



**STUDENT
HANDBOOK**
2018-2019



CENTRAL EUROPEAN UNIVERSITY

Student Handbook

2018 / 2019

Budapest 2018

Welcome to Central European University!

The **Student Handbook** is an information guide for students of Central European University. In addition to listings about student-related services and resources and facilities, this publication includes references to policies and procedures regarding student rights, rules and academic regulations. It is important that you become familiar with these texts. Please take some time to read them at the beginning of the Academic Year. For more information, please visit the Online Orientation website at www.ceu.edu/oo.

With warm wishes for a successful and fulfilling year at Central European University,
CEU Community Engagement Office Team, Dean of Students Office

July 2018

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Non-discrimination Policy

Central European University does not discriminate on the basis of—including, but not limited to—race, color, national and ethnic origin, religion, gender and sexual orientation in administering its educational policies, admissions policies, employment, scholarship and loan programs, and athletic and other school-administered programs.

Statement on photography and video at CEU

Please note that photography, voice recording or filming of events may take place at any time on CEU premises. By entering, you consent to your image and/or voice being recorded and included in audio/video/photography that may be published electronically or in print.

Accuracy of the Student Handbook

The information found in this Student Handbook is updated annually and is based on the most recent information. All policies and procedures are current as of July 2018. Revisions may occur throughout the 2018/2019 Academic Year. Central European University reserves the right to change requirements, policies, rules and regulations in accordance with its established procedures. Changes and additions will be announced through the regular information distribution channels. Updates will be posted regularly in the relevant sections of the CEU website at www.ceu.edu.

Getting Around Campus

Located in the heart of Budapest, CEU occupies several buildings in a vibrant downtown neighborhood just blocks away from the Danube.

CEU Buildings

1051 Budapest, Nador utca 15., 13., 11., and 9. Nador utca 15 is the key entrance to the University and is home to the CEU Auditorium, the CEU Library, classrooms, a cafe and a restaurant. The building opened in fall 2016 with the neighboring Nador utca 13 building. The four interconnected buildings house classrooms, academic departments, administrative units, and student study spaces.

Due to the campus redevelopment project, several units have been temporarily rehoused in Vigyazo Ferenc utca 2, Oktober 6. utca 7, 12 and Jozsef Attila utca 24. For more information, see www.ceu.edu/campus.

To find your way around CEU, please check the most updated version of the campus map at: <http://www.ceu.edu/map>. To look up locations of CEU offices, see: locations.ceu.edu

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General University Information

Central European University

LOCATION | Nador u. 9 | H-1051 Budapest

PHONE | 327-3000

EMAIL | communications_office@ceu.edu

WEBSITE | www.ceu.edu

OM (EDUCATION MINISTRY) IDENTIFICATION NUMBER | FI27861

CEU Residence Center

LOCATION | Kerepesi ut 87 | H-1106 Budapest

PHONE | 327-3150 | **FAX** | 327-3169

EMAIL | resman@ceu.edu, dormreception@ceu.edu

WEBSITE | residencecenter.ceu.edu

Instructions for Calling CEU Phone Numbers

To call CEU from a **landline** within Budapest, dial the seven-digit number only: 327-3000.

From a **landline** in Hungary, outside Budapest, dial (06 1) in front of the number: 06 1 327-3000.

To call CEU from a **mobile phone**, dial (+36 1) in front of the number: +36 1 327-3000.

To call CEU from **abroad**, dial your international access number (usually 00 or +), followed by the country code (36), then the area code (1) and the number: 00 36 1 327-3000.

Emergency CEU Phone Number

If you require emergency services or want to report criminal actions on campus please contact the central number of CEU by dialing (+36 1) 327-3000. This number is answered 24 hours a day by either a campus operator or security services officer. During non-business hours notification can be made by phone at (+36 1) 327-3000 extension 3911.

24-hour Medical Phone Number

In case of a medical emergency during the evening or weekend hours, please call (+36 30) 175-3148. Note that these calls should be for urgent or crisis situations only. For other concerns, you are encouraged to contact the Medical Center on the following business day.

Direct Emergency Numbers

GENERAL EMERGENCY NUMBER | from a landline and mobile phone | 112

AMBULANCE | To report an accident | 104

BUDAPEST POLICE DEPARTMENT | To report an emergency | 107

BUDAPEST FIRE DEPARTMENT | To report a fire | 105

ACCESS TO THE UNIVERSITY

Operating Hours and Campus Access

The official operating hours of the University offices are Monday to Friday from 9:00 a.m. to 5:00 p.m. The designated public area in Nador 15 (Ground, First and Second Floors to Library entrance) is open to the public from 8 a.m. to 8 p.m., every day except public holidays. All visitors accessing 'non-public' areas of campus must have a Visitor Card. This must be coordinated via the Front Office. Please provide the Front Office with the name and arrival of your guest at least one day in advance. CEU community members are requested to welcome their guests at the reception desk in the lobby of the building in which their guests arrive. Visitors to campus using the public space or attending events in the public spaces are not required to have a CEU ID card. However, any open to public events that will have a reception in a 'non-public' area must have a registration list. For further information about CEU ID cards and eligibility, see CEU ID Card Policy: <https://documents.ceu.edu/documents/g-1608-1> Students, faculty and staff or visitors to the campus should be prepared to show their identification cards or their visitors' passes upon request.

