not an addict, special request can be made to "open" the meeting so that you may attend. Trastevere meetings are held at the **Church at Piazza S. Maria in Trastevere** at 19:00 on Mondays. This and meetings held in Italian are listed here below.

DAY	LOCATION	MEETING TYPE	TIME
SUNDAY	Via Giovanni Bovio, 44 (Church)	In Italian	20,00 – 21,30
MONDAY	P.za Santa Maria in Trastevere (Church)	In Italian <i>with interpreters for English Speakers</i>	19,00 – 20,30
TUESDAY	Via S.M. Goretti, 29 (church)	In Italian	20,00 – 21,30
	Via Livia Drusilla, 39	In Italian	15,00 – 16,30
WEDNESDAY	Via XX Settembre, 7 (church)	In Italian, <i>Women only</i>	18,30 – 20,00
	Via Belgio, 32	In Italian	19,30 – 21,00
THURSDAY	Via S.M. Goretti, 29 (church)	In Italian	20,15 – 21,45
FRIDAY	Via XX Settembre, 7 (church)	In Italian	20,00 – 21,30
	Via dei Frentani (S.E.R.T.)	In Italian	15,00 – 16,30
SATURDAY	Via Napoli, 58	In Italian	16,30 – 18,00

Housing Information, Policies and Procedures

GOOD NEIGHBOR POLICY

The apartments used by The American University of Rome housing program are different from college dormitory and apartment living in the United States. As a result, your behavior and demeanor must reflect this difference. As members of a community, you will have responsibilities to the city where you live and to your neighbors. You should strive to enhance the quality of life and safety of the neighborhood you share.

As first impressions are lasting, your arrival is critical in establishing good relations with your new Italian neighbors. Students are strongly advised to adjust to the local time zone as quickly as possible and to be acutely aware of the fact that those living in the neighboring apartments rightfully expect to be able to sleep as well as to live within a peaceful environment.

To help maintain good relations with your neighbors, keep in mind that you are part of a community and your actions affect your neighbors. Although your residency is temporary, recognize that most of your neighbors are living in their primary residence which they own. Please be sensitive to the lifestyle of your neighbors. Most residents enjoy the arrival of American students and you should do your part to foster that relationship. Most residents work full time and many may have families with young children, so keep excessive noise to a minimum at all times. You should remember that although the housing facilities are not directly provided by the University, your behavior reflects on the University and can affect future students' living arrangements.

HOUSING GUIDELINES

Casa Romana - Roman Apartment/Condominium

The Roman apartments housing programs are managed by International Initiatives Company (IIC). Contact IIC within the first week of occupancy if any item in the apartment is broken or damaged. All contact information for your particular housing unit is posted in your unit along with other pertinent information (quickest route to AUR, your address and phone number, etc.)

For routine maintenance or service

- use the **Maintenance Request icon** on your apartment PC desktop to report your housing concern, OR
 - call your **Housing Agency provider** during their normal office hours.
- The person answering the cell phone numbers speaks English; should you call the landline you may have to hang on until they find an English speaker to take your call.

In the case of a housing related true emergency you can call your Housing Agency emergency number at any time.

For routine maintenance, please contact the housing agency directly.

You are always welcome to speak to Student Life. If you have something that you feel has not been resolved, please do bring it to our attention.

Description

Students electing university-facilitated housing are placed in furnished apartments in areas surrounding the university campus. The apartments are located in traditional, well established neighborhoods. This housing is well suited for students looking for a "full immersion" cultural experience. While apartments are standardized in terms of basic amenities, they can vary greatly in terms of both proximity to the university and aesthetics. Students must understand that university housing is Italian by nature in every way, including but not limited to its structure, surroundings, utilities and utility providers, furnishings, building maintenance and repairs, neighbors and common rules of good neighbor etiquette.

There is generally only one (or a small number of) student apartment unit(s) per building and neighboring residents are typically middle-class Italian families who own their apartments. Most apartments have 2-3 bedrooms, lounge, kitchen and bathroom. Bedrooms are typically double-occupancy. Each apartment is equipped with basic furnishings and supplies, including one single bed per student, bed linens and towels, a closet/clothing storage space, typical basic Italian cookware and kitchenware, a table and chairs and furnished sitting area. Desks, when available, are to be shared by all occupants. Each student is expected to provide his/her own paper and cleaning products as well as replace light bulbs. Most apartment units are provided with a washing machine.

It is anticipated most apartments will be equipped with a personal computer (PC) with Windows XP Professional and have unlimited, no additional cost high speed access to the Internet as well as wireless access for those with wireless-ready laptops. In most cases, a landline phone will be provided which will provide unlimited calls to landlines within Italy. Calls to cellular phones and calls outside of Italy incur additional cost and can be effected with the use of a calling card. Unlimited incoming calls may be received without incurring any additional cost. Computer and phone are shared among unit residents. (Please note: the apartment computer is not meant to serve as the primary academic support resource for the occupants; the university maintains a library and computer labs for these purposes.) In the event a particular unit is not equipped with internet/phone line, a cellular phone will be provided and a partial refund made.

All apartments are same-sex, non-smoking environments.

Apartments are located in areas of Rome convenient to the university campus: Monteverde, Colli Portuensi, Giancolense, and Trastevere, all desirable residential neighborhoods. Compared to other parts of Rome, they have less noise and traffic, more green areas, better access to public transport and are conveniently located to the historic center of Rome.

All apartments are either within walking distance or conveniently located to public transit routes relative to the university. Travel times to the university vary but generally range between 15 and 35 minutes. Variances in transit times largely depend on bus frequency and local traffic. Many apartments are directly accessible by one direct bus line, while others require a change. Some apartments are located within walking distance of the university. Detailed travel instructions to/from the university and an initial supply of public transportation tickets will be provided upon arrival.

Apartments are not owned by the university. The housing agency manager assists students with maintenance and other issues that may arise during the occupancy. See the previous page for contact information.

Common American conveniences students have told us they missed here in Italy:	
More storage space	More warm water
More heat	Central air and heat
Unlimited electrical supply	Bigger beds
Bigger showers and tubs	Clothes dryers
Bigger fridges	Distance from neighbors
Spacious kitchens	Elevators
Electric stoves and ovens	Better water pressure
Screen windows	Ice
Garbage disposals	Dish washers
Unlimited heat	24 hour store openings
Larger toilet tanks	American style plumbing
Box spring mattresses	Sidewalks
Better phone & internet service	More electrical outlets
Spacious kitchens	Screen windows
Microwaves and toasters	Private means of transport
American TV channels and shows	

Housing Rules

Roommate Agreement Forms

AUR Student Life has Roommate Agreement Forms available upon request and can help facilitate roommate agreement meetings for those in AUR facilitated housing. Agreements made between roommates within AUR facilitated housing must be in compliance with AUR housing rules and housing contracts.

Behavior

- The AUR institutional goal of continuing to foster a community based on open communication and mutual respect applies also to your housing unit, with respect to yourself, your roommates, neighbors and all housing personnel.
- Italian quiet hours laws must be respected.
- Common rules of Italian etiquette must be observed.
- It is prohibited to bring animals, stereos, speakers, televisions, musical instruments, or heaters into the apartment. It is also prohibited to place nails

in the walls or to remove furnishings. Tape and "blu-tack" also cause damage and cannot be used on the walls. Candles, incense or any other materials that produce an open flame are not allowed.

- Overnight guests are not permitted.
- All apartments are non-smoking environments.

Common Rules of Italian Etiquette

Because of the architecture and design of Italian buildings (marble and ceramic surfaces, pipes that pass through the whole building, no wall to wall carpeting, no forced central air creating white noise), noise passes easily between walls and floors, most especially during late night. It is no coincidence that Italian laws set "quiet hours". The following list of common rules of Italian etiquette is based on behaviors Italian neighbors have learned to avoid in order to live happily and peacefully under a common roof and common walls. As Italian apartments are so completely different from what most students are familiar with, your AUR student housing unit can quickly provide you with your first experience of Italian culture shock; the following should help you make an easier transition. These expectations from your neighbors are in line with everyday Italian good manners, so do not be alarmed or offended. You will be living alongside normal Italian families with children, the elderly and the employed – people who have normal daily lives to live as well as jobs and schools to get to – again, people whose weekends do not begin until after Friday or even Saturday afternoon.

