

# PARENT AND FAMILY HANDBOOK

2023-2024 ACADEMIC YEAR





# MISSION AND VISION

The mission of **Franklin University Switzerland** is to provide a cross-cultural and multinational learning and living environment that inspires students to engage the world. We challenge students through a curriculum that integrates the liberal arts with professional pathways, and classroom learning with Academic Travel to destinations around the world. A Franklin education produces critical thinkers who are culturally literate, ethically aware and intellectually courageous. We prepare students to become responsible, compassionate, and collaborative leaders in an increasingly complex and interconnected world.

Franklin, named for the United States’ first and most illustrious ambassador to Europe, Benjamin Franklin, was founded in 1969 as a nonprofit, independent, post-secondary institution.

The University is accredited in the United States by the Middle States Commission on Higher Learning and in Switzerland by the Swiss University Conference, and offers bachelor’s and master’s degree programs, foundation/gap year programs, study abroad programs and summer schools.

In the highest tradition of the liberal arts concept, Franklin advocates that international studies should be an integral part of a higher education, as a prelude to and basis for a student’s commitment to a major field of study.

We define higher education from its beginning as the experience of thinking internationally. Our emphasis, both academic and social, on global perspectives is designed to affect the direction and meaning of a student’s university experience, life and career.

This commitment to providing courses of study that are international in perspective and cross-cultural in content is the cornerstone of our educational mission. As early as 1973, we defined this as the “International Imperative” in education.

Our curriculum is designed to respond to shifts in social, political and economic conditions around the world. The result is a singular learning experience gained from cross-cultural, highly responsive global perspectives.

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GREETINGS

FROM FRANKLIN  
UNIVERSITY  
SWITZERLAND'S OFFICE  
OF ADVANCEMENT



Diana Tedoldi

Associate Director  
of Advancement

Dear Franklin Families,

Welcome to the 2023-2024 academic year at Franklin University Switzerland! The Franklin experience brings a range of exciting opportunities to your student that will challenge them and prepare them for a rewarding future.

On behalf of the Office of Advancement, we are pleased to provide you with this informational handbook, which we hope will become an indispensable resource as the year progresses.

It includes vital academic, financial, and residential life information, as well as a quick guide to area accommodations and restaurants. In addition, our website – [www.fus.edu/parents-families](http://www.fus.edu/parents-families) – provides information intended especially for families.

We also encourage you to volunteer! There are many ways to get involved. Serve as an Admissions Ambassador to help prospective students and their families, become a career mentor for our students, or attend Franklin events around the world. Whatever you choose, we know you will find it to be rewarding.

If you need assistance not found in this guide, or have additional questions, suggestions or comments, please contact me at [dtedoldi@fus.edu](mailto:dtedoldi@fus.edu).

Diana Tedoldi

ACADEMIC CALENDAR 2023 - 2024

(PLEASE VISIT THE ACADEMIC CALENDAR FOR ANY UPDATES)

	FALL 2023	SPRING 2024
NEW STUDENTS ARRIVE	AUG. 22	JAN. 17
ORIENTATION	AUG. 23 - 27	JAN. 18 - 21
RETURNING STUDENTS ARRIVE	AUG. 25 (NOON)	JAN. 19 (NOON)
NEW STUDENT REGISTRATION	AUG. 25	JAN. 19
CLASSES BEGIN	AUG. 28	JAN. 22
DEADLINE FOR SCHEDULE CHANGES (DROP/ADD)	SEP. 1	JAN. 26
FALL BREAK / SPRING BREAK	NOV. 6	FEB. 23
ACADEMIC TRAVEL	OCT. 21 - NOV. 4	MAR. 9 - 23
ADVISING & REGISTRATION	NOV. 6 - 17	MAR. 25 - APR. 5
WITHDRAWAL DEADLINE	NOV. 24	APR. 19
LAST DAY OF CLASSES	DEC. 8	MAY 3
READING DAYS	DEC. 9 - 10	MAY 4 - 5
FINAL EXAMS Make up exams will be held on the last day of the exam period.	DEC. 11 - 15	MAY 8 - 14
RESIDENCE HALLS CLOSE	DEC. 17	MAY 17 (NOON- NON GRADUATING STUDENTS) MAY 20 (NOON- GRADUATING STUDENTS)
GRADUATION		MAY 18
OFFICES CLOSED	DEC. 25, 2023 - JAN.5, 2024	