Reception Desks

OPENING HOURS & EXTENSIONS

NADOR U. 9 ENTRANCE

EXTENSION: 3090 | Monday–Friday 7:00 a.m.–10:00 p.m. | Saturday–Sunday 10:00 a.m.–7:00 p.m.

NADOR U. 11 ENTRANCE

EXTENSION: 2240 | Monday–Sunday 7:00 a.m.–12:00 midnight

NADOR U. 15 ENTRANCE

FRONTOFFICE

EXTENSION: 3111 | Monday–Sunday 8:00 a.m.–8:00 p.m.

SECURITY DESK

EXTENSION: 6400 | Monday–Sunday 7:00 a.m.–12:00 midnight

The designated public area (Ground, First and Second Floors to Library entrance) is open to the public from 8 a.m. to 8 p.m., every day except public holidays. For access before or after these times a valid CEU ID is required and will be checked by CEU Security.

VIGYAZO FERENC U. 2 ENTRANCE

EXTENSION: - | Monday–Sunday 8:00 a.m.–9:00 p.m.

OKTOBER 6. U. 7 ENTRANCE

EXTENSION: 2187 | Monday–Sunday 7:00 a.m.–12:00 midnight

JOZSEF ATTILA U. 24 ENTRANCE

EXTENSION: 2533 | Monday–Sunday 7:00 a.m.–8:00 p.m.

ZRINYI U. 14 ENTRANCE

EXTENSION: 2075 | Monday–Sunday 7:00 a.m.–10:00 p.m.

OKTOBER 6. U. 12 ENTRANCE

EXTENSION: 2104 | Monday–Friday 6:00 a.m.–10:00 p.m. | Saturday–Sunday 7:00 a.m.–7:00 p.m.

Official Holidays

Your access to CEU premises may be limited during official university breaks or during major public events in the vicinity. If that is the case, you will receive a notice in advance. CEU is officially closed on the following national holidays and during university breaks:

August 20 2018	National Holiday
October 23 2018	National Holiday
November 1 2018	National Holiday
December 17 2018–January 1 2019	Winter Break (CEU is officially closed on December 24, 25, 26, 31 and January 1)
March 15 2019	National Holiday
April 19 2019	Good Friday (National Holiday)
April 21–22 2019	Easter (National Holiday)
May 1 2019	Labor Day (National Holiday)
June 9–10 2019	Pentecost (National Holiday)

Lost & Found

LOCATION: Reception of Nador u. 11 | **EXTENSION:** 2240

Please visit the Lost & Found Desk from 8:00 a.m. to 8:00 p.m. to retrieve lost articles that may have been found by others.

Alcohol, Drugs and Weapons

Individuals who appear intoxicated, or are carrying alcohol, drugs or weapons shall not be allowed to enter any CEU building and may be removed from the facilities. Please consult the CEU Alcohol and Drug policy for more information at documents.ceu.edu.

Non Smoking Campus

Smoking is not permitted in any CEU buildings, including the rooftop of Nador 13/15. Anyone smoking outside needs to be five meters from the doorway.

Personal Property

CEU does not assume any responsibility for private belongings: you should not leave items unattended/unlocked anywhere on Campus. If you have any of your property lost at CEU, please contact the Lost & Found Desk at the Reception of Nador u. 11.

Facilities for Disabled Persons

CEU aims to provide an environment in which there is convenient access to facilities for disabled persons. Throughout the campus, access is provided to individuals with mobility impairments along with designated washrooms. Additionally, in Nador 13 and 15, hearing loops and braille are provided. More information is available at: <https://www.ceu.edu/studentlife/disability>

Get Oriented - Enrollment Procedures

STUDENT ORIENTATION (PRE-SESSION FROM SEPTEMBER 3 TO SEPTEMBER 7, 2018)

Upon arrival, you will take part in our Orientation Program. You'll learn about academic departments, university services, and other details that will help your transition to life in Hungary.

Key information includes:

- Visa and residence permit processes
- Healthcare and insurance
- Banking arrangements / Financial Aid Processes
- Information Technology (IT) and Network Services
- Academic program introductions

Don't hesitate to ask questions during the Orientation Program. For more information, visit the Online Orientation at ceu.edu/oo to help you get settled to CEU and Budapest.