- The privacy of other residents must be respected at all times.
- By Italian law, making noise is not allowed between 12:30 or 1:00pm and 3:30 or 4:00pm, nor between 9:30 or 10:00pm and 8:00am (specific hours are set by the administrator of building). Excessive noise on the premises is unacceptable at all times.
- You are expected to behave respectfully and are requested to refrain from appearing in the public areas of the condominium barefoot or scantily dressed. The latter also applies to when service providers come to your unit to clean or provide maintenance or repairs.
- Hard sole or high heel shoes should be worn only when leaving your apartment, and removed upon re-entry, most importantly during quiet hours.
- Do not run washing machines during quiet hours (loads started before 8:30pm typically finish their final cycle before 10:00pm).
- Avoid cooking, washing dishes, or taking showers in the middle of the night (these activities cause noise which easily reverberate through the building).
- Do not congregate in the common areas of your building, and keep noise to a minimum while in the balconies, stairwells, hallways and elevators. Use the telephone or *citofono* to call your friends or neighbors; do not converse from or shout out your windows, balconies or doors.
- Never drag furniture across the room; instead, lift furniture off the floor when moving it, and avoid moving furniture altogether during quiet hours.
- Never toss anything from the windows, terraces or balconies, but instead dispose of properly. Make sure anything left on your windowsills or balconies cannot be blown away by strong winds.
- Take your garbage out daily. Never leave your garbage outside your apartment door, even "to remind yourself" to take it out. Do not allow garbage to accumulate on your terrace.
- Elevators should be closed properly so that others will be able to call it to their own floors. Never hold the elevator if you are not ready to use it. Respect weight limits posted within elevators; brake damage or worse may occur if ignored. The last person entering an elevator should ask the others

"*quale piano?*" (which floor?), and press the button for the closest floor. Never enter an elevator with a lit cigarette.

- Should you spill or drop something in a common area of your building (including the elevator), clean it up immediately. Never allow your garbage to leak onto the landings, stairs or elevator – should this occur, clean it before your neighbors discover it.
- Never allow anyone you are not expecting or don't personally recognize as a neighbor into your building – apartment safety is a community effort.
- Never buzz or allow your guests to buzz apartments other than your own on the *citofono*.
- Doors, windows and *serrande* should always be closed quietly; do not allow them to slam. Secure them against the strong Roman winds.
- The most minimal good manners between Italian neighbors is to always greet each other formerly with a *buongiorno* (before lunch) or *buona sera* (anytime after lunch). *Salve* works well at any time of day, and with anyone; it is easy to remember and can be used in response to all the other salutations. *Ciao* is a very familiar greeting (familiar as in "I know you very, very well") and should be used only for your peers and others you know very well, as using it can also be a sign of disrespect. To say goodbye without offending, use *arrivederci*. Use the *Lei* form with your neighbors also. Should an aged person use the *tu* with you – his or her privilege as your elder – still address him or her with the *Lei* form. Any Italian brought up with good manners will not insist you use informal modes of address with them, most especially if you have just met or are mere acquaintances. (These good manners apply also with maintenance personnel servicing your unit, and in public places.)

Responsibilities

- The rental fee includes the expenses for electricity, water, gas, condominium fees and routine maintenance services from 9:00am to 5:30pm, Monday through Friday.
- The IIC Agency which provides AUR's *Casa Romana* apartments is open Monday to Friday from 9:00am to 5:30pm. Routine maintenance requests should be reported electronically via the "Maintenance Request" icon located on the PC desktop in each unit. Students can call these offices directly or, alternatively, for those who cannot speak Italian, call the English-speaking cellular phone. If students require emergency housing assistance after regular office hours, they should call the IIC Housing agency's emergency cell phone number; this number is posted at the entrance of every *Casa Romana* apartment.
- Neither the agents nor the University are responsible for items left in the apartment. Never leave large amounts of cash, traveler's checks, jewelry or other valuables in the apartments. It is also prudent to never leave anything of value out in the open.
- Keys are the exclusive responsibility of the student. If you lose your keys, report the loss immediately to the agency so that they can provide a new set, or, if necessary, arrange for a locksmith to change the locks. Keys are never to be given to anyone. Keys must be left behind at the end of the semester; apartments with missing keys may have their locks changed at a charge to the departing residents. Instructions will be posted at the end of the semester as to how to properly return your keys.
- It is expected that you take adequate care of furnishings; damage to any item will be charged. Damages must be reported to the agent as soon as they occur or are discovered. Damages are expected to be settled before departure. If they are not, AUR reserves the right to impose an administrative processing fee in addition to the damage amount already due.

- Notify the superintendent within the first week of occupancy regarding any broken or damaged items in the apartment.
- Unit problems, including but not limited to repairs needed, must be expeditiously reported, directly to the housing agent.
- Newcomers will inevitably find that things work differently in Italy than what they are used to back home—never force anything (ie, doors, windows, appliances, plugs, etc) as you could easily break something you are unfamiliar with. Pay attention to the things that you use, and never hesitate to ask for help as even things as simple as opening a door or flushing a toilet can be completely new to you.
- Security deposits, when applicable, will be refunded subsequent to vacating the apartment and final inspection. The AUR Housing Office supplies security deposit refund disbursement instructions to the AUR Finance Office, after any appropriate deductions, approximately 8-10 weeks after the semester end.
- If you are evicted from the apartment for any reason, there shall be no refund of unexpended rent because the apartments are contracted on a semester basis.
- All assigned occupants are responsible for what occurs in their units, including for their guests.

Visitors

The right of a student to live in reasonable privacy takes precedence over the right of his/her roommate to entertain guests in a room/apartment. In the practical application of determining when guests should be invited to the unit, common sense and mutual respect should prevail.

All visitors are expected to abide by AUR rules and regulations. In addition, students are responsible for any activities taking place in their housing that are in violation of Housing rules and regulations or of University policy. AUR reserves the right to deny violators visitation privileges on a permanent basis.

- Students are obligated to limit the number of visitors to a reasonable number, in compliance with condominium rules and common courtesy.
- Students are allowed to have visitors from 8:00 a.m. through to their condominium association's evening quiet hours, seven days per week.
- Overnight guests are prohibited.

Overnight Guests

Overnight guests are strictly prohibited. Should a visiting friend or relative need a place to stay, please ask any of the Housing or Student Life Coordinators for a list of local lodgings.

Phones

It is anticipated most apartments will be equipped with a landline phone that will provide unlimited calls to landlines in Italy. Calls to cellular phones and calls outside of Italy incur additional cost and can be effected with the use of a calling card. Unlimited incoming calls may be received without incurring any additional cost.

- Each apartment not equipped with a landline phone will have a prepaid cellular phone, which has an initial value of €25, to be shared amongst all occupants. The credit on the phones can be recharged at many locations, including most *tabacchi* shops, bars and newsstands. Charges imposed are decided by the cellular phone service provider, not by the housing agent or The American University of Rome.

- Cellular phones must not be removed from the apartment. If the phone is lost, the occupants of the apartment will be responsible for the costs of replacing of the phone, including the cost of the phone card.

Windows and Doors

- Due to the force of Rome's strong winds, windows may slam shut and break. Therefore, windows and doors must be properly closed/locked at all times.
- Elevator doors must be closed when exiting the elevator or it will not function. Elevators typically have two sets of doors. Each set must be manually and securely closed; as with all doors, do not allow them to slam but instead close the elevator doors carefully.
- Apartment doors should be locked and secured at all times. You are expected to close shutters and windows, ensure that all gas appliances are turned off and securely lock doors when leaving your apartment or going to bed.
- Doors, windows and shutters should be closed without allowing them to slam.
- Never force keys to turn as you may break them, or worse, break an expensive locking mechanism. Report any problems with your keys or locks right away.

