



UNIVERSITÀ  
CATTOLICA  
del Sacro Cuore

2025

# Welcome, Summer Students!



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# Congratulations

**on deciding to study with us this Summer!**

We hope this presentation can provide useful resources and suggestions, to help you make the most of this experience!



## Priorities first... The WiFi!



Search for the  
network named  
“**wifi-unicatt**”



To **log in**, use your **user  
account** and **password**  
(the same as your **iCatt  
account**)



# Before departing, we should «land» somewhere...



## International students, welcome!

### Welcome to Università Cattolica International Student Services!

This page is dedicated to international students who are arriving to Cattolica's Rome campus.

Here you can find all the important resources that will be useful to you before your arrival, during your stay and overall, for your life in Rome.

Before your arrival

Cattolica Communications (via ICatt)

During your stay

Student Visa (for non-EU students)

Life in Rome

Fiscal code

Health and Safety

## Our journey starts here!

This link leads to the official “**landing page**” that we prepared specifically for our Summer Students, containing all sorts of bits and pieces of information, some of which we will also cover during today’s talk.



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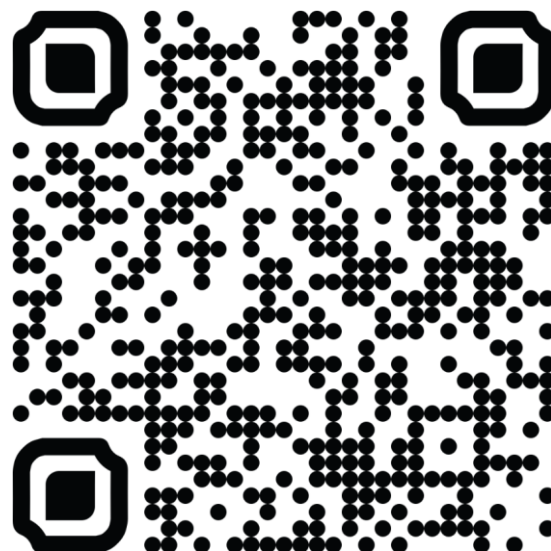
# New Beginnings



**INTERNATIONAL**  
*student guide*

Make sure to also continue to refer to **your “International Student Guide”**.

Also refer to the landing page in order to learn more about the **class schedule for your course(s)**.







# Making plans



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## Global Health and Epidemiology Summer Course 2025

Coordinator: Stefania Boccia

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Week 1	JUNE 9	JUNE 10	JUNE 11	JUNE 12	JUNE 13	JUNE 14	JUNE 15
	<b>9.30 – 13.00</b> Orientation session <i>classroom:</i> aula <del>Lazzati@Polo</del>	<b>09.00 – 12.00</b> Visit to the History of Medicine Museum at Sapienza <u>University</u> ( <del>Viale dell'Università, 34a</del> )	<b>10.00 – 13.00</b> Vaccines and vaccination policies: a global picture <i>classroom:</i> aula 3@Polo	<b>09.00 – 12.00</b> Visit to Santo Spirito Medicine Museum ( <i>Borgo Santo Spirito, 3</i> )	<b>10.00 – 13.00</b> Healthcare emergencies management <i>classroom:</i> aula 3@Polo	FREE	FREE
	<b>14.30 – 18.30</b> Public Health and epidemiology <i>classroom:</i> aula 3@Polo	<b>14.00 – 17.00</b> Global warming and environmental exposures impacting population health <i>classroom:</i> <del>San Luca@Ist. Biologici</del>	<b>14.00 – 17.00</b> Decarbonization of healthcare and its related aspects <i>classroom:</i> aula 3@Polo				
Week 2	JUNE 16	JUNE 17	JUNE 18	JUNE 19	JUNE 20	JUNE 21	JUNE 22
	<b>9.00 – 12.00</b> Antimicrobial Resistance: a global challenge <i>classroom:</i> aula 2@Polo	<b>10.00 – 13.00</b> Social determinants of health and disease: an overview <i>classroom:</i> Aula 20 (ex <u>230</u> ) <u>@Economia</u>	<b>13.00 – 17.00</b> Global health - from current challenges to governance <i>classroom:</i> aula 3@Polo	<b>10.00 – 13.00</b> Interactive session/working groups - Designing a global health project <i>classroom:</i> aula 3@Polo	<b>10.00 – 13.00</b> Discussion & Q&A for the exam. Final <u>exam</u> , final remarks and conclusion <i>classroom:</i> Lab. <del>Informatica@Polo</del>	FREE	FREE
	<b>14.00 – 16.00</b> Global health trends and challenges: the global burden of disease <i>classroom:</i> aula 2@Polo	<b>14.00 – 17.00</b> Public health genomics <i>classroom:</i> Aula 20 (ex <u>230</u> ) <u>@Economia</u>	<b>18.00 – 19.00</b> Visit to Gemelli Hospital (Gemelli ART)				



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# Making plans



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## SUMMER 2025

From molecules to cells: a translational path towards novel therapeutics

**Instructors:** Wanda Lattanzi, Alessandro Arcovito, Lorena Di Pietro, Federica Tiberio, Elvira Ragozzino, Giorgia Canini, Martina Salvati

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Week 1	JUNE 9	JUNE 10	JUNE 11	JUNE 12	JUNE 13	JUNE 14	JUNE 15
	<p><b>9:30 – 12:30</b> Orientation session <i>classroom: aula Lazzati@Polo</i></p> <p><b>14:30-16:30</b> Course introduction (Wanda Lattanzi, Alessandro Arcovito) <i>classroom: Aula 2@Polo</i></p> <p><b>16:30-18:30</b> Introduction to macromolecules (Lorena Di Pietro) <i>classroom: Aula 2@Polo</i></p>	<p><b>9:30-11:30</b> Basics of cell signaling and disease mechanisms (Wanda Lattanzi) <i>classroom: Aula 1@Polo</i></p> <p><b>11:30-13:30</b> Drug design and delivery tools (Alessandro Arcovito) <i>classroom: Aula 1@Polo</i></p>	<p><b>9:30-11:30</b> Introduction to Molecular Docking and Molecular Dynamics (Giorgia Canini) <i>classroom: Lazzati@Polo</i></p> <p><b>11:30-13:30</b> Nanotechnology and Drug Design: Innovations and Applications in Modern Medicine (Martina Salvati) <i>classroom: Aula 1@Polo</i></p> <p><b>14:30-16:30</b> Virtual laboratory on macromolecules (Federica Tiberio) <i>classroom: lab informatica@Polo</i></p>	<p><b>9:30-11:30</b> Gene silencing approaches (Federica Tiberio) <i>classroom: Aula 5@Polo</i></p> <p><b>11:30-13:30</b> Introduction to molecular Docking (Giorgia Canini) <i>classroom: Lazzati@Polo</i></p>	<p><b>9:30-11:30</b> Nanotechnology Workshop: Preparation and Characterization of Polymeric Nanoparticles (Martina Salvati) <i>classroom: Lab L3@Istituti Biologici</i></p> <p><b>14:30-16:30</b> Interactive Molecular Docking Workshop (Giorgia Canini) <i>classroom: lab informatica@Polo</i></p>	FREE	FREE