REGISTRATION IN THE UNIVERSITY INFORMATION SYSTEM (UIS)

CEU has its own integrated information network, called the University Information System (UIS). Matriculation, course registration, add/drop, grading and degree application are all computerized and students are responsible for conducting all necessary procedures in connection with their registration. UIS also provides on-line information about courses, grades, and class schedules.

| The University Information System can be accessed on a CEU computer at <https://infosys.ceu.hu>

| The online graduation form and course registration can be accessed from outside CEU at <https://studentinfo.ceu.hu>

| The Student Records Manual can be downloaded from sro.ceu.edu.

UIS inquiries regarding student records should be directed to:

STUDENT RECORDS OFFICE

EMAIL: registry@ceu.edu

LOCATION: 11, 3rd floor | **OFFICE HOURS:** Monday-Friday: 12:45 a.m.-4:00 p.m.

POLICY ON HOLDS

Any obligation to the university, including financial conditions set forth in your enrollment confirmation form and financial obligations, will result in suspension of access to various student services. A list of these services is available at ceu.edu/studentlife/onlineorientation/leaving. The Policy on Holds will be applied until the obligation is met and the hold is cleared by the respective office.

STUDENT-RELATED POLICIES

Please make sure that you familiarize yourself with student-related policies, including the Code of Ethics, Policy on Plagiarism, Policy on Harassment available at www.ceu.edu/studentlife/onlineorientation/student-policies

COMPUTER FACILITIES

Computer labs are available to all CEU students around campus:

- Nador utca 9 building basement: "Orange lab" (19 computers)
- Oktober 6. u. 7 building room 218: "Yellow lab" (11 computers) and room 441: "Blue lab" (30 computers)
- Oktober 6. u. 12 building room 112: "Green lab" (20 computers)

HOURS OF OPERATION: Weekdays: 8:00 a.m.–10:00 p.m., Weekends: 12:00 p.m.–6:00 p.m. IT staff are located on the 4th floor of the Library (N15, Room 405) to assist you with technical problems.

END-OF-SEMESTER EXTENDED HOURS AVAILABLE AT: it.ceu.edu | The labs are closed on national and public holidays (see University Calendar) and occasionally for system maintenance. Students are expected to present their ID card when using the computer labs as the lab operators and the security guards may ask students to show them for security reasons.

Wi-Fi Access

The large majority of the University main campus are covered by wireless Internet access. CEU members can authenticate with their username and password on the "CEU" network SSID. This

authentication is only necessary once per device, then the device will remember the settings so it will not cause any further inconveniences for using Wi-Fi daily. For more information on Wi-Fi access at CEU, please check: it.ceu.edu/wireless_network.

Laptop Services

The main responsibility of the IT Helpdesk is to support CEU owned hardware and services. In addition, helpdesk operators assist students who have minor software problems on their laptops. Students should contact the Helpdesk for any laptop related questions. Staff will examine the problem and they will advise students regarding the best solution. If you have a valid CEU account, you can also reach your mailbox via portal.office.com.

IT Services at CEU Residence Center

- | Computer Labs are located on the 1st floor.
- | Open 24 hours.
- | Assistance provided weekdays between 9:00 a.m.-10:00 p.m.; weekends: 1:00 p.m.-7:00 p.m.
- | Wi-Fi and Print services are available all around the dormitory building with the same settings as on the main campus.

Computer Facilities for Doctoral Students

CEU doctoral students have access to independent, department-based Doctoral Computer Rooms. The doctoral coordinator of each department monitors the list of students who are permitted to use these premises. The keys to each room are kept by the security guards in the relevant building. One key is handed out to the first arriving student and must be returned to the security guard at the end of the day by the last departing student. Doctoral students are expected to ensure that access and use of the rooms is secured for the rest of the doctoral students, including passing on the room key if necessary. The rooms are closed on national and public holidays (see University Calendar) and occasionally for system maintenance.

Printing Credit

- | CEU students have a limit on the number of pages they can print free of charge. The limit depends on the department in which the student is enrolled.
- | When the limit is met, students may purchase more pages at the CEU Cash Desk.
- | Students can check their balance at the card reader terminals next to printers, after signing in with their ID cards.
- | The printing limit is granted for each semester; savings are carried over to the next semester or Academic Year.
- | More information on printing services: it.ceu.edu/printing_facilities

Please note that the CEU Network policy (documents.ceu.edu) applies to anyone using the CEU Network. For further information on IT Services at CEU, please visit the web site: it.ceu.edu.

Student Resources

CEU IDENTIFICATION CARDS

LOCATION: Nador u. 11, Courtyard | **OFFICE HOURS:** Monday-Friday: 1:00 p.m.-3:00 p.m.