Cleanliness and Hygiene

- Apartments and rooms must be kept tidy to allow the cleaning staff to work in the apartment and kitchen sinks should be accessible. Cleaning personnel are not responsible for picking up loose articles, removing trash, cleaning laundry or washing dirty dishes. At times you may find that the cleaning lady has skipped a particular task; inquiring at the IIC agency or at Student Life may help you understand why and help you avoid this in the future. The agency provides regular, scheduled cleaning; access to AUR accommodations must be provided so that the cleaning staff may carry out their work.
- *Casa Romana* units receive once weekly, two-hour cleaning.
- Bed linens are provided and you are expected to change the sheets weekly.
- Garbage should be removed daily and placed in the green bins located in the street outside the apartments. Take a tip from the locals and recycle your plastic grocery bags instead of buying garbage bags—they fit small Italian trash bins perfectly and their handles tie conveniently for easy daily removal.
- You are responsible for cleaning the kitchen area. If this is not done, the agent may clean the area at a charge to the occupants.
- Take another hint from the locals and change out of your street shoes the moment you come home – between brake dust from the cars, sand and dust blown in from the African continent, and the dogs without their own yards, you'll find this a good habit to adopt. Very few Italian homes have air conditioning or screens, so the filters normally found in the US which eliminate dust and pollen are not found here, and many Italian housewives dust daily. However, Italian surfaces are easy to clean so long as they are clutter-free.
- The IIC agency provides a healthy, sanitary living environment for students. Students should be aware that while traveling throughout Europe, the Mediterranean and the world, they may expose themselves and their belongings to unsanitary conditions and pests. It is the student's responsibility to ensure pests and other unwanted elements are not brought back to the unit. Students are advised to exercise care whether they are in a hostel or a five-star hotel, irregardless. (Please see page 65 for more information.)

Electric Appliances

- You should carefully read the instructions for the use of the washing machine and hot water heater, as repairs for such items are costly. You are responsible for all repair costs resulting from their negligence or misuse. Never force open the door to the washing machine.
- You should be extremely careful with the use of the gas stove in the apartment. Make sure to light the flame immediately and to turn it off carefully after use.
- To prevent damage to the electrical system as well as to your own appliances, check with your housing agent before using any non-European appliance, converter or adaptor.
- Also to prevent damage to the electrical system as well as to your own appliances, never overload the electrical outlets with multi-outlet power strips.
- Never yank wires from an outlet as you may take the outlet casing with it. While using one hand to support the outlet, gently pull the plug out with your other hand.

End of Session Housing Checkout: All University Housing

- All units must be vacated by noon on housing check out date – no exceptions!
- Check well in advance that you have your tickets and passport so that should they be lost, you have time to get them replaced before leaving.
- Leave your unit in broom-clean condition.
- Leave your washer & fridge empty and clean.
- Remove all personal belongings. (Do not remove linens or other items belonging to the agency.)
- Turn off all lights.
- Turn off all faucets tightly.
- Double-check the kitchen to make sure the gas is turned off.
- All kitchen items must be washed and put away; kitchens must be left in clean condition.
- Strip your bed and leave all linens on top of your own bed.
- Leave all towels in the bathroom.
- Remove all and any trash to your nearest dumpster.
- Close all doors, windows and *serrande* securely.
- Damage charges will be divided equally amongst all occupants, so if you are responsible for any particular damage, now is the time to make it known to the Office of Student Life. Any outstanding charges will be charged to your financial account.
- Fill out a change of address form at the Enrolment Office if the address on record has changed since you first registered at AUR.
- Return all library books (*to the Library!*)
- Failure to comply may result in charges to your financial account. Please note that your transcripts will be withheld should your financial account not be in good standing.

Helpful Hints for Italian Apartment Living

Not All Apartments Are the Same

In Rome, not all apartments are created equal. Although the apartments vary in location, style and size, all of them provide the essentials. Please try to understand this fact and accept it as part of your experience in Rome. Do not immediately compare your apartment with those of other students.

Emergencies and Regular Maintenance

University assisted housing has managers who are available during normal office hours which you will find posted where you live. Also listed are emergency contact numbers for times outside office hours. Students can call these offices directly or, alternatively, for those who cannot speak Italian, call the English-speaking cellular phone.

Routine maintenance requests should be reported electronically via the "Maintenance Request" icon located on the PC desktop in each unit. If students require emergency housing assistance after regular office hours, they should call the agency's emergency cell phone number; this number is posted at the entrance of every *Casa Romana* apartment. Please call the emergency numbers only in the case of a *true* housing emergency.

The IIC agency providing AUR's *Casa Romana* apartments are located on the third floor of AUR's via Carini 23 building and are open Monday to Friday from 9:00am to 5:30pm.

Conservation in Italy

Italians, like their fellow Europeans, are great conservationists and are very practical about conserving their resources, especially given the high cost of energy which is many times higher than typical U.S. utility rates. You will find these efforts affect water, electricity, heating fuels, transportation fuels and even space. While you may find it challenging, we hope it becomes one of the many positive lessons you will take home with you.

Heating and Air Conditioning

Heating in most apartments is controlled by the condominium and is turned on according to the needs of the majority of residents. Although it varies from building to building, this is generally sometime between 5, 6 or 7 am and 9 or 10 am, and again for a few hours before 10 or 11 pm. Heat cannot be on between 11 pm and 5 am. This means that the hours in between heating are what you could call "Roman room temperature", which is slightly warmer than the temperature outside. Italian law dictates that condominium administrated heating must be on twice daily from November 15 until March 15. Severe fines can be imposed by local officials against those found violating the Italian law governing these limits. Wearing warmer winter clothes (ex., wool, fleece, flannel) indoors during winter months is considered normal practice amongst Italians and experienced expats; it is strongly suggested that students adopt this practice for their own comfort.

Should there be a sharp drop in outdoor temperatures, expect to notice the difference even in your unit; it will naturally become harder for your furnace to heat your unit/building. Should you still suspect that your heat is not working, you should:

- let the agency know as early in the day as possible – waiting until late afternoon or the weekend will hinder their ability to service your unit on a timely basis.
- check the different rooms in your unit – it could just be that one particular radiator isn't working. If you've got this particular problem, send a maintenance request specifying which radiator needs to be serviced.
- never play with your thermostat – you could actually be turning the system off!
- ask the agency to find out specifically what time your unit's condo association has decided to heat the building – students sleeping through their heating hours is not unheard of.

- never use stoves and ovens for their heat – these are NOT suitable heating solutions for you and your roommates.

Apartments are not provided with air conditioning; instead, keep cool the Italian way – during the day, Italians traditionally keep their shutters and *serrande* closed against the heat of the sun. In order to cool the apartment, you might also consider buying a fan.

Electrical Power

All the apartments in Rome operate with a 3 kilowatt fuse box. This means that an overload of power will leave you in the dark. You should be careful when using American appliances with an adapter; that usually puts an extra load on the power supply. Also be careful of using many appliances simultaneously: the water heater and another appliance (i.e., hair dryer, curling iron, washing machine) *will* blow the fuse!! Should this happen, your power will be cut off – turn off any electrical appliance and light fixture you don't truly need at the moment and check your fuse box to flip your apartment switch back on. When replacing light bulbs, consider purchasing energy saving bulbs which consume less energy while providing more light and thus will be less likely to help overload your limited electrical supply.

Warm Water

Almost all Roman apartments are furnished with a water heating tank located either in the bathroom or the balcony. In the tank, there is generally enough warm water to last for one long shower. With roommates, however, that one shower must be divided into three or four short but effective showers. Please expect about ten to fifteen minutes of warm water at a time allowing at least a couple of hours to replenish the supply. Should the weather become particularly cold, so will the public water supply. Please bear in mind that this will in turn affect the temperature of the water coming through to your bathroom and kitchen. Should you suspect that your water heater is not working, you should

- let the agency know as early in the day as possible – waiting until late afternoon or the weekend will hinder their ability to service your unit on a timely basis.
- check the different faucets in your unit – it could just be that one particular area isn't working. If you've got this particular problem, send a maintenance request specifying which sink or shower needs to be serviced.
- never play with the controls on your water heater – you could actually be turning the system off!

Drains

Just like back home, hair, food and other matter will clog drains. Be careful of what you allow to go down any drain and be conscientious about wiping your sinks, tubs and showers of hair, food, etc. Your kitchen sink *will not* have a garbage disposal – garbage *must* go into garbage bags.

Showers

Some shower heads are attached above head level, others are actually hand-held, and some can be both. Showers are typically sized for space-saving and may have glass or plastic sliding doors, others may have curtains, and still others may have neither. Even showers built into their ceramic bathroom with the drain located directly in the ceramic floor are not uncommon.

Toilets

Toilets may flush in a variety of ways – very rarely, there's an old-fashioned chain to pull, even more rarely the handle is found on the tank. You might see a stainless steel button located somewhere above the toilet in the wall; a firm push with the

ball of your palm is what's needed here. Other flushers are large plastic white plates above the toilet; these modern devices help conserve water – press the smaller panel for a light flush, the larger for a bit more water, or both at once for the entire water supply in the tank. Just like in the US, if the water runs non-stop, "jiggle" whatever flushing device you have to stop it.