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# Making plans



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## SUMMER 2025

From molecules to cells: a translational path towards novel therapeutics

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	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Week 2	JUNE 16	JUNE 17	JUNE 18	JUNE 19	JUNE 20	JUNE 21	JUNE 22
	<b>9:30-13:30</b> Virtual laboratory on gene silencing and cell signaling (Elvira Ragozzino) <i>classroom: lab informatica@Polo</i>	<b>9:30-11:30</b> Stem cells – part 1 (Lorena Di Pietro) <i>classroom: Aula 6@Polo</i>  <b>11:30-13:30</b> Stem cells – part 2 (Wanda Lattanzi) <i>classroom: Aula 6@Polo</i>  <b>14:30-16:30</b> Drug Design and Delivery synergies. (Giorgia Canini) <i>classroom: Lab L1@Istituti biologici</i>	<b>9:30-11:30</b> Cell-based disease models (Wanda Lattanzi) <i>classroom: Aula 5@Polo</i>  <b>11:30-13:30</b> Drug Delivery: Potential Applications (Martina Salvati) <i>classroom: lab informatica @Polo</i>  <b>14:30-16:30</b> Drug Design: Potential Applications (Giorgia Canini) <i>classroom: Lab L1@Istituti biologici</i>	<b>14:30-16:30</b> Drug Design and Delivery Workshop (Giorgia Canini, Martina Salvati) <i>classroom: lab informatica@Polo</i>	<b>14:00-16:00</b> Final assessment (Alessandro Arcovito, Wanda Lattanzi) <i>classroom: aula informatica@Polo</i>	FREE	FREE



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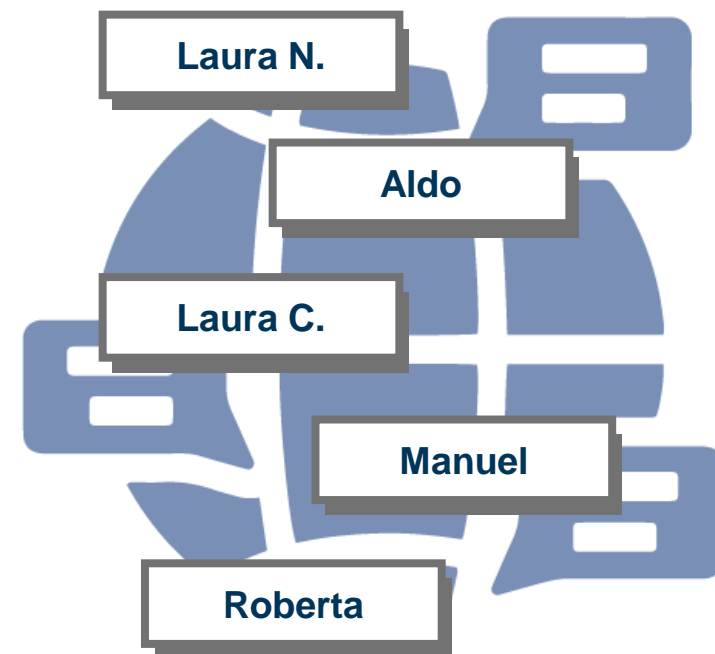




# Ladies and gentlemen... The International Office!

The International Office of our Rome Campus provides support with regards to admission procedures and student services for international students of our Rome Campus (either “degree-seeking” or “Exchange”).

The office also helps international applicants complete the procedures to legally validate their status after their arrival, including the **Permit of Stay** application, the **Health Insurance** and other similar aspects.



Location: “Istituti Biologici”, Ground Floor, Rooms 230-231  
E-mail: [ucsc.international-rm@unicatt.it](mailto:ucsc.international-rm@unicatt.it)



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# Your Orientation

**Part 1 – Where are we?**

**Part 2 – The University and  
its Student Services**

**Part 3 – Culture, safety and  
best communication practices**



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# PART 1

Where are we?





# Rome, the «Eternal City»



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**Rome** is a city filled to the brim with history and art, full of marvelous places to behold, familiar and secret spots to uncover... It is a place ripe with tradition and beauty at its finest.

**For this reason, it is often regarded as the “Eternal City”.**





# Rome, the «Chaotic City»



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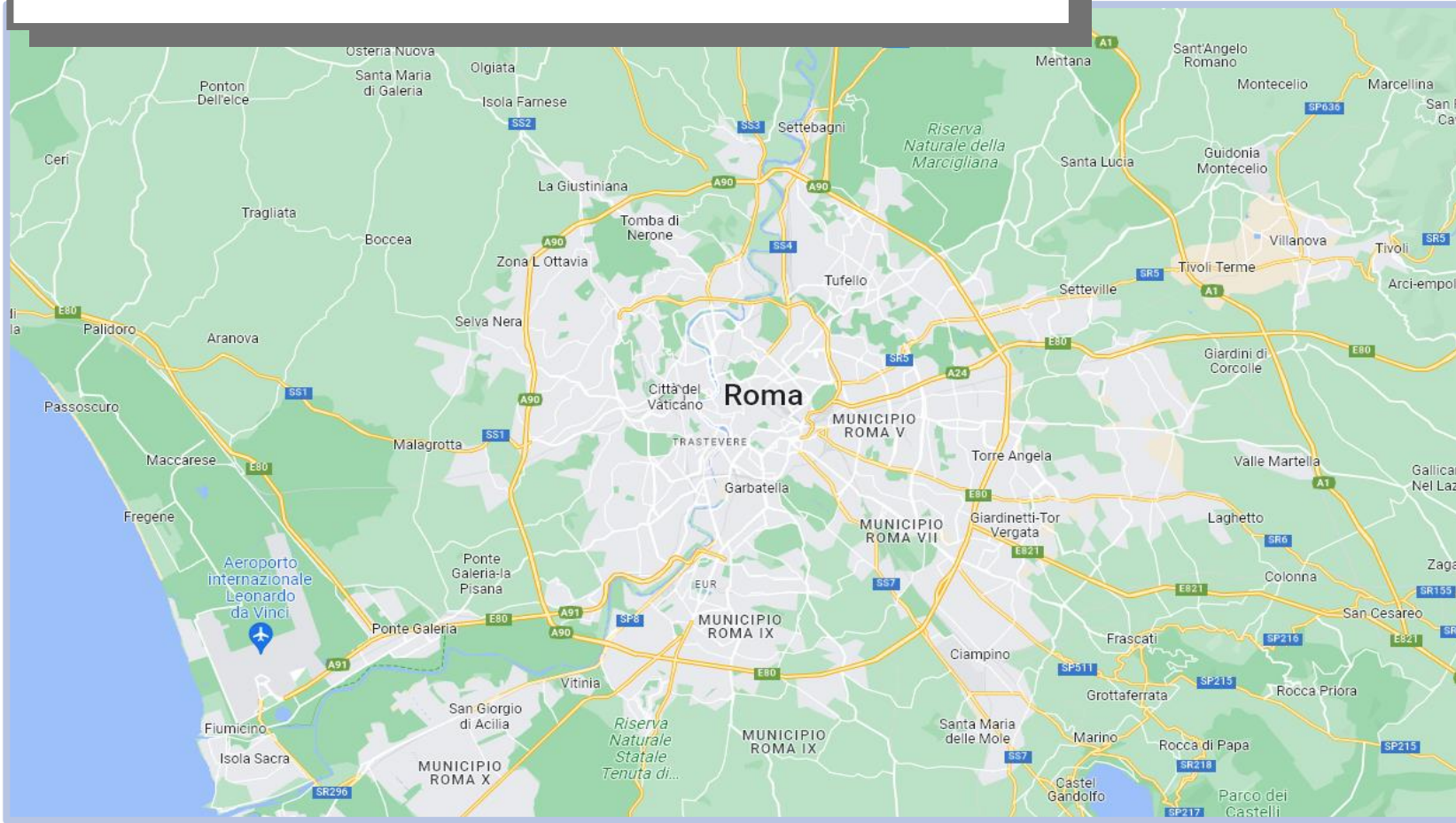
Rome is also a vibrant and at times **chaotic** city, due to its **massive size** and the fact that it is made of many different areas, zones and neighborhoods, each with their own quirks.