Newly enrolled students normally receive their CEU ID card in their welcome package. If they have not submitted their photos prior to their arrival, students need to visit the ID Card Manager to order their card.

With the CEU ID card, students will have access to:

- | all CEU premises including the Sports Center, the Residence Center and other facilities
- | library borrowing privileges
- | printing, copying, scanning possibilities

Please note that the CEU ID card does not qualify for student discounts to the Budapest transport system.

Lost/Damaged ID Card Policy

Lost/Damaged ID Card replacement fee: 15 EUR. This fee should be paid in cash at the Budget and Finance Office Cash Desk. The receipt should then be presented to the ID Card Manager, to receive a new card. Stolen CEU ID cards will be replaced without a fee if students present a police report.

PASSPORT OR NATIONAL ID CARD

Foreigners in Hungary are required by law to carry with them a proper identification and show it to the local authorities upon request. Students are advised to carry copies of their passport at all times: the Police can fine anyone up to 150,000 HUF for failing to show a valid passport (or a national ID card in case of EEA citizens).

COPY SHOP

The Copy Shop provides photocopying services as well as sorting, stapling, cutting and booklet assembly. Please note that cash payment for services is required. For copying needs after operation hours, a branch office is located near CEU at Alkotmány u. 18 (district 5, Phone: 312-7636).

EMAIL: copyshop@copycat.hu | **LOCATION:** Oktober 6. utca 12, Ground floor | **EXTENSION:** 2038

WEBSITE: www.copycat.hu

HOURS OF OPERATION: Monday-Friday: 10:00 a.m.-4:00 p.m.

FAX SERVICES

Students can send fax messages as e-mails to an addressee's fax number. Please note that for the fax to be forwarded correctly, students must send the message in HTML format or as

a PDF attachment. However, for receiving fax messages students need to contact their program coordinator. Please visit this site for detailed information: it.ceu.edu/fax

POSTAL SERVICES

The closest post office (in Hungarian: Posta) is located near St. Stephen's Basilica – just two blocks from CEU. | **LOCATION:** Bajcsy-Zsilinszky ut 16, H-1054 Budapest

BUSINESS HOURS: Monday to Friday: 8:00 a.m.-8:00 p.m.

24-hour Post Office

LOCATION: Baross ter 11/C, H-1087 Budapest district 8 (take metro M2, M4 to "Keleti pályaudvar")

SPORTS CENTER

EMAIL: sportcentrum@ceu.edu | **LOCATION:** Hild Jozsef Elementary School, Nador u. 12 | Please check-in at the reception on the second floor. | Please note that hours of operation apply for the training room. Opening hours for the Gym for ball games can be found at: www.ceu.edu/campus/sport-facilities. | **HOURS OF OPERATION:** Monday-Friday: 3:00 p.m.-9:00 p.m. | **PHONE:** (+36 30) 996-6936 | **AVAILABLE:** Basketball, Badminton, Volleyball, Indoor Soccer, Bodybuilding (Weightlifting), Aerobics, Medicinal Gymnastics, Yoga.

FOOD SERVICES

There are several food service areas, as well as vending machines available for the CEU community and visitors. Further details are available at <https://www.ceu.edu/campus/food-services>.

GROUND FLOOR CAFÉ: Nador u. 15, Ground floor

SECOND FLOOR RESTAURANT: Nador u. 15, Second floor

GROUND FLOOR CAFETERIA: Nador u. 9, Ground floor

CAFETERIA, CEU RESIDENCE CENTER: Kerepesi ut 87, Ground floor

BAMBUS BAR, CEU RESIDENCE CENTER: Kerepesi ut 87, Ground floor

STUDENTS WITH CHILDREN

Student parents face important challenges during their studies at CEU. The Dean of Students Office ensures that students with children receive the appropriate assistance. For more information please visit: <https://www.ceu.edu/studentlife/facilities/students-with-children> To make special arrangements and accommodations, contact the Dean of Students Office at studentlife@ceu.edu. CEU's facilities include baby changing rooms. You can find them at: locations.ceu.edu

STUDENT EMPLOYMENT

Full-time students are eligible to work within CEU. The working hours may not conflict with University-related duties and should be structured in a way that they do not hinder students' academic success. The number of hours worked per week are regulated by CEU internal rules and by Hungarian employment regulations. Before signing any contract inside or outside CEU students must inform the Head of their Department for approval. If you are employed within the EU region, contact the Student Center since this type of employment may affect your insurance coverage. Before entering into an employment contract at CEU, visit the Human Resources Office's mini-site at hro.ceu.edu/studentcorner to consult the Student Employment Policy of CEU and the general guideline.