Italians are known for their stylishly engineered ceramic design; that having been said, the water's just in the wrong place. Use the brush and leave the bathroom as you'd like to find it yourself.

Feminine hygiene products or condoms should *never* be flushed, and neither should paper or synthetic "Handi/Wipe" type towels.

Ventilation

Use the fan or crack a window open to air steam out of the bathroom or kitchen. Failure to do so will result in mold, most especially in your bathroom.

To ensure their homes don't smell of stale air, Italians regularly open their windows to allow the cross ventilation of fresh air. This is good practice, but do make sure that you secure windows and doors to prevent slamming and breakage. In addition, it is very important that you never do this at a time when you are not in the rooms (see apartment safety, page 55).

Washing Machines

You will immediately note a difference between American and European washing machines: the latter are "front loading", i.e., there is no top lid but instead a front door. Because water can spill out and potentially cause damage, these front doors have a special timed lock and will not open when cycles are actively running. DO NOT force your washing machine open.

European manufacturers supply their appliances to many nations and therefore your washing machine control panel may have symbols instead of Italian wording. Should you have trouble understanding the control panel or simply don't know how to operate your unit's washer, contact the agency for an appointment so that they can demonstrate to you and your roommates.

Loads can generally take up to 2 hours or even longer, so plan ahead, coordinate with your roommates and perhaps consider sharing the loads. Bear in mind the Italian quiet hour's laws before starting a load late in the evening.

(NB: not all university facilitated housing comes with a washing machine.)

Keys

Lost keys are your responsibility. The University does not have copies of keys; therefore, in case of a lockout, contact your roommate. Agency management reserves the right to charge for a lock-out, most especially after office hours. For a replacement set, see the specific instructions listed under your assigned housing option, listed previously. If you think it appropriate to change the locks, ask the agency to order a locksmith.

Refrigerators

Europeans are masters at space-saving, and their refrigerators are another example of this. Combining the lack of space with a love of good, fresh foods, Italians shop regularly (if not daily) at the outdoor markets, specialty shops and grocery stores found around almost every corner. Be careful of overloading your refrigerator – if the door cannot close or if the cold air is not allowed to circulate freely within the unit, the appliance will not be able to function properly and your food (as well as your roommates') will likely spoil. You and your roommates might consider shopping and cooking together to cut down on refrigerator overload –

after all, real Italian-style living revolves around the kitchen table and shared meals!

Leaving the Apartment (Housing Checkout)

You are to leave the apartments by noon on the day following the last day of final exams. The university cannot arrange to extend your lease or make arrangements to store your luggage after the lease expires. However, the Student Life office is happy to suggest available luggage storage or shipping services. As a semester draws to an end, instructions will be provided concerning housing check-out procedures. Damage charges after semester end will be divided equally amongst all occupants, so if anyone is responsible for any particular damage, make it known to the Housing Office *before* departure. Any outstanding damage charges will be charged to the appropriate student's or students' financial account(s).

DISHING THE DIRT

What they say is true: Rome is a dirty city. So let's talk dirt...

Italy began vehicle emissions testing not long ago, and with these only recently initiated efforts to cut down on pollution, Rome and other major cities actually ban traffic on a regular basis. Despite all efforts, buses, *motorini* and cars continue to spew they nasty exhaust. To make matters worse, every single vehicle in the stop-and-go traffic throws off black brake dust.

And if that weren't bad enough, because of Italy's proximity to the African continent, there is an extraordinary amount of dust which finds its way over here. A lot more than you'd expect. You'd think a nice cooling rain would bring sweet relief and wash it all away, but no, here it rains cats, dogs, *and Saharan sand!*

There are also differences in furnishings – back in the States, for example, many of us have air conditioning which filters impurities out of circulating air. Americans also have window screens which provide some physical barrier. But here in Italy, neither of these is commonly found in your typical household. Wall-to-wall carpeting hides a lot, but Italians often reel back in horror of the idea of keeping something in their home that hosts all that dirt and the mites that come with it.

OK, then, how do the Romans handle it? Italians are experts at dealing with the problem. Fanatics, even. They sweep, they mop, they dust. Every day, even twice a day. Their flooring is designed and chosen specifically for this – smooth hard flooring which is easy to clean. They keep their windows and/or shutters closed. They remove their shoes the moment they come home and put on their house slippers. Not a bad idea, because there's that other type of "dirt" you've been walking through...

Sirocco, also scirocco

Function: noun

Etymology: Italian *sirocco*, *scirocco*, frm Arabic *sharq*

a hot oppressive dust-laden wind from the Libyan deserts that blows on the northern Mediterranean coast in Italy, Malta and Sicily

Source: Merriam-Webster's

Respect Your Neighbor

Please be considerate of those living with and around you. The walls in Italy allow sound to pass surprisingly easily — you can hear much of what your neighbor is doing or saying, and *vice versa*. Most of your neighbors are normal Italian citizens with families and full-time jobs, they need 7-8 hours of sleep every night, and their weekend starts as late as on Saturday afternoon. By law, silence is imperative between 9:30 or 10:00pm and 8:00am, and again after 1:00pm until 3:30 or 4:00pm; please respect this by keeping noise to minimum. Because most floors are made of marble or ceramic and hence do not buffer the sounds coming from your apartment, wear slippers or soft sole shoes rather than hard or high heels. Also, most elevator doors in Italy are not electronic and have to be closed manually. Please remember to close them carefully every time you use the elevator; when you forget to do so, it can impact other residents for whom elevator unavailability is more than a mere inconvenience: the handicapped, elderly, mothers with infants and toddlers, as well as just about anyone with their shopping. For your own safety as well as that of others, be sure to respect the weight limits posted within the elevators (1 kilo is 2.2 pounds). Please refer to *Common Rules of Italian Etiquette* for more helpful hints, found herein.

Legalities

Illegal drugs are ILLEGAL. As a foreign student, you should be aware that the laws are different and search warrants are not necessary for drugs in Italy. In Italy, the police can require you to identify yourself. Therefore, it is essential that you carry a photocopy of your passport with you at all times. In extreme cases, the police can arrest an unidentified person until that person is positively identified.

It is unlikely that students who themselves and whose roommates follow the AUR Code of Conduct and AUR Housing Rules and Guidelines will experience problems with their neighbors. However, should your neighbors call the police on your apartment to file a complaint, you should:

- Have your passport and visa available
- Be polite and courteous
- Understand that no search warrant is required under Italian law
- Understand that given current police resources, your situation is unlikely to be viewed sympathetically.

Apartment Safety

Many of the housing rules are set in an effort to ensure student safety. In addition to the housing rules, please bear the following in mind:

In your apartment, keep your shutters and *serrande* closed at night and whenever you're not home. Always speak to any person who has buzzed your apartment through the intercom system to make sure you know who it is before you buzz them into your building — *never* buzz in or hold the door open for someone you don't know. If they have an honest reason for being there, there should be someone there to allow them in. Crimes in Italy are generally petty crimes of opportunity — just don't leave that opportunity open!

Do not invite mere acquaintances into your apartment - Italians socialize in public places and *no one* expects you to invite them in. Italians would never dream of inviting a stranger or new acquaintance to socialize in their homes, most especially during quiet hours, and might never even invite their friends! By crossing this commonly accepted boundary, you might inadvertently send the wrong message. All students - but in particular females - should be aware of the social and potentially legal implications of inviting guests into their homes.

Only give details of your or your roommates' travel plans to your trusted AUR community and *never* to strangers or acquaintances.

Call 112 or 113 to report any strange behavior outside your unit.

Stranger a person who is unknown or with whom one is unacquainted*

Acquaintance a person with whom one has had some social contact but for whom one has no strong personal attachment* (A "friend of a friend" would be an acquaintance. You wouldn't necessarily know this person's last name or even name.)

Friend a person one has regarded with liking and a degree of respect *and has known for a time* in a pleasurable relationship neither notably intimate nor dependent wholly on business or professional ties* (Generally, someone you've known and who has earned your trust and respect over a period of time, whose full name you've known for quite a while, and whose other friends and family you have probably gotten to know. The charming local who speaks English and bought you a drink may become a friend over the next few months, but he was a stranger until only a few minutes/hours/days/weeks ago, and is only now qualifying as an acquaintance.)