For someone who is planning a long-term stay in Rome for the very first time, it can feel **disjointed** and **confusing** at first.



# Finding your way around Rome

This is a zoomed-out map of the city.



Rome has a **circular structure**, inside of which the many different zones (“**Municipi**”) that make up its territory are positioned.

The city is surrounded by a ring-shaped toll-free motorway, called “**Grande Raccordo Anulare**”.







# Finding your way around Rome



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Our “Municipio” is the 14<sup>th</sup> one  
(written in roman numbers, XIV)

The Rome Campus of Università  
Cattolica del Sacro Cuore is here, in  
the **north-western part of Rome**.

Our neighborhood is technically  
called “**Primavalle**”, but you can  
often hear it being referred to as  
“**Gemelli**”, “**Montemario**”, “**Lower  
Balduina**” and several other names.

This is more or less what is  
regarded as the “**Center of Rome**”.





# Finding your way around Rome



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In terms of public transport, there are mainly **three** ways to get around the city.



## Bus system (“Autobus”)

Several bus lines all across the territory of Rome, each with its own path and specific timetable



## “Metro”

The subway service of Rome, with three main lines

METROA

METROB

METROC



## Train

A few internal train lines, that connect distant parts of the city

FL3 Line  
Roma – Cesano/Viterbo



- **SINGLE-USE TICKET** €1.50 (100 min)
- **DAILY PASSES** €7
- **24/48/72 HOURS** €7 / €12,50 / €18
- **MONTHLY PASSES** €35
- **ANNUAL PASSES** €250

Buy your tickets:

- at a **Giornalaio** (newspaper kiosk);
- at a **Tabaccheria** (tobacconist store, easily recognizable by the big T outside);
- at a **Metro or Train Station**;
- through an online app on your phone, such as “**MooneyGo**” or “**TicketAppy**”.

**Remember to buy and then validate your tickets!** Public transportation officials are very strict on this.

You can use the same tickets for most types of public transport within Rome: bus, metro or local city train.

**Bus lines**

**FL3 Train Line**

**METROA**

**METROB**

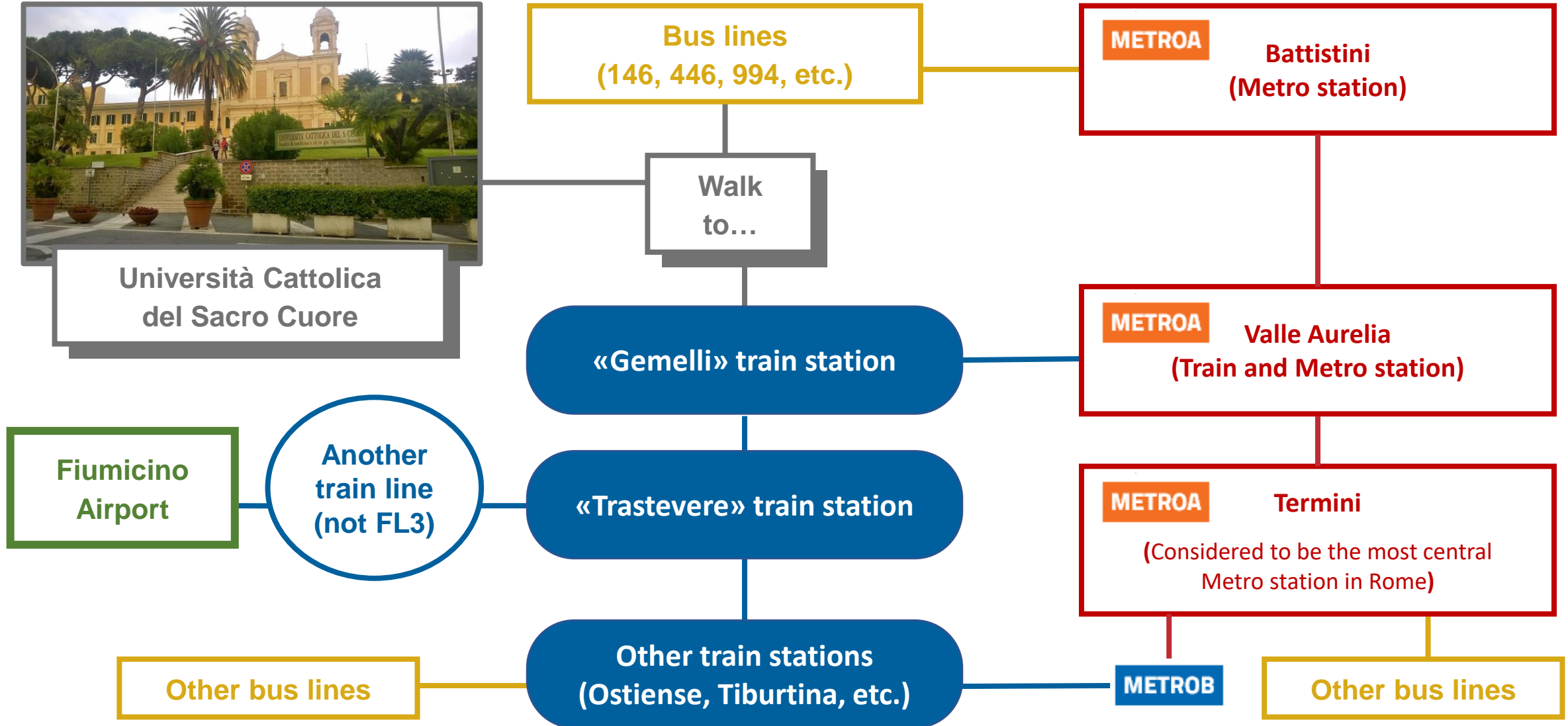
**METROC**



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# To Infinity and Beyond!





# Checking the ATAC Website

**ATAC** is the name of the service that is in charge of two of the most important means of public transport in Rome: the Metro and the Bus system.

If you are planning to move around the city and you need a reliable indication of whether certain transport services will be fully operational, checking <https://www.atac.roma.it/> is definitely a good idea.