Medical Services/Emergency Information

CEU MEDICAL CENTER

The CEU Medical Center is open to all, providing consultation by four doctors. Access to the Medical Center requires a valid CEU ID and an insurance card. | **LOCATION:** Nador 11 building, Courtyard | **PHONE:** 327-3815

HOURS OF OPERATION:

Monday-Friday: 9:00 a.m.-12:00 noon | 1:00 p.m.-4:00 p.m.

The doctors' schedules are posted outside the Medical Center. In case of change in the schedules updated information will be posted in advance. You can provide feedback to the services you received at the Medical Center at: <https://ceuedu.sharepoint.com/sites/dos/public>

If there is no emergency situation, patients covered by the CEU Health Insurance Plan (General insurance) must consult the CEU Medical Center first, and then visit a pharmacy or the suggested medical facility for further treatment. They may receive reimbursement for medical treatment, medical aid, and prescriptions given by the CEU doctors. When visiting an outside provider or purchasing medicine, they have to ask for an "ÁFA-s számla" (VAT invoice) for the medicines and services purchased, issued in the name of MyPlace Kft., 1021 Budapest, Szépjuhász né út 14-18. and a copy of all medical documents related to the insured event (e.g.: outpatient records, hospital discharge summary, examination records, laboratory records, prescriptions, etc.). The invoices and medical records must be signed by a CEU doctor before submission to Medical Assistant. The reimbursement is completed in CEU.

EMAIL: medicalcenter@ceu.edu | **LOCATION:** Nador u. 13., Third floor, Room 310 | **OFFICE HOURS:** Tuesday and Thursday 12:00 noon-1:00 p.m.

In emergencies, you may directly visit the local district doctors or the listed medical facilities

(page 16–17). When using medical services outside CEU, you may be expected to prepay the treatment (note that there is no set tariff for emergency services) and claim reimbursement from your insurance provider afterwards.

In case event of an injury or condition requiring immediate emergency medical treatment or hospitalization, students must report to the CEU Medical Center within one week.

Erasmus Mundus full scholarship recipients at CEU receive worldwide travel insurance from Marsh. For reimbursement claims: please consult the www.marsh.be/empa website. In case of emergency situations, please call the 24/7 hours helpline +44 800 279 9734.

IMPORTANT MEDICAL EMERGENCY INFORMATION

24-Hour Medical Phone Number

In case of a specific medical emergency during the evening or weekend hours, you can receive advice and assistance by calling +36 30 175-3148. Note that this line is for urgent situations only. For other concerns, you should contact the Medical Center on the following business day. In case of an emergency or if you are unable to reach the CEU Medical Center, you should contact any of the following medical services:

National Ambulance Service (Mentok) | PHONE: 104

This number should be called only in case of a serious emergency or life-threatening situation, such as bleeding, serious accident, poisoning, etc. This number may be dialed free of charge from any phone. When making this call, it is very helpful to have a Hungarian speaker with you.

Local District Medical Emergency Offices (Ugyelet)

In case of an emergency that is not life-threatening, you can contact the local district medical emergency office closest to your home for consultation with a doctor on duty. Students living in the Kerepesi dormitory may turn to the reception for assistance.

1st and 12th district | Beethoven u. 8. | **PHONE:** 212-6636

2nd district | Ret u. 3. | **PHONE:** 202-1370

3rd district | Vihar u. 29. | **PHONE:** 388-8501

4th district | Berda Jozsef u. 48. | **PHONE:** 369-2600

5th district | Semmelweis u. 14./b, entrance from Gerloczi u. | **PHONE:** 311-6816

6th and 7th district | Akacfa u. 59. | **PHONE:** 321-0440, 321-0358

8th and 9th district | Haller u. 29./A | **PHONE:** 215-1644, 215-6983

10th district | Pongracz ut 19. | **PHONE:** 261-5834

11th district | Tetenyi ut 12-16. Bld. "A" Ground floor, **PHONE:** 203-3615

13th district | Revesz u. 10-12. | **PHONE:** 349-8500

14th district | Hermina ut 7. | **PHONE:** 220-6693

15th district | Zsokavar u. 42-44. | **PHONE:** 307-2222

16th district | Beno u. 3. | **PHONE:** +36 70 370 3104

17th district | Egeszseg haz u. 3. | **PHONE:** 256-6272

18th district | Szent Lorinc setany 2. | **PHONE:** 290-4182

19th district | Petofi u. 49. | **PHONE:** 282-9692

20th and 23rd district | Torok Floris u. 219./A | **PHONE:** 283-8763, 285-6574

21st district | Gorgey Artur ter 8. | **PHONE:** 427-5120, 427-5190

22nd district | Kossuth Lajos u. 19. | **PHONE:** 229-1758

Transplantation and Surgery Clinic of Semmelweis University

LOCATION: Baross u. 23-25., H-1082 Budapest | **PHONE:** 267-6000

In emergency cases, you can visit them, without the referral from the CEU Medical Center. You will receive immediate help on the spot or get advice on the procedure to follow.