# GETTING INVOLVED

## VOLUNTEER OPPORTUNITIES, TRAVEL AND EVENTS FOR FRANKLIN PARENTS

Just as we ask our students to be active and involved in their education, we invite family members to take advantage of the many opportunities that we offer to get involved, volunteer and make a difference in the lives of students and the growth of the University. Please see below for information about ways to be involved, visit our **Parents and Families** website section and contact Diana Tedoldi, Associate Director of Advancement at [dtedoldi@fus.edu](mailto:dtedoldi@fus.edu) with any questions.

### FRANKLIN ADMISSIONS AMBASSADOR PROGRAM

Alumni and Parent Admissions Ambassadors play an important role in helping Franklin enroll the best and brightest students from around the world. Admissions Ambassadors attend University fairs, accepted student receptions and summer send-offs as well as answer questions of prospective students and parents.

To join the Admissions Ambassador team, please visit the **Get Involved** section of our website or contact Diana Tedoldi at [dtedoldi@fus.edu](mailto:dtedoldi@fus.edu).

### ALUMNI AND PARENT EVENTS

Each year Franklin organizes Alumni and Parent events in cities around the world. These events are a great opportunity for alumni, parents and friends to meet each other as well as members of the University's faculty and staff. Please visit the **Alumni** section of our website.



# GETTING INVOLVED

## SUPPORTING FRANKLIN

### SPECIAL EVENTS ON CAMPUS

Franklin is excited to welcome and host a range of different speakers, presenters and intellectuals to campus throughout the year. Events range from TEDx talks to presentations from US Ambassadors. All members of the Franklin and greater Lugano community are invited to campus to connect with each other in lively discussion and intellectually stimulating presentations. Check out the upcoming **upcoming events on campus**.

#### Commencement: May 18, 2024

This is a very important time in the lives of graduating students and their families. During Commencement week, the University is bustling with many activities such as the annual Alumni Council sponsored Boat Cruise, the Monte San Salvatore Graduates' dinner, and the Commencement rehearsal and the Commencement ceremony. All family and friends of the graduates are welcome to attend the Commencement ceremony. A detailed schedule of the weekend's events is posted on the University website each spring.

### SUPPORTING FRANKLIN

Gifts from Franklin University Switzerland alumni, friends, parents and others provide the margin of excellence at Franklin. Philanthropic support can help ensure the University's foundations through enhanced infrastructure, buildings and learning environments. Additionally, targeted private support through scholarships, professorships, library acquisitions, lab furnishings and the latest in technology helps us maintain and improve the quality of a Franklin education.

#### Checks

For contributors from the United States, a check is one of the easiest and most commonly used ways of supporting Franklin. Make your check payable to Franklin University Switzerland and mail it to:

Franklin University Switzerland, The Chrysler Building, 405 Lexington Ave., Floor 26, New York, NY 10174, U.S.A., Attn: Annual Giving, (Tax ID number 23-7075-717)

#### Credit Card

Credit card gifts are convenient, easy and fast. You may use Franklin's secure **online donation form** to charge your gift to your Visa, MasterCard, American Express or Discover card.

#### Electronic Funds Transfers (EFTs)

An EFT, or bank draft, is also a convenient way to support the University. For more information on EFTs or bank transfers, please contact the Office of Advancement at [advancement@fus.edu](mailto:advancement@fus.edu).