From

To

Da

A

### Calcola percorso

### Stato del servizio

Metroferro

Bus

Tram

Previsioni

Regolare

METROB

METROB1

METROC

In ritardo

CENTOCELLE

Chiusa

METROA

Ultimo aggiornamento: 20 settembre - 21:32

Lavori programmati >

This is a search engine that allows you to identify the most recommended path to any desired location using the ATAC transport.

Although Google Maps might be a bit more convenient, it can still prove to be a valid alternative in certain situations.

This section allows you to check the current state of the public transport managed by ATAC.

**Regolare** = Working normally

**In ritardo** -> There are some delays

**Chiusa** -> Closed / not operational



# What to do in case of strikes?

In case of a public transportation strike:

- <https://www.atac.roma.it/>

Always check the news section! Make sure to ask an Italian friend to help you with the linguistic barrier, if needed.

- <https://www.trenitalia.com/tcom/Informazioni/Treni-garantiti-in-caso-di-sciopero> (for Trains)

This website can be useful to get a list of trains that are guaranteed to travel in case of strike.







# Taxi Service

- White taxis are generally cheaper and easier to find in Rome than UBER.
- They generally accept cards, **but always ask the driver first.** Do not assume that they accept credit card payments without explicitly asking beforehand.

## How to catch a cab:

- At a **taxi stand** at several points throughout the city.
- You can call a taxi by using the following phone numbers. Please clearly mention your current location when talking to the phone operators: **063570** or **060609**
- You can also download this app: **Freenow**





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## PART 2

### The University and its Student Services



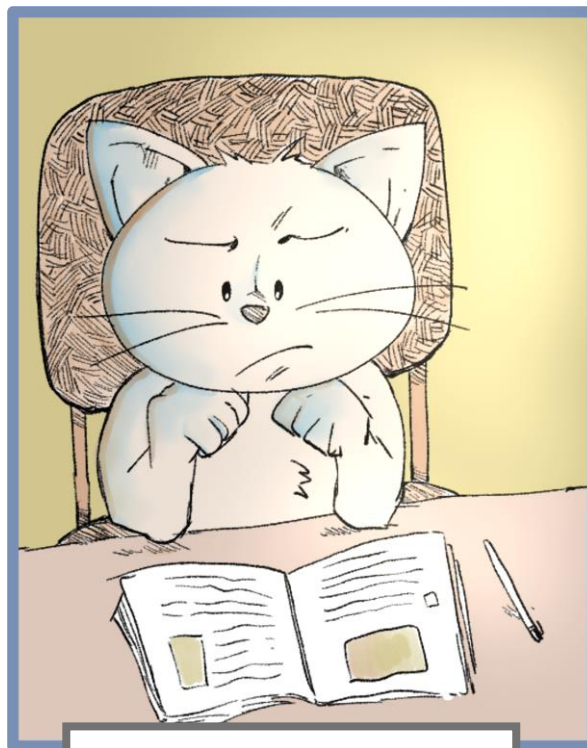


# Three «core» values

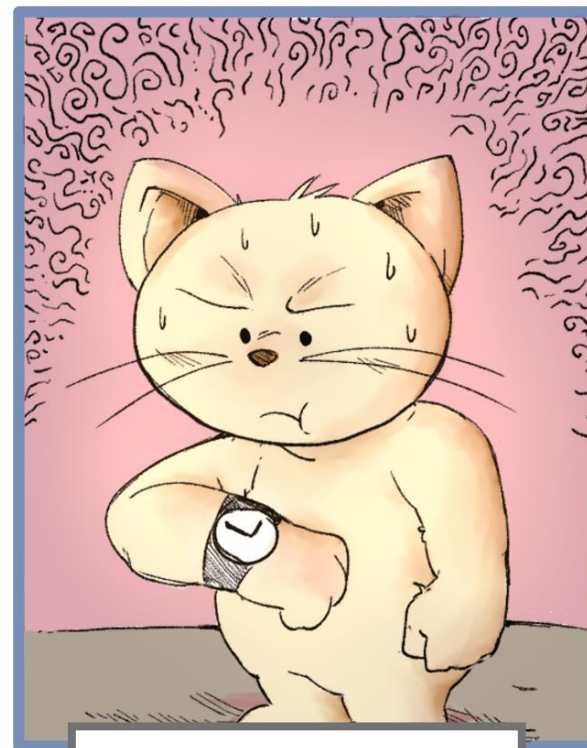
Now it is time to embark on your journey as a Summer Student of Cattolica!