*Source: Merriam-Webster's

Trust should be earned gradually over time, and never given away.

The Tiger Mosquito

The City of Rome has an ongoing campaign to combat the tiger mosquito, including the spraying of public parks, schools, buildings and streets, as well as a push to educate the public. Individual condominium complexes typically spray their surrounding property, and all are asked to be vigilant about eliminating standing water, especially on terraces and balconies. To keep from being bitten, avoid strongly scented soaps, shampoos, etc, and strangely enough, avoid eating bananas. It is good practice to never leave a light on in a room you're not currently using as bugs (mosquitoes included) will be attracted there. Loose clothing provides a barrier of air between your skin and clothing. A very small percentage of the population will find themselves particularly sensitive to the mosquito bite and may benefit from repellent products which can be purchased at the local pharmacy; repellents for rooms in your apartment can also be purchased at the pharmacy, as well as at your local hardware store (*ferramenta*) and grocery store.

Helpful Websites

The information about living in Rome contained in the Student Handbook can also be found within our website www.aur.edu. In addition, we have found the following sites very helpful:

www.slowtrav.com/italy/instructions/ Provides a wealth of information about living in and traveling through Italy, including detailed instructions for daily living, supported by photographs. Covers a broad spectrum, from food shopping to operating washing machines, from making espresso, to catching a taxi, from using any kind of phone to going to the beach. Photographs help prepare you for the unexpected. Definitely worth visiting and revisiting.

www.atac.roma.it Provides door to door public transportation instructions within the city of Rome, with maps.

www.tuttocitta.it Provides maps of the city of Rome, as well as door to door instructions for driving or walking.

www.ilmeteo.it Provides weather forecasts for Rome, Italy and around the world.

<http://www.facebook.com/#!/pages/American-Citizen-Services-for-US-College-Students-in-Italy/74697145968> Provides timely, useful and interesting information for college students in Italy from American Citizen Services in Italy.

<http://www.viviromaintaxi.eu/index-eng.php> Provides information about Roman taxi services, fees, consumer rights and complaint procedures.

Telephones

Most of the public phones around the city require the use of a prepaid phone card (*scheda telefonica*). You can purchase phone cards at most *tabacchi* shops, newsstands and bars in denominations of €5, €10, €15 etc. These cards are also useful for long distance phone calls (see below).

Remember that even local calls are timed and cost money; if you are using coins make sure to put enough money into the machine (the price for a local call starts from €0.10). If you are dialing a number that begins with 335, 338, 339, 330, 347, 349, 368, etc, you are calling a cell phone, remember that it is more expensive.

INTERNATIONAL PHONE CALLS

You should consider that Rome is 6 hours ahead of U.S. Eastern Standard Time and 9 hours ahead of U.S. Pacific Standard Time. International calls can be made from any telephone booth, either using an Italian card or your own calling/credit card. To place direct international calls, you have to dial the following sequence

00 + country code + area code + local number

AT&T, MCI and SPRINT calling cards can be used from any private landline or public phone with a *scheda*. When calling from a public phone, you must have a local phone card even though there will be no debit to the balance. You can reach an

- AT&T operator at 800 172 444
- MCI operator at 800 905 825
- SPRINT operator at 800 172 405

You can buy pre-paid MCI and AT&T phone cards at *tabacchi* shops. International Calling Cards are available in many brands at different charges. Make sure to ask for *Carta Telefonica Internazionale*. Instructions for the use of these cards are written on the cards, compare wisely as rates vary.

In order to make a collect call to the U.S., you should call the AT&T and MCI numbers above and follow the same instructions for using a public phone.

TELEPHONE RATES

Telephone prices change frequently and the University is not responsible for any changes in fees not reported in this Handbook. Students are responsible for checking their telephone usage and costs regularly.

Mailing and Shipping

RECEIVING LETTERS AND PACKAGES

Receiving Letters

It is important that you have all of your mail addressed to the University address as follows:

Student's Name
c/o The American University of Rome
Via Pietro Roselli 4
00153 Rome, ITALY

Regular mail arrives daily at approximately 1:00 pm. It will be sorted and delivered to the student mailboxes which are located in the student lounge on the ground floor of Building A.

Receiving Packages

Packages should be addressed in the same manner as listed above. Most packages will be delivered directly to AUR. However, on some occasions you will be required to pick up the package or registered letter directly from the local package branch of the post office, from a delivery agent or even from the airport (see note below regarding medicines). If you receive a package on hold at the post office, you will receive a yellow card indicating where the item can be collected. You must bring your passport to claim parcels at all of Rome's post offices.

Once a package is received at The American University of Rome, it will be logged and set aside in a secure area in the Reception. A Package Received Notice will be placed in the mailbox located in the student lounge. Take the notice with you to the Reception as you pick the package up. Packages are only given to the addressee, who must sign the ledger.

Please take the following information into consideration before having packages sent. We also ask that you share this information with anyone who might send a package to you:

- Any goods sent from outside the European Union will be subject to a customs tax, as set by Italian and European law. The local delivery agent customs representatives may also charge a handling fee in addition to the customs tax.
- A tax can be charged for any item of value; in the past, most (but not all) packages with a declared value of under \$50 arrive untaxed. More recently, however, we have seen taxes routinely charged on much lower values.
- To facilitate payment of customs taxes, those sending a package should inquire with their courier service about accepting the charges on the credit card used to pay for delivery.
- Items of high value entail an accordingly high customs tax; hence, it makes more sense to personally hand-carry any such item (i.e., laptop computer, camera equipment) when you first arrive than to have it shipped to you

separately. Should you absolutely need to have such an item shipped, advise your family and friends to not assign an excessive value to the package: the value they assign to your package will be the amount used for calculating any taxes and fees. Should an item need to be insured, bear in mind that you will be taxed on the value declared & insured by the sender. The usual tax rate is around 20%.

- In our experience, packages containing used clothing or personal items with a low declared value usually have little or no problem getting through the delivery system. Packages with easy-to-understand and simple descriptions seem to arrive more easily than those with minute details (i.e., "used clothing, value \$25" vs. "leather jacket, value \$250"). Avoid using brand names; instead, use the simplest description possible.
- Any medicines, whether prescription, over-the-counter, or even vitamins, cosmetics and shampoos should not be sent. If they are detected, the customs agent will not allow them to be delivered. Should you require prescription medicine, bring a supply to last you for at least your entire stay. Should you urgently need prescription medications from home while in Rome, speak personally with a Student Life Coordinator for information on how these should be shipped.

For further information about shipping to Italy from the U.S., the United States Postal Service has a very useful website www.usps.com. Specifically, please visit the Customs section at www.usps.com/international/customs.htm for their information on customs in foreign countries.

Paying Customs Taxes and Fees

Hopefully, having followed the above guidelines, you will not find yourself in the position of being charged taxes and fees. If not, the procedure is usually as follows:

The delivery agent will present the package to AUR and request payment.

- Should the fee be less than €5, the school will pay the fee on your behalf so that delivery will not be delayed. You must reimburse the school for any fee paid on your behalf when picking up the package.
- Should the fee be more than €5, the school will take a photocopy of the delivery agent's claim form and ask the delivery agent to return within the next day or two. Instructions on how to proceed will be sent to you by email and placed in your mailbox.

Registered Letters

Registered letters are logged and placed in a secure place. A notice will be placed in the mailbox for the student, who must produce the notice in order to retrieve his/her registered letter.

SENDING LETTERS AND PACKAGES

Post Offices

The closest post office to the University is on Via Maurizio Quadrio and it is open Monday through Friday from 8:00am to 7:00pm, and on Saturday mornings from 8:30am to 1:15pm. Branch offices can be identified by a yellow sign bearing the letters PT. You can purchase stamps at any local tabacchi (indicated by a black, rectangular sign with a large white T) or at the post office. The cost of the stamp varies according to weight, destination.

All mail has to be posted in the red mailboxes outside the post offices or the tobacconist's. The mailboxes have two slots: one for the inner city mail (*in città*), one for all destinations outside of the city (*tutte le altre destinazioni*). The closest mailbox to the University is in Via Carini.

Courier Services

The American University of Rome strongly recommends that reliable private shippers, such as UPS, Federal Express or DHL, be used to send important documents overseas. There are several mailing services for overseas shipping.