Peterfy Hospital, Traumatological Center / Central Traumatological Emergency Center (Kozponti Baleseti Ambulancia)

LOCATION: Fiumei u. 17, H-1082 Budapest (*Entrance from Gazlang u.*) | **PHONE:** 299-4700

In case of accidents, you may go to this traumatological center any day of the week around the clock.

Non-prescription medicine

Medications, such as painkillers, remedies for fever and cramps can be purchased without prescriptions; however, most medicines can only be bought with prescription, including emergency contraception pills. In case you need such pills, visit the CEU Medical Center.

PHARMACIES

Close to the CEU Complex:

Dorottya Gyogyszertar

LOCATION: Dorottya u. 13, H-1051 Budapest | **PHONE:** 317-2374 | **HOURS OF OPERATION:**

Monday-Friday: 8:00 a.m.-8:00 p.m.

Close to the CEU Residence Center:

Benu Ors Vezer Pharmacy (*Open 24 hours, on duty at night*) | **LOCATION:** Medical Center, Ors Vezer tere 23., H-1148 Budapest | **PHONE:** 221-3861

HOURS OF OPERATION: Monday-Friday: 8:00 a.m.–8:00 p.m., Saturday: 8:00 a.m.–2:00 p.m.

Arkad Pharmacy | **LOCATION:** 14th district, Arkad Shopping Mall, Ors vezer tere 25/A | **PHONE:** (36-1) 434 8334

HOURS OF OPERATION: Monday–Friday: 9:00 a.m.–9:00 p.m., Saturday: 10:00 a.m.–9:00 p.m., Sunday: 10:00 a.m.–6 p.m.

Open 24-hour:

Terez Patika | **LOCATION:** Terez krt. 41, H-1067 Budapest | **PHONE:** 311-4439
Elefant Gyogyszertar | **LOCATION:** Pongrac ut 19, H-1101 Budapest | **PHONE:** 431-9940
Szena Ter Patika | **LOCATION:** Szena ter 1., H-1051 Budapest | **PHONE:** 225 7830
Benu Beketeri Gyogyszertar | **LOCATION:** Lehel ut 74-76, H-1135 Budapest | **PHONE:** 320-8006

HEALTH INSURANCE

During the Orientation Sessions all students are informed about health insurance coverage and options. Details about insurance-related issues are available at www.ceu.edu/studentlife/online-orientation/health. If you have insurance-related problems to your insurance, please contact studentlife@ceu.edu.

PATIENT'S ADVOCATES

The CEU Patient's Advocates program is designed to provide an informal and confidential opportunity for students, staff, and faculty who are patients of CEU medical and psychological counseling services to resolve conflicts or misunderstandings that may arise between patients and CEU medical or counseling staff. Often these conflicts are caused or exacerbated by misunderstandings, temporary stress-related conditions, differences in cultural backgrounds, or differences in expectations or understanding of services provided. The program allows the patient to share his or her concerns with an independent advocate who can listen, provide advice, and initiate mediation if appropriate. The advocates aspire to facilitate communication between the parties involved and to reach an appropriate and fair resolution. For more information about CEU's Patients' Advocates program, please visit the Medical Center's website at: <https://www.ceu.edu/studentlife/services/medical/patients-advocate>

COUNSELING AND PSYCHOLOGICAL COUNSELING

LOCATION: Nador u. 11, Room 201 A

Counseling and Psychological Services offer short-term counseling sessions -up to 8 sessions- to all CEU students. Professional counselors can meet you to talk about personal, academic and life choice issues including: adjusting to school, dealing with family or relationships, coping with personal crises looking toward the future.

Many students benefit from just one or a few sessions of counseling. The number of sessions will be determined by the counselors, based on the students' counseling needs. If you need longer term counseling or specialized services, the counselors can help connect you with other mental health providers.

The sessions are 45 minutes long, and the counselors try to schedule an appointment within one week from the received email (if it is emergency - please specify in your e-mail).

Berne Weiss | **PSYCHOLOGIST** | **EMAIL:** weissb@ceu.edu | **LOCATION:** Nador u. 11, Room 201 A
OFFICE HOURS: Monday 11:00 am - 6:00 pm; Wednesday 11:00 am - 6:00 pm.

Laszlo Biro | **PSYCHOLOGIST** | **EMAIL:** birol@ceu.edu | **LOCATION:** Nador u. 11, Room 201 A |
OFFICE HOURS: Tuesday 2:00 - 7:00 pm; Thursday 9:00 am - 2:00 pm; Friday 9:00 am-12:00 pm
Other appointment times are available by special arrangement in urgent or emergency cases.