**PROACTIVITY**

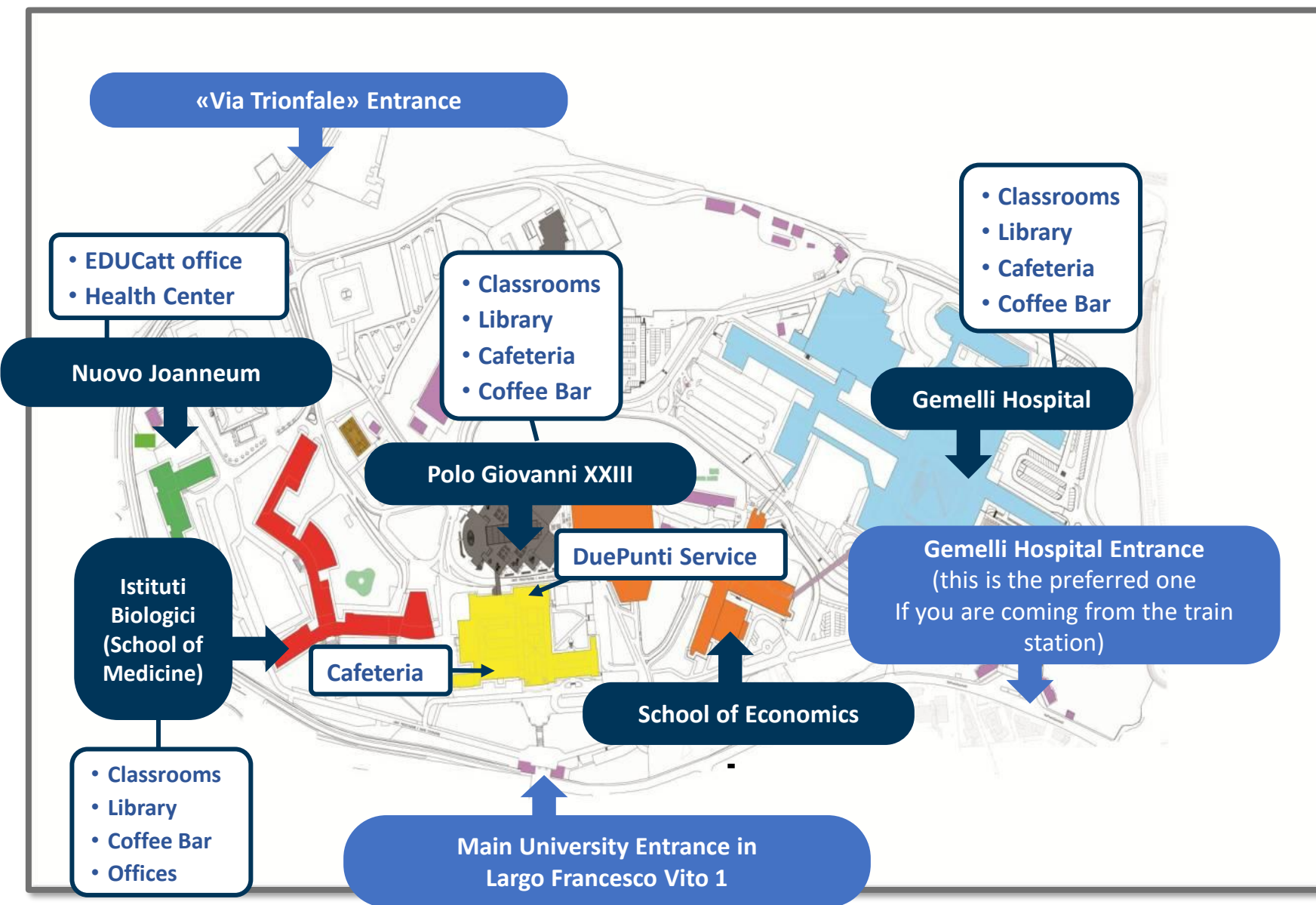


**CONSISTENCY**



**PATIENCE**

# The Rome Campus of Università Cattolica del Sacro Cuore



The Rome Campus includes several different facilities that are used for one or another Program.

The main building of the **School of Medicine** is called "**Istituti Biologici**" (Biological Institutes).





# The Rome Campus of Università Cattolica del Sacro Cuore

Istituti Biologici



Church



Gemelli Hospital



Polo Giovanni XXIII



Do not worry if you  
get lost around the  
Campus at first!

Give yourself some  
**time** to get used to  
the surroundings and  
feel free to **explore**  
around.

# How to Use Your Student ID Card



- **Eat** at the Cafeteria
- **Use University services** (printers, medical centre, library services)
- Access some areas reserved for authorized personnel



# CAFETERIA (*MENSA*)

For your MEALS.

How to pay?

- Use your student ID card: CARTAATENEO+ (cash not accepted)
- Card top-up machines at the entrance of the [“Polo Universitario Giovanni XXIII”](#)
- Purchase meals online via [Educatt website](#)

WHERE?

**Mensa&Caffè.23 - Polo Giovanni XXIII**

Monday to Friday:

Lunch from 12.00pm to 3.00pm

Dinner from 6.00pm to 8.00pm

**Duepunti Kitchen**

Monday to Friday:

12.00pm to 3.00pm

**Mensa.21 (Sala Colonne)**

Monday to Friday:

Lunch from 12.00pm to 3.00pm

Prices:

- **COMPLETE MEAL 6.65€:** main course, second course, side dish, fruit, bread + free refill drinks
- **LUNCH FORMULA 5€:** main course, side dish, fruit, bread + free refill drinks OR second course, side dish/fruit, bread + free refill drinks
- **OTHER FORMULAS:**
  - **Red Price formula 2.50€** (available at Mensa&Pizza.9, Mensa.7, Mensa.21, Mensa&Caffè.23. Each canteen has different variants of *Red Price*. To find out, please contact your location.);
  - **Pizza and chips 5€** (Mensa&Pizza.9)

# Printing & Photocopying

## WHERE?

**Duepunti Service** close to Polo Universitario Giovanni XXIII

- Mon-Fri, 10:00am - 04.00pm

## Using your ID CARD

## WHERE?

Any printing and photocopying machines on campus  
available to students





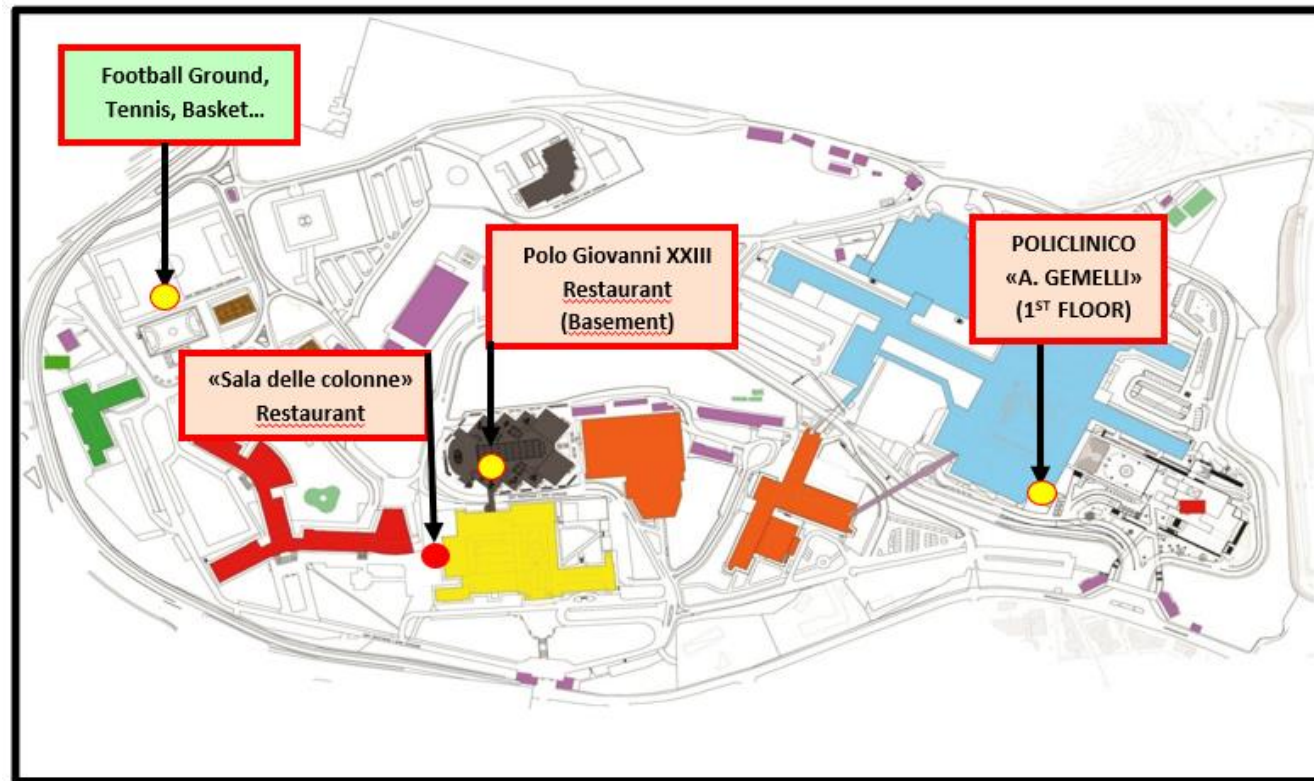


# Sports Facilities

The campus provides the following sports areas to all our students as well as external users:

- a football field;
- three tennis courts;
- a volleyball court
- a basketball court
- a 5-a-side field
- a gym for judo and gymnastics

Several sport events are held on campus such as football, basketball and volleyball tournaments between teams made up of University students, doctors and staff.