COURIER	ADDRESS	PHONE	PICK UP CALL
DHL International	(00043) Ciampino	199 199 345	199 199 345
Federal Express	Via Barberini 115/117/119		800 123 800
Globalservice (Fed Exp)	Piazza Sonnino 27	06 583 333 16	
UPS Express Point	Largo S. Eufrasia Pelletier 28/29	06 532 707 42	800 877 877

At the end of your stay, you might want to ship home some of the things you have accumulated during your stay. Below are some companies that provide both air and surface shipping services at reasonable prices.

COURIER	ADDRESS	PHONE
Bolliger	Via del Fosso della Magliana 12	06 656 881
Futura Forwarders	Fiumicino	06 650 7295

Transportation and Travel

BUSES

The most commonly used form of transportation in Rome is the bus. Rome's extensive bus routes connect the University to the historic center and extend far into the surrounding suburbs. Bus stops, departure schedules and route information are found on well-marked signs throughout the city. Orange, red/silver or green ATAC city buses and trams run from 5:30am to midnight. However, be aware: these are *estimated* running times. Some lines provide night buses (indicated with an "N"). Due to constant route modifications, students should always check the hours of operation for a specific route before departing. For ATAC information, call 800 43 17 84.

There are two main buses that serve the University: the #44 and #75. The 44 leaves from Piazza Venezia and continues past the University toward Portuense. The 75 starts at the Stazione Termini train station, passes by the University and then continues another half-mile. Remember to validate your tickets and board the buses in the front or at the back and to exit at the middle.

TRAMS

The tram #8 runs from 5:30am to midnight. It departs from Piazza Argentina (historic center) along Viale di Trastevere and the Circonvallazione Gianicolense, to Casaleto, its final stop. This tram is very useful to our students, as many of the AUR housing accommodations are located within walking distance of this tram line.

SUBWAY

Rome's subway system (*Metropolitana*) has two lines and is marked by red M signs on city maps. The two lines, Lines A (red) and B (blue), intersect at Termini Station. Subway Line A connects the Vatican with Anagnina, the central bus terminal for routes to other cities in Lazio. Line B extends from Rebibbia to EUR. Subway service begins at 5:30am and concludes at midnight (line A closes temporarily at 9.00 p.m.). Try to avoid the rush hours and beware of pickpockets.

TICKETS

Rome's integrated Metrobus transportation system includes buses and trams (ATAC), subway (*Metro*) and some other suburban trains (FS) run by the state railways. Below is a list of the integrated ticket prices as of June 2012.

CATEGORY	VALIDITY	COST €
Single ticket (BIT)	Valid for 100 minutes from the first validation on all the buses and trams and one metro ride	1.50
Daily ticket (BIG)	Valid until midnight of the day of the first validation on all buses, trams and metro	6
Weekend ticket (BTI)	Valid for 3 days from the first validation on all buses, trams and metro	16.50
Weekly ticket (CIS)	Valid for 7 days starting from the first validation on all buses, trams and metro	24
Monthly ticket (Biglietto mensile)	Valid for one month (Jan, Feb, etc.) on all buses, trams and metro	35+ 3 one-time fee

You must validate all of the bus tickets in the yellow boxes when boarding the first vehicle and again after the expiration (100 minutes). Monthly bus passes costs €35. Bus tickets are sold at *tabacchi* stores, newsstands and many coffee bars; automatic ticket machines are positioned in Metro stations and at many bus stops; and ATAC and COTRAL ticket booths are located in many Metro stations, on the

lower concourse level at Termini train station and at a few main bus terminals. There is also a possibility to buy the ticket by sending an SMS message containing the word BIT to the number 48299. In return you should get a message with a virtual ticket that you can show to the ticket controllers. You can get route maps and more information on Rome's public transportation system ATAC on the Internet at www.atac.roma.it.

TAXI SERVICE

Taxis wait at taxi stands and can also be called by phone, in which case you will be charged a small supplement. It is difficult, if not impossible, to hail a cab while it passes by. The meter starts approximately at €2-4; there are supplemental charges for night service (10:00pm-7:00am) and on Sundays and holidays as well as for each piece of baggage.

Avoid unmarked or unmetered cabs (numerous at airports and train stations), whose drivers actively solicit your trade and may demand astronomical fares. Use only licensed, metered yellow or white cabs, identified by a numbered shield on the side and an illuminated taxi sign on the roof. The closest taxi stand to the University is located at Piazza Rosolino Pilo, reachable by telephone at 06 5812 800. To call a cab, you can also dial 06 3570, 06 5551, 06 6645 or 06 4994.

When you call a cab, give the operator the address where you want to be picked up. Do your best to pronounce the address as clearly as possible. Stay on the line until the operator gives you the name and the number of the car (e.g. *Bologna 66* or *Pisa 50*) and the estimated arrival time of the car (*3 minuti*). Then hang up and wait for the taxi to arrive. Note that taxis cannot be reserved in advance unless going to the airport or train stations early in the morning.

Official Rome website <http://www.viviromaintaxi.eu/> provides information about Roman taxi services, fees, consumer rights and complaint procedures.

TRANSPORTATION TO AIRPORTS

There is a convenient nonstop train service between the Termini Train Station and Fiumicino Airport. Service generally begins at 5:52am and ends at 10:52pm and there is a train every half an hour. Cost for a one-way ticket is €14.00.

There is also a local train that connects Fiumicino Airport with the Trastevere train station. Cost for a one-way ticket is €8.

A shuttle van service is also available to and from the airport. You have to reserve the pick up in advance by calling one of the numbers below.

SHUTTLE COMPANY	PHONE
Autoline Roma	337 755 577
Terravision	http://www.terravision.eu/

TRAINS

Italy has an extensive railway system. Train fares depend on the number of kilometers between the point of departure and destination. You must validate all tickets in the yellow machines located at the front of every track before boarding. Train tickets and reservations can be purchased/made at Termini Station or at travel agencies. You can view timetables and also purchase tickets online by visiting the Internet website at www.trenitalia.it in English. Furthermore, a 24-hour

phone line provides train information: 89 20 21. Be aware that there is a fee for this service for both landline telephones and cell phones.

STAYING IN HOSTELS AND HOTELS

Pest control specialists are confirming with ever-increasing frequency the international revival of the bedbug, and attribute this to the increase of international travel as well as to the banning of environmentally dangerous pesticides. Hardest hit has been the places where most travelers will be staying - hotels, hostels, cruise vessels, resorts, etc. Bedbugs can be found in 5-star hotels as well as 12-bed hostel rooms, and these persistent little hitchhikers can also travel between suitcases stored even temporarily together.

Special travel advice from Harvard University includes, "Carefully remove the sheets and examine the head section of the bed, look at the seams of the mattress as well as both sides of the head board. If you see any small insects in either of these locations, they are probably bed bugs...Bringing your favorite pillow along on your travels may increase the chances of this pillow becoming infested with bed bugs and the transport of these bed bugs back to your home...Remember not to place your luggage next to the bed. Find a location as far from the head of the bed as possible, and store your luggage in this location. The same principal applies to portable radios and other items that could conceal bedbugs." (Other specialists advise putting your clothes and other belongings away - again, as far away from the head of the bed as possible, and most definitely not just thrown on the floor.) Harvard advises further, "If you do see bed bugs or think you have been bitten by bed bugs during your travel, it is extremely important to report this incident to the hotel management or else other unsuspecting individuals may meet the same fate."

Entomologists from the University of Kentucky describe adult bed bugs as "about 3/16-inch long and reddish-brown, with oval, flattened bodies" which are "sometimes mistaken as ticks or cockroaches" and describe the young nymphs as resembling the adults, "but smaller and lighter in color".

If you have checked your hotel mattress carefully upon checking in and found nothing, but still wake up with welts and/or find blood smears on your sheets, you may have been bitten by bed bugs. Do bear in mind when talking to hotel management that if you haven't identified the bed bug itself, there's still the possibility that you were instead bitten by the tiger mosquito which is now common in Italy.

Useful websites:

www.msnbc.msn.com/id/11877871/

www.bedbugcentral.com/bed-bug-central-travel-lite.pdf

Useful Information for Daily Life in Italy

ITALIAN BUSINESS HOURS

Italian business hours differ from the U.S. standards. Most shops and offices are open from 9:30am to 1:00pm, and re-open from 4:00pm to 7:00pm in the afternoon. There are also Monday morning and Thursday afternoon closures for some businesses. Working hours vary for each business and you should inquire about the specific schedule for any location of interest.