Fire Regulations and Evacuation Procedures

What to Do in Case of Fire

Anyone noticing a fire or smoke should

- | call Nador 11 reception by dialing 3911 in the Nador complex or 5555 in the Residence Center
- | or use the nearest alarm box in the corridor
- | Fire or smoke also can be reported on a general Hungarian emergency line: (dial 0 first if calling from a CEU line) 112 (English speaking; please report any emergencies on campus to x 3911 first).

In case of a fire emergency call, the following information must be given:

- | the exact location of the fire (town, street name, house number, exact location within the building)
- | what is burning how big the fire is
- | who and what is in danger
- | are people injured or non-responsive
- | the name and phone number of the person who is reporting the fire.

All students, employees and visitors should fully acquaint themselves with actions to be taken in case of fire, bomb alerts or other emergencies. Instructions are displayed in all rooms and elevators of the university complex detailing these actions ('In case of Fire' notices). A training session on fire safety is obligatory for every student and employee each Academic Year. Fire drills are organized in order to ensure that evacuation procedures can be carried out smoothly in case of emergency. Fire escape routes are marked in each building by international symbols of green/white lights. In case of a fire everyone should spread the alarm and evacuate the respective building immediately through the nearest emergency exit. The use of elevators is not allowed. The escape routes and doors must not be blocked even for short periods of time. Smoke and fire detectors are installed in all CEU buildings. Fires or areas of smoke will automatically sound the alarms. Smoking is not permitted in any CEU buildings, including the rooftop of Nador 13/15. Sprinkler systems have also been installed and will be activated in the event of fire. These are sensitive systems and should not be tampered with.

CAMPUS SECURITY

ON CAMPUS

Criminal actions, potential criminal actions and other emergencies on campus should be reported immediately by dialing the Nador 11 reception desk: (+36 1) 327-3911. Please try to make accurate and prompt reports to the extent you can to assist in notifying the appropriate authorities. Please identify yourself and the location from which you are calling, as well as briefly describe the problem and the conditions of the situation. You should not leave—if possible—the location from which the emergency call was placed.

In case of sexual offenses/complaints, it is important to report the incident as soon as possible. The victim should also seek immediate medical attention through the CEU Medical Center or the 24-hour medical emergency number at (+36 30) 175-3148. Upon receipt of a call, the security guards will initially investigate each reported incident, prepare and submit appropriate reports for use by CEU authorities and, potentially, the police. If a crime appears to have been committed, security guards shall immediately call the police and secure the location to protect evidence.

OFF-CAMPUS

In case of emergency (criminal action, fire, accident, etc.) dial 112.

It is possible to call 112 free of charge from a mobile phone even without a SIM card.

OFF-CAMPUS POLICE STATIONS

District 5 | Szalay u. 11-13 | **PHONE:** (+36 1) 373-1000

District 10 | Harmat u. 6-8 | **PHONE:** (+36 1) 263-7200

Community Initiatives

STUDENT ACTIVITIES

The University actively encourages and supports the interests and activities of students. The Community Engagement Office works together with students on the different aspects of student experience at CEU. At the start of each Academic Year, we conduct surveys to find out more about students' interests. You are invited to submit proposals for new events and activities. Clubs are formed to focus on a wide range of activities, from chess and basketball, to film and literature.

CEU students participate actively in matters of governance. To ensure adequate student representation the student body elects a Student Union Assembly (SUA) every academic year. The SU actively works towards making the student experience at CEU memorable through organizing numerous activities and supporting students' initiatives. The SU helps organize the International Cultural Festival, the Spring Ball, and numerous parties and sport events.

Founded in 1999, Human RightS Initiative (HRSI) is an awareness raising and capacity building organization. Their mission focuses on human rights awareness-raising, building a progressive community, and empowerment for active citizenship. Among other events, HRSI facilitates activities such as presentations, lectures, film screenings, awareness-raising campaigns, the annual NGO fair, and workshops. They also cooperate with other universities, local and global NGOs and international organizations.

SUSTAINABLE CEU

Sustainability is important to CEU. The University is a signatory to the COPERNICUS University Charter for Sustainable Development and has its own Sustainable Development Policy. We invite you to share your ideas for campaigns, events, and activities – big or small – to improve sustainability in our community.

www.ceu.edu/campus/sustainable, www.facebook.com/sustainable.ceu

The Nador 13 and 15 buildings: sustainable design and usage

The newly-renovated Nador 13 and 15 buildings, which mark the first phase of CEU's Campus Redevelopment Project, are built to meet the sustainability standards of our University Sustainable Development Policy for generations to come. Together, the buildings comply with international standards and best practices for sustainable construction, design, and usage.