- [EduCatt](#) - [Sport inCampus](#)
- **Sportclubby App for booking**



# Health Center

## Università Cattolica's Health Center (CENTRO SANITARIO)

provides registered students with medical care, nursing care and psychological counselling.

### Campus Universitario - Collegio Nuovo Joanneum

Largo F. Vito, 1 00168 - Roma

Tel. 06.3050120 - Fax 06.30155708

E-mail: [info.rm.dsu@educatt.it](mailto:info.rm.dsu@educatt.it)



## Contacts

in case of  
emergency



**112** – Emergency Service

**5555** – Campus Dorms

**06 5852 6811** – “Care Continuity” service

**06 30151** – Emergency Aid (Pronto Soccorso) service at Policlinico Gemelli Hospital for gynecological, ophthalmic and orthopedic needs

**06 4997 5710** – Dentistry Emergency Aid at Policlinico Umberto I

**06 3054 343** – Toxicological (Poison Control) emergency service at Policlinico Gemelli



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# iCatt, your Personal Interface

iCatt is the official **Student Interface** provided to all enrolled students of Università Cattolica del Sacro Cuore.

iCatt offers a comprehensive overview of all sorts of data about the experience of a student of our Programmes.

Here is an example of what you can do through iCatt:

- Receive **information**, notices and alerts about your career
- Check the **classes schedule and exam dates**
- Access Blackboard links for your courses

<https://icatt.unicatt.it>





# Your Student Portal

## How do I access iCatt?

You can access iCatt from the **Cattolica home page** or directly at **<https://icatt.unicatt.it>** using the same user ID (firstname.lastname01) and password you used for the application portal.

(Note: your user ID may include middle names and could have “02” instead of “01”)

A screenshot of the iCatt login page. At the top, there is a header with the University of Cattolica del Sacro Cuore logo and name. Below the header is a decorative banner with various school-related icons. The main content area is a white box with a dark blue border. It contains a title "Enter user and password" with an information icon. There are two input fields: "User" and "Password". The "Password" field has a toggle icon for visibility. Below the fields are two buttons: "SIGN IN" and "LOG-IN". At the bottom of the white box, there are two links: "Forgotten user" and "Forgotten password".

## Note:

If you happen to have forgotten your password, access the login panel, then select the ‘forgotten password’ option.

Afterwards, when asked to do so during the recovery process, type the «*codice fiscale*» that was sent to your email address just before you started your application to Cattolica



 Italiano

0

[Help](#)

EXAMS REGISTRATION

ACCESS

5 items per page

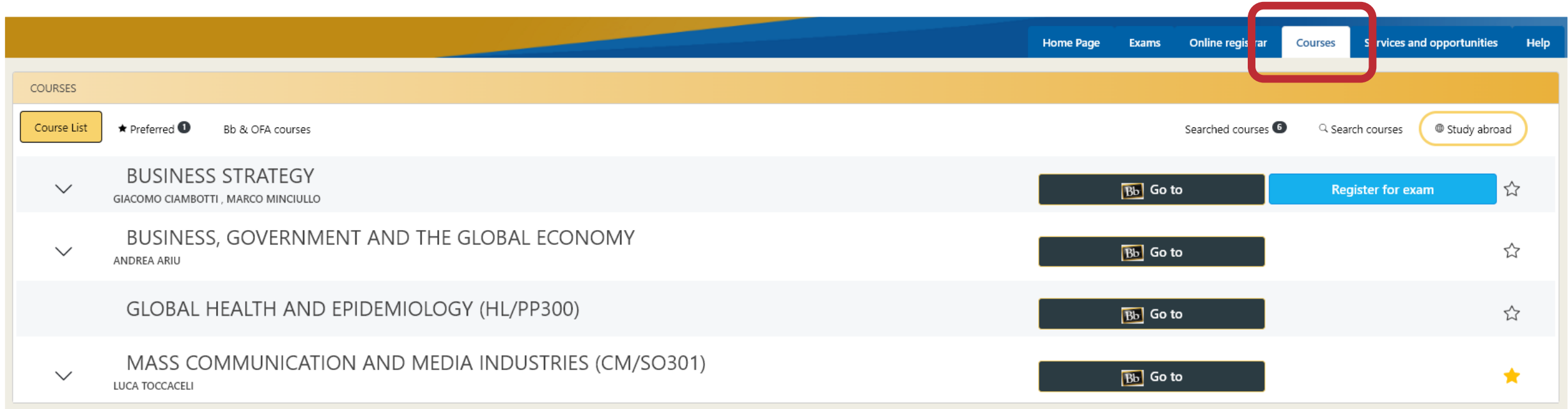
[international.advisor@unicatt.it](mailto:international.advisor@unicatt.it)

[Access Blackboard](#)

# Blackboard



Blackboard is the internal platform used for accessing course materials, course content, assignments etc.

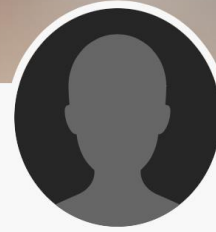
A screenshot of the Blackboard user interface. At the top, a blue navigation bar contains links for 'Home Page', 'Exams', 'Online registration', 'Courses', 'Services and opportunities', and 'Help'. The 'Courses' link is highlighted with a red rectangular box. Below the navigation bar, the 'COURSES' section is displayed. It includes a 'Course List' button, a 'Preferred' star icon, and a 'Bb & OFA courses' filter. On the right, there are search filters: 'Searched courses' with a count of 6, a 'Search courses' input field, and a 'Study abroad' button. The main content area lists four courses, each with a dropdown arrow, the course name, the instructor's name, a 'Go to' button with the Blackboard logo, and a star icon for favorites. The courses are: 'BUSINESS STRATEGY' by GIACOMO CIAMBOTTI, MARCO MINCIULLO; 'BUSINESS, GOVERNMENT AND THE GLOBAL ECONOMY' by ANDREA ARIU; 'GLOBAL HEALTH AND EPIDEMIOLOGY (HL/PP300)'; and 'MASS COMMUNICATION AND MEDIA INDUSTRIES (CM/SO301)' by LUCA TOCCACELI.

Course Name	Instructor	Action	Favorites
BUSINESS STRATEGY	GIACOMO CIAMBOTTI, MARCO MINCIULLO	Go to	☆
BUSINESS, GOVERNMENT AND THE GLOBAL ECONOMY	ANDREA ARIU	Go to	☆
GLOBAL HEALTH AND EPIDEMIOLOGY (HL/PP300)		Go to	☆
MASS COMMUNICATION AND MEDIA INDUSTRIES (CM/SO301)	LUCA TOCCACELI	Go to	★

You can access your Blackboard material by selecting the **“Courses”** option from within **iCatt**



Blackboard



## John Doe

00000.doe

### Basic Information

Full Name	John Doe
Email Address	john.doe01@icatt.it
Student ID	00000

### Additional Information

Gender	Male
Birthday	Jun 15, 2000

### System Settings

Language	English (United States)
Global Notification Settings	<a href="#">Stream notifications</a> <a href="#">Email notifications</a> <a href="#">Push notifications</a>

**This is what Blackboard looks like. Use the main menu on the left side to check the content that your Professors will upload for your courses.**





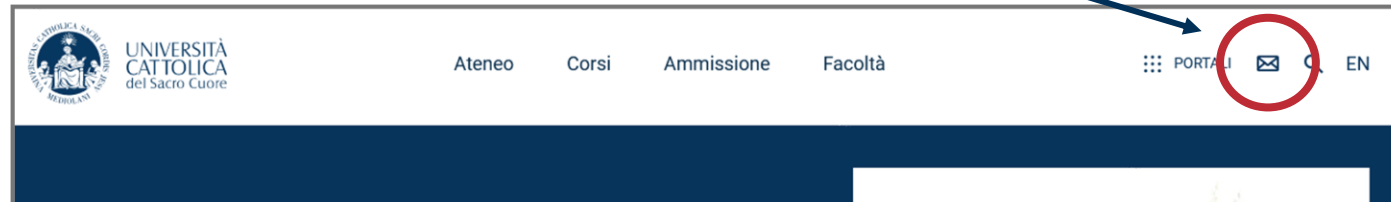
# You've got mail!