CURRENCY AND BANKING INFORMATION

The euro (€) is the Italian currency. The euro is the single currency of the European Monetary Union and went into circulation in the initial 12 Euro Member States on January 1, 2002.

The University highly recommends that you use the safest and most efficient method of accessing money in Italy: ATM (*Bancomat*) cards. Visa and Mastercard debit and credit cards are widely accepted and offer the best exchange rates. Before leaving your home country, you should check with your bank to ensure that your ATM card is authorized for international use and connected to a checking account (ATM cards connected to a savings account).

Banks are usually open Monday through Friday from 8:30am to 1:30pm. In the afternoon, the opening hours change from bank to bank but they are usually open from 2:30/3:00pm to 4:00/4:30pm. Some banks are open non-stop from 8:30am to 4:00pm and/or on Saturday mornings. Outside most banks there is a cash dispenser (ATM) and some of them located in downtown Rome also have an automatic currency exchange machine working 24 hours a day. Opening an Italian bank account requires a valid stay permit and a fiscal code, but usually also quite some time and high operating costs. The University does not recommend that study-abroad students open an Italian bank account.

Banks located closest to the University:

COMPANY	ADDRESS	PHONE
Banca Intesa	Via Giacinto Carini 32	06 588 0306
Banca popolare di Spoleto	Via del Vascello 29/A	06 585 2131
Unicredit-Banca di Roma	Via Giacinto Carini 58/B	06 581 4141

Exchange and money transfer

American Express offers foreign exchange services. If you want to receive money via a money transfer, contact Western Union or Money Gram.

COMPANY	ADDRESS	PHONE
Western Union	Via Natale del Grande 43	06 589 7949
Western Union	Via Giacinto Carini 32	
Money Gram	Viale di Trastevere 27	06 583 333 16

FOOD AND SHOPPING

Italy is still a country in favor of the "slow food" culture and Italians traditionally spend a lot time purchasing, preparing and eating good food. Therefore, instead of big supermarkets, you will find a lot of specialized "corner" shops that sell only meat, fish, bread and other food.

Supermarkets

There are also centralized supermarkets that sell a broader variety of food and other household items. There are many different food store chains and some of the supermarkets in the Trastevere and Monteverde area are the following:

STORE NAME	ADDRESS
Conad – Margherita	Via dei Colli Portuensi 560
	Via Donna Olimpia 138

	Via P. Falconieri 89/91
	C.ne Gianicolense 229
	Via Revoltella 94
Carrefour Express	Via Maurizio Quadrio 2
Doc	Via Fonteiana 10
	Via Antonio Giulio Barrili, 16/B
Doc	Via Busiri Vici 19
Simply SMA	Via Fonteiana 59
	Piazza Dunant 78
Todis DISCOUNT	Via F. Ozanam 15
	Via Natale del Grande 24/26
	Piazza Dunant 28

The Conad supermarket at Termini Station remains open until midnight. There is an American convenience store in Trastevere on Via Natale del Grande, one in piazza San Cosimato 66 and *Castroni* located on Via Cola di Rienzo (near the Vatican).

Open Air Markets

Shopping at the city's many open-air markets is a less expensive alternative to supermarkets. Often the quality of fruit and vegetables is also higher than in the supermarkets. Open-air markets are normally open Mon-Sat from 8:00am to 1:00pm and there are several located in the Monteverde and Trastevere area:

- Via del Vascello
- Piazza San Giovanni di Dio
- Campo dei Fiori
- Piazza San Cosimato

Of course, there is also the Porta Portese flea market every Sunday morning from 5:00am until 2:00pm in the Trastevere area (Piazza di Porta Portese). Arriving there early is essential for estimators because the best things go in the first hour. But watch out for pick-pockets and many market stallholders running a short con on unsuspecting tourists.

Shopping for Clothes

Italy is famous for fashion and experienced shoppers consider the homeland of Armani, Gucci and Valentino a true paradise. However, there are some things to be considered. One is the midday closing – as mentioned earlier, many shops close from 1:00pm until 4:00pm. Another issue is that there is still relatively little 'consumer-power' in Italy. Especially small retailers might sell faulty goods that they will not allow to return, even on the same day of purchase. Therefore, be careful, especially with spending large amounts of money or using your credit card.

Below is a list of shopping streets in Rome, starting from the most expensive to the more affordable streets:

- Spanish Steps (via Condotti)
- Via Cola di Rienzo (Vatican/Piazza Risorgimento)
- Via del Corso (from Popolo square to Piazza Venezia)
- Via Nazionale (from Piazza Repubblica)
- Viale Marconi (from Trastevere Station).

Size Conversion Chart

WOMEN'S SHOES								
US	4	5	6	7	8	9	10	11
ITALY	35	36	37	38	39	40	41	42
WOMEN'S CLOTHING								

US	2	4	6	8	10	12	14	16
ITALY	34	36	38	40	42	44	46	48
MEN'S SHOES								
US	6	7	8	9	10	11	12	13
EUROPE	38	39	40	41	42	43	44	45
MEN'S SUITS/COATS/SWEATERS								
US	34	36	38	40	42	44	46	48
ITALY	44	46	48	50	52	54	56	58
MEN'S SHIRTS								
US	14	14.5	15	15.5	16	16.5	17	17.5
ITALY	36	37	38	39	40	41	42	43

Tax Free Shopping

In Italy there are many opportunities to benefit from Tax Free shopping, with more than 18.000 retail outlets offering the service. The affiliated stores display a Tax Free Shopping logo, and store staff will guide you through the process.

The tax (VAT) on the purchases you make in Italy can be 20%, 10% or 4%, depending on what kind of goods you are buying, and it is included in the sales price. All visitors residing outside of the European Union are entitled to claim back the tax, if they spend € 154,94 or more in one shop in one day. After deduction of the handling expense, you will receive the VAT refund in any way of your choice. You can cash your Global Refund cheque in Italy or abroad at one of more than 200 international cash refund offices.

RELIGIOUS SERVICES

Italy is predominantly a Catholic country and in Rome alone there are hundreds of churches. Evening masses are organized daily and on Sundays there are normally masses at 10:00am, 11:00am and noon. You should consult your neighborhood church for detailed schedules. Rome also hosts many different places of worship and below you can find of a list of them.

CHURCH	ADDRESS
The Church of Santa Susanna	Via XX Settembre 14
Anglican All Saint's church	Via del Babuino 153
Baptist church	Piazza di San Lorenzo in Lucina 35
Chabad di Monteverde	Please email chana.hazan@gmail.com for info
Great Synagogue	Lungotevere dei Cenci 9
Islam Mosque	Viale del Moschea
Lutheran church	Via Toscana 7
Methodist church	Via del Banco di Santo Spirito 3
Presbyterian church St. Andrew's	Via XX Settembre 7
Protestant church	Via dei Bruzzi 11

AUR currently hosts a religious club, *the Bible Study Club* that meets once a week on campus. This club is run by ministers from outside the AUR community. For more information, contact Student Life.

COMMUNITY SERVICE

It is possible for students to perform community service the *Ostello "Don Luigi di Liegro"* of *Caritas Diocesana di Roma*, both local charity organizations. The duties include working at the soup kitchen and/or hostel once a week for approximately 4 hours. The prerequisites are minimal knowledge of Italian and minimum age of 18. Interested students should contact the Student Life Office at the beginning of the semester to get more details.

ENTERTAINMENT

Event Information

There are dozens of daily, weekly and/or monthly English and Italian publications detailing upcoming events (music, sports and entertainment) that also include lists of pubs, restaurants, markets, and dance clubs in Rome. These publications can be purchased at any newsstand. Some of them also have a website, where all events are posted.

MAGAZINE	WEB PAGE
Roma C'e'	www.romace.it
Time Out	www.timeout.com
Wanted in Rome	www.wantedinrome.com

Restaurants

Often students ask where they can find good food in Rome. The answer is: just about anywhere! Especially in Trastevere, the area is filled with lovely little corner restaurants. However, try to avoid the restaurants in the centre of Rome with eager waiters outside inviting you in for a "tourist menu". A reasonably good guide to restaurants is www.ristorantidiroma.it.