And because buildings are only as sustainable as its users, Nador 13 and 15 reach peak performance when you – its students – engage in smart and energy efficient behavior. Setting optimal room temperatures, hydrating smart, and using bicycles are just the beginning. To learn more about optimizing campus sustainability, consult the CEU Building User Guide at ceu.edu/campus/sustainable/campussustainability

Recycling

Living waste-free is ideal, but if you must dispose of waste, please consider the appropriate bin! The following recycling bins can be found in key areas across campus: **Paper, plastic, and metal:** Campus-wide **Used batteries:** The marked green bin at Nador 11 building main entrance **Glass:** The marked collection bins in the Nador 11 courtyard

Smart Hydration

Tap water at CEU meets all Hungarian and EU standards for safe and healthy drinking water. Utilizing tap water for hydration purposes has significant environmental, health, and economic benefits. Currently filtered and chilled drinking water fountains can be found in the following locations: **Nador 11 building:** Main Entrance, 3rd floor | **Oktober 6. u. 7 building:** 1st Floor Hallway

near restroom entrance | **Nador 13 and 15 buildings:** near restrooms on each floor of the buildings

Bicycles

CEU encourages the use of bicycles as a healthy and sustainable form of transportation, and many in our community are year-round users. If you commute by bicycle, you can utilize the Oktober 6. u. 7 building courtyard for daily parking purposes. The courtyard is located on the entrance level of the Oktober 6. u. 7 building, where the School of Public Policy and several CEU offices are located.

Bicycle Repair

All CEU community members can borrow bicycle repair tools from the Sustainability Officer's office in the Oktober 6. u. 7 building, Room 418. A bike repair station which includes a repair rack and an air pump is located in the Oktober 6. u. 7 Courtyard.

Green Living in Budapest Guide

Wondering where you can buy local produce, find used clothing or books, and get involved in local community-based sustainability initiatives? Check out our starter guide for 'green living' in Budapest here: www.ceu.edu/campus/sustainable/getinvolved

Important Information About Budapest

SAFETY IN BUDAPEST

Overall, Budapest is a safe city - it places third in Central and Eastern Europe according to the 2017 Mercer Quality of Living Rankings. As with any other popular destination however, there will always be tourist traps and tricks that you should know of. Stay vigilant, use common sense, and take precautions to ensure your safety at all times. The more prepared you are, the more enjoyable your experience will be. In case of an emergency, please contact campus security at (+36 1) 327-3000 extension 3911.

Pickpockets, scam merchants

Pickpockets tend to frequent public transport vehicles, metro escalators, crowded shops, and popular tourist places.

| Carry only as much cash as you need for the day. Be vigilant of where you keep your money, cards, and other valuables as you move, ensuring your bags are closed and firmly secured on your person.

| Be on the look-out for potential pickpockets. If you are aware of your surroundings, you are less likely to be disturbed.

| Pickpockets and scam merchants usually work together to distract your attention. If you are approached by people with questionable intentions, it is best to walk away.

| Be aware of people around you when using an automated teller machine (ATM, or 'bankomat' in Hungarian); it is not usual for others to stand right behind you. Always cover your hand when entering sensitive information via the number pad.

Exchanging money

It is best to exchange currency in any major bank (OTP, Unicredit, and K&H) or at certified exchange bureaus, which are usually marked with a red 'change' sign above them. Changing money on the streets and in informal settings is prohibited by law.

Areas to avoid at night in Budapest

Downtown Budapest (Castle District, districts V, VI, part of district VII along the Grand Boulevard) is fairly safe at night. As a general rule of thumb, avoid poorly lit streets and underpasses. Remember: you are always safer travelling with friends and in groups.

HOME AND PROPERTY INSURANCE

It is highly advisable to insure your apartment or belongings (e.g. laptop) against loss, theft, accidental damage and fire. The University's health insurance policy (valid within the territory of Hungary) does not cover such items. It is important that you make a list of personal belongings for insurance purposes.

OTHER IMPORTANT PHONE NUMBERS IN BUDAPEST

Please note that some of these phone lines will only speak Hungarian.

Hungarian Red Cross

EMAIL: titkarsag@voroskeresztbp.hu | **LOCATION:** Arany Janos u. 31, H-1051 Budapest
PHONE: 311-3660

NANE Association

Relief line for abused women and children (toll-free number)

EMAIL: info@nane.hu | Monday, Tuesday and Thursday, Friday: 6:00 p.m.-10:00 p.m.
PHONE: (+36 80) 505-101

24-hour Animal Hospital of Budapest

LOCATION: Lehel u. 43, H-1135 Budapest | **PHONE:** 350-0361, 350-1166



COMMUNITY ENGAGEMENT OFFICE

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studentevents@ceu.edu
www.ceu.edu