Every student enrolled at Cattolica has an iCatt email address:  
**your iCatt username + @icatt.it**

From your **iCatt account**, by checking the **“Your Messages”** section

Click on the **envelope** at the top right of the **www.unicatt.it** homepage

Visit the **Outlook website** and **add an account**



All **Cattolica official communications** related to your courses will be sent to your **@icatt mailbox**.  
**Make sure to check it regularly.**  
For more information visit **this page**.

You may want to **add a new account** to your current email box in order to access more than one account on your email app and receive push notifications



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## PART 3

Culture, safety and best communication practices



# Italian Food 101

*Antipasto*  
(Appetizers)



*Primi Piatti*  
(First Courses)



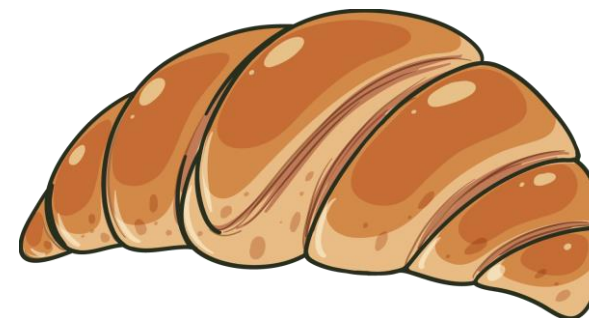
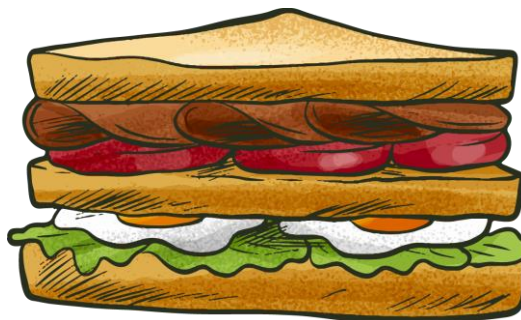
*Secondi Piatti and Contorni*  
(Second Courses and Side Dishes)





# Coffee Bars

You can take advantage of the coffee bars around the city or even on Campus, for a quick snack, a coffee, a «cornetto» or... cappuccino.



# Food and Drink

- **Payment system** varies in bars and restaurants
- **Aperitivo:** it's a pre-dinner/relax after work moment that usually goes from 6.00 pm to 9.00 pm.  
You can have drinks and snacks or small dishes.
- **Tipping** isn't expected (You may leave some extra euros and this will be appreciated, but it is not necessary).  
However, you will be charged a '**coperto**' (**service fee**) that is usually around € 2,00 per person
- **Lunch time:** 13.00 pm – 2.30 pm  
**Dinner time:** 7.00 pm – 10.00 pm
- **Public water fountains:** free, clean water
- Visit the **local farmers market** for an authentic **Italian grocery shopping experience**
- **Typical breakfast at the bar:** *cappuccino* and *cornetto* (also called brioche or croissant)





# Safety Tips

- When going out at night in clubs and bars:
  - Be aware of cultural differences with regards to drinking
  - Use the coat check or cloakroom
  - Always make sure to **watch out your own glass**
- **Always walk away** from provocations
- **Ask for help** from professionals
- **Go into a public shop or a bar**, if you feel threatened in any form.



**EMERGENCY SERVICE NUMBER: 112**  
(Police, Ambulance, Fire Department)







# Safety Tips

When you feel you are in a potentially risky situation, **always try to blend. Thieves and pickpockets tend to target tourists.**

- **Be aware of pickpocketing.** It is a frequent risk especially around the main train/metro stations (for instance Termini, Ostiense, Trastevere, Gemelli)
- **In general, it is not a good idea to be out alone at night.**
- **Take precautions for your safety while travelling back home** after a night out.
- **Use a taxi to get back home, if needed.**
- **Always try to travel in groups**, so as to minimize unneeded risks.
- Always make sure your **backpack/handbag is closed. Hold your bag/backpack in your arms on transport**
- Don't leave your **phone/wallet** on the table in bars
- In Italy you are required to always have an **ID card** with you. However, we advise you to keep your **passport** in your **apartment** in a **safe place**.
- Make sure you have **scans or copies** of your **important documents**, and **keep them safe** at home/ online

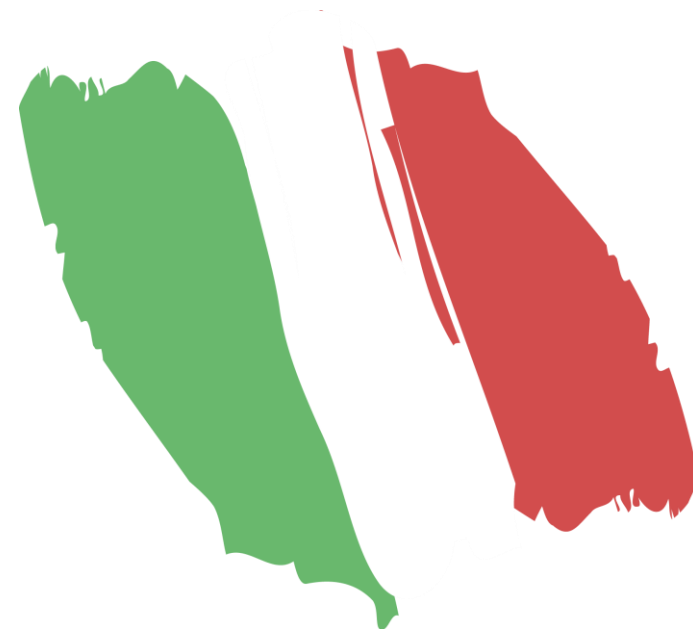
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# Rules and Expectations

- **Appropriate clothing is expected at University:** watch and learn from local students!
- Be aware of your surroundings.
- Quiet hours are generally 10 pm on weekdays and 11 pm on weekends.
- If you visit a church, cover shoulders and knees and remove hats.
- **Get out of your comfort zone!**
- **Interact with locals.**





# Interacting with other people

Italians are generally **warm, welcoming and kind**! They also try their best to help you in case of need, although situations like this one can sometimes happen due to the language barrier...