Cinema

In addition to Rome's numerous Italian language movie theaters, there are a few cinemas (listed below) that project movies in English. To consult weekly movie schedules in the Internet, go to www.romereview.com or www.trovacinema.it.

THEATER	ADDRESS	PHONE
Warner Village Cinemas Moderno	Piazza della Repubblica	06 477 7911
Nuovo Olimpia	Via in Lucina 16/g	06 686 1068

Music

There are daily musical – classical, pop, rock, jazz etc. – and other cultural events organized at the shell-shaped Auditorium designed by Renzo Piano. You can check the monthly program on the website at www.auditorium.com.

If you are interested in opera, Rome's opera season runs all year at the *Teatro dell'Opera* www.operaroma.it. You should take advantage of the 25% discount that is granted to all students. Many churches – like San Paolo Entro Le Mura and All Saint's – also host opera plays: the easiest way to find information is to look for posters on the streets.

Obviously there are dozens of other venues that host concerts of many types of music. Check the electronic ticket office www.ticketone.it for upcoming events!

VENUE	ADDRESS	PHONE
Auditorium Parco della Musica	Viale Pietro de Coubertin	199 109 783

Teatro dell'Opera	Piazza Beniamino Gigli 1	06 481 602 55
-------------------	--------------------------	---------------

SPORTS

Italian Soccer

Professional soccer matches are held on Saturdays and Sundays from October to May at the Stadio Olimpico, Via Dei Gladiatori. Rome has two soccer teams: Roma (red and yellow) and Lazio (light blue and white). Tickets can be bought at the Roma Stores for Roma games. One is located conveniently at the Trastevere Station and another one at Piazza Colonna. You can also purchase tickets at many *tabacchi* stores that carry the "Lottomatica machine" that can issue soccer tickets. Lazio team tickets are sold at "ORBIS", on piazza dell'Esquilino, 37.

Sports Teams and Facilities

The University campus does not host sports facilities, but there are several sport centers located near the University. The Student Life Office will be happy to assist you in finding a center for your sports needs. Also, the University hosts male and female soccer teams that practice on a weekly basis each semester. In order to join the teams or classes, look for information on the bulletin boards or contact the Student Life Office. You should also consider the cheapest way of exercising: jogging in the beautiful parks of Rome. AUR runners can join our running club, *Roma Road Runners*, in their regular runs through Parco degli Acquadotti and other Roman running routes. AUR is located close to two wonderful outdoor parks, Villa Pamphili and Villa Sciarra that is just across the street from the University.

SPORT		ADDRESS	PHONE
Gyms	Total Body System	Via Lorenzo Valla 16	06 581 3621
	Body Planet	via G. Celani, 11	06 582 030 24
	Fitness Club	Via E. Pantano, 8 (Donna Olimpia)	06 537 1049
	Trastevere Fitness	Via Degli Orti di Trastevere 60/66	06 583 01778
	Vascello Fitness Club	Via Fonteiana 66/A	06 580 9984
Running	Roma Road Runners/AUR	Student Life Office	06 583 30919
Swimming	Roma Uno	Largo Ascianghi 4	06 583 327 57
Tennis	Gianicolo Country Club	Via del Casaletto	06 661 588 46

Beaches

You might also want to visit one of the beaches located near Rome. The closest beach is *Lido di Ostia* that you can easily reach by train. To get there, you should go to the Piramide train station and then take a local train to Ostia. The regular ATAC bus tickets are valid for this train. You should exit the train at any of the last four stops along the Ostia Lido. At Ostia Lido there are small stretches of free beach (*spiaggia libera*) where you can enter free of charge. There are also private beach resorts where you can rent a sun umbrella and a sun chair. Be prepared to pay an entrance fee to the beach resorts. Another nice beach to visit is Santa Marinella on the Lazio coast North of Rome. To get there you can take the train from Trastevere Station and get off at Santa Marinella. It is a 45-minute ride and a day-ticket (round-trip) costs 8-10 euro. For more details, contact the Student Life Office.

Phone Directory

EMERGENCY PHONE NUMBERS

NAME	PHONE NUMBER
The AUR Emergency Cell Phone	348 08 09 357
Ambulance	118
Carabinieri	112
Emergency Police	113
Fire Brigade	115
Poison Center	06 49 97 8000
Questura – Central Police Station	06 468 61
Salvator Mundi International Hospital	800 402 323 / 06 588 961
US Embassy	06 46 741

IMPORTANT PHONE NUMBERS

NAME	PHONE NUMBER
Airport Ciampino	06 794 941
Airport Fiumicino	06 659 51
ATAC (City Transport)	06 469 51 / 800 431 784
AUR Housing Agency (IIC)	339 212 2127
Dr. Maria Cabot (counselor)	06 686 7797
Dr. Karin Dorell (Psychiatrist)	331-2435280
Phone Number Information	892424
Lost Items on Buses and Trams	06 581 6040
Lost Items on Metro A and B	06 487 4309 / 06 575 322 64
Lost Items on Trains	06 473 066 82
Rome Information Center	06 06 06
TAXI	06 3570 / 06 4994 / 06 5551
TAXI stand at Piazza Pilo (near AUR)	06 581 2800
Trenitalia (train company)	89 20 21
The American University of Rome	06 58 33 09 19
U.S. State Department Overseas Citizens Services	001 202 501 4444

PHONE NUMBERS TO REPORT LOST CREDIT CARDS

Call from landline phone dialing this number directly

NAME	PHONE NUMBER
American Express	800 874 333
Diners Club International	800 864 064
Eurocard / Mastercard	800 870 866
VISA	800 819 014

SERVICE PROVIDERS

The following list should be helpful to you in locating different services in the Monteverde or Trastevere areas. These are just examples of services in the vicinity of the University. They are not specially recommended by the University. You can also consult the English Yellow Pages www.intoitaly.it for English speaking services in Rome.

SERVICE	COMPANY	ADDRESS	PHONE
SCHOOL SUPPLIES, FAX AND COPIES	Copisteria Monteverde	Via Fratelli Bonnet 27	06 58 85 211
ART SUPPLIES	Poggi	Via Card. Merry del Val 18	06 678 4477
	Vertecchi	Via della Croce 70/72	06 679 0155
CELL PHONES	Digi System (TIM)	Circonval. Gianicolense 141	06 536 046
	Asotec Centro TIM	Via Donna Olimpia 184	06 53272299
	Vodafone	Via del Corso 417	06 6872872
	AY Srl Vodafone	Viale Colli Portuensi 522	06 45550390
ELECTRONICS	Di Salvo	Via della Lungara 33	06 687 5022
	Centro giotto	Viale G. Marconi, 74	
ENGLISH BOOK STORES	Anglo American Bookstore	Via della Vite 102	06 679 5222
	Lion Bookshop	Via dei Greci 36	06 326 540 07
	Almost Corner Bookstore	Via del Moro 45	06 583 6942
	Feltrinelli International	Via V.E. Orlando 84	06 482 7878
	IBS.it	Via Nazionale 254/255	064885405
EVENT TICKETS	Orbis	Piazza Esquilino 37	06 482 7403
	Green Ticket	www.greenticket.it	
	Ticketone	www.ticketone.it	
HAIR & BEAUTY SALON	AVEDA Lifestyle Salon & SPA	Piazza della Rovere 112-114	06 6830 7889
	Enzo & Stefano	Viale di Trastevere 175	06 581 5191
HARDWARE	Ferramenta	Via del Vascello 39	06 589 4826
LAUNDRY SERVICE	Aqua Clean	Via Giuseppe Dezza 9	06 5832 0155
	Bartolozzi Dry Cleaner	Via F. Bonnet 20	06 589 5176
	Il Mastello	Via S. Francesco a Ripa 62	06 557 7950
	My Beautiful Laundrette Self Service	Via di Monte Verde 11 C/D	
PHOTO DEVELOPMENT	Foto Forniture Sabatini	Via Germanico, 168 A	06 3207278
	Foto Pennetta	Via Dandolo 2	06 589 6648
	De Bernardis	Piazza della Cancelleria, 63	06 6864047
TANNING & BEAUTY SALON	Happy Sun	Via Carini 31/A	06 581 9207
		Via Pascarella 53	06 580 0406
	Mamasun	Via Busiri Vici 30/32	06 581 0399
WINE TASTING	Enoteca Al Grammelot	Via Carini 39/39a	06 580 9611
	Wine Academy	Vicolo Del Bottino, 8	06 699 0878