**Do not worry  
though!**

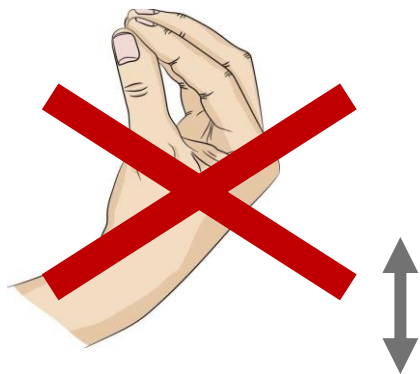
Allow yourself  
some time to  
learn and try  
to interact  
with  
everyone!





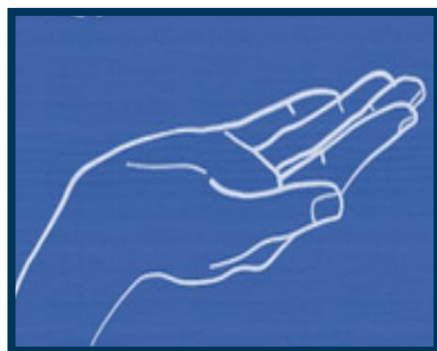
# The Secret Art of Italian Gestures

It is no secret that Italians tend to communicate a lot with gestures, sometimes even more so than with words...  
**Learn the meanings behind two most relevant examples!**



Shock with an element of irritation

“What are you saying / doing / thinking?”



Confusion with mockery and disappointment

“Look at that... I have no words.”



# The right communication style is key

Hi lol

hi, can i get an enrolmant certificate?? k thx bai

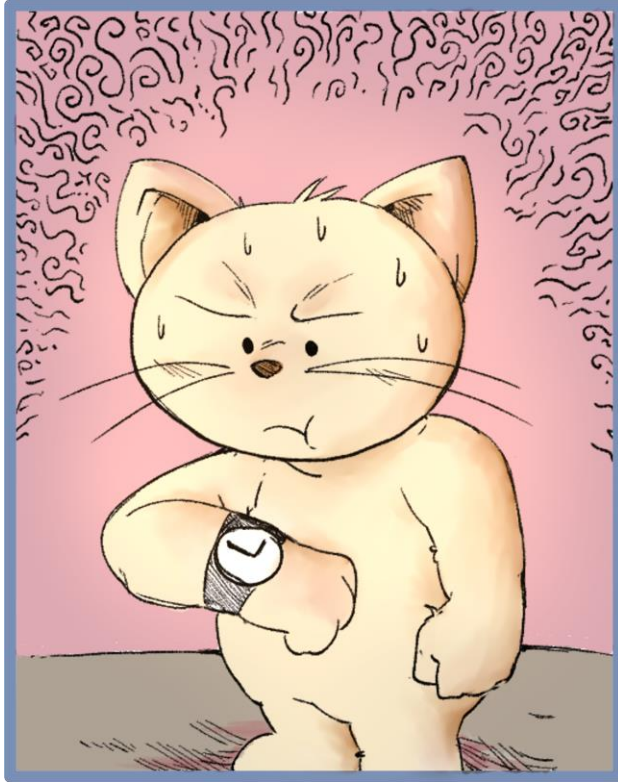


This is definitely not appropriate...

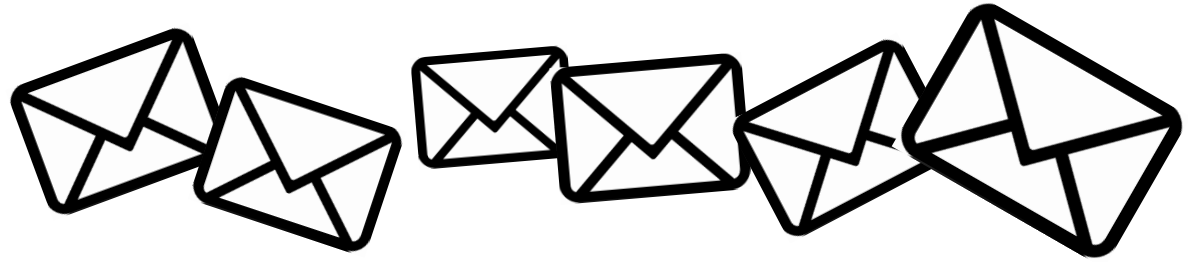
- Always use **proper grammar**.
- Refrain from making use of an excessive and/or inappropriate amount of **modern slang**.
- The purpose and intent behind all your e-mails should always be to **clearly convey your request and allow others to easily understand you**.



# The right communication style is key



When you send a request to either a Professor or a University representative/office and you experience some unexpected delay, it is easy to get carried away and start sending the same e-mail multiple times repeatedly, over and over and over...



**Try to avoid that:** they definitely got your message the first time! Sending the same thing multiple times will not help them get back to you in a quicker fashion!

**Never expect or demand to receive an answer to any of your e-mails within 24-48 hours.** If it happens, that's great! But remember that it is not necessarily a cultural norm here.

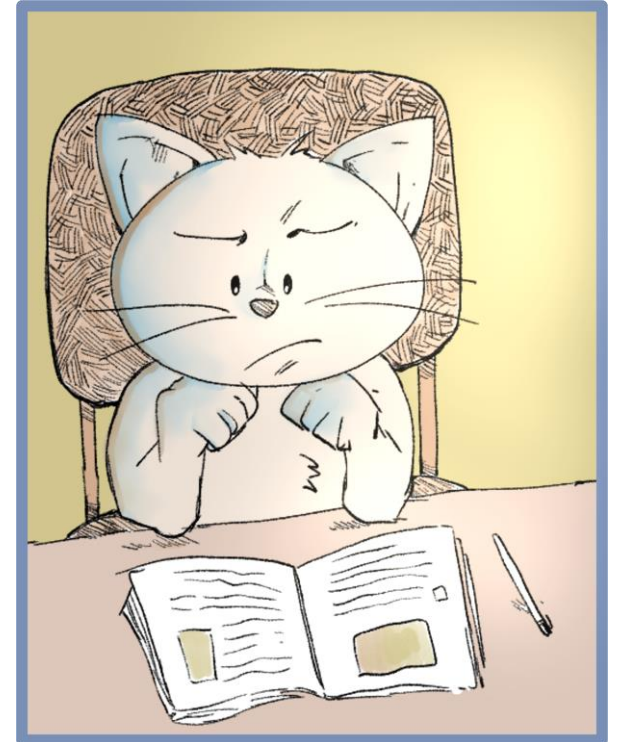




# The right communication style is key

Using the right linguistic style and adapting your style accordingly, based on the authority and the level of the person you are talking to, is an essential skill to learn. It is a way to demonstrate **respect** and mutual **understanding**.

- When you have to send an e-mail, use the proper style depending on the tone and confidential level of the person you are talking to.
- It is better to use somewhat formal greetings if you had **no prior interaction with someone**, or if you are talking to a Professor (“good morning Professor”, **instead of just** “Hi”, “Hello”, etc.)
- **Always sign your e-mails with:**
  - Your Name and Surname
  - The Course that you are attending and the Year





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