# VISITING CAMPUS

## TRAVELING TO SWITZERLAND

All Franklin parents and family members are welcome to visit the University at any time during the year. The Office of Advancement will gladly schedule a campus tour, visits with faculty, or meetings with members of the administrative staff for current/past parents as well as other family members. To arrange a campus visit, please contact our Advancement team at [advancement@fus.edu](mailto:advancement@fus.edu)



### HOW TO GET TO LUGANO

Since many international flights arrive in Zurich and Milan, you can travel by train from either of the two cities to Lugano.

From Zurich, trains run directly from the airport to Lugano, and the duration of the trip is about two hours.

From Milan, trains run directly from Malpensa Airport to Lugano, and the duration of the trip is one hour and 45 minutes. For more information regarding all train connections visit [www.sbb.ch](http://www.sbb.ch).

### BY CAR

Coming from Milan: take the Laghi A9 motorway, direction 'Como-San Gottardo' or the A8 motorway, direction 'Varese-Stabio-Gaggiolo'. Exit: Lugano Sud.

Coming from Zurich: take the A2 motorway, direction 'San Gottardo-Chiasso-Italy'. Exit: Lugano Nord. Please remember that to drive on Swiss motorways it is necessary to be equipped with a motorway sticker, to be affixed on the car windshield. It costs 40CHF (valid from December 1, 2022, to January 31, 2024) and can be purchased at Swiss post offices, petrol stations, Touring Club offices (TCS) or directly at customs when you enter the country.

### LIMO SERVICE FROM MILAN TO LUGANO

For information on limousine service to and from Milan, consult EC Limousine Service and Lugano Limousine Services.

For more information visit  
[www.eclimousineservice.com](http://www.eclimousineservice.com)  
[www.serviziolimousinelugano.ch](http://www.serviziolimousinelugano.ch)

# VISITING CAMPUS

## WHERE TO STAY IN LUGANO

### ACCOMMODATIONS

Some of the following hotels offer special rates for visitors and guests of Franklin University Switzerland. To receive these rates, be sure to inform the hotel that you are a Franklin guest. Additional hotels can be found on the **Accommodations** section of the University website.

**Grand Hotel Villa Castagnola** ★ ★ ★ ★ ★  
[www.villacastagnola.com](http://www.villacastagnola.com)  
[info@villacastagnola.com](mailto:info@villacastagnola.com)  
+41 91 973 2555

**Splendide Royal** ★ ★ ★ ★ ★  
[www.splendide.ch](http://www.splendide.ch)  
[welcome@splendide.ch](mailto:welcome@splendide.ch)  
+41 91 985 7711

**The View Lugano** ★ ★ ★ ★ ★  
[www.theviewlugano.com](http://www.theviewlugano.com)  
[info@theviewlugano.com](mailto:info@theviewlugano.com)  
+41 91 210 0000

Please make sure you enter the access code FRANKLINUTVL when making your reservation online

**Villa Principe Leopoldo** ★ ★ ★ ★ ★  
[www.leopoldohotel.com](http://www.leopoldohotel.com)  
[info@leopoldohotel.com](mailto:info@leopoldohotel.com)  
+41 91 985 8855

**Hotel Admiral** ★ ★ ★ ★ ★  
[www.luganohoteladmiral.com](http://www.luganohoteladmiral.com)  
[info@luganohoteladmiral.ch](mailto:info@luganohoteladmiral.ch)  
+41 91 986 38 38

**Hotel de la Paix** ★ ★ ★ ★ ★  
[www.delapaix.ch](http://www.delapaix.ch)  
[booking@delapaix.ch](mailto:booking@delapaix.ch)  
+41 91 960 6060

**Hotel Lugano Dante Center** ★ ★ ★ ★ ★  
[www.hotel-luganodante.com](http://www.hotel-luganodante.com)  
[info@luganodante.com](mailto:info@luganodante.com)  
+41 91 910 5700

**Hotel Colorado** ★ ★ ★  
[www.colorado.ch](http://www.colorado.ch)  
[hotel@colorado.ch](mailto:hotel@colorado.ch)  
+41 91 994 1631

**Hotel Delfino** ★ ★ ★  
[www.hoteldelfinolugano.ch](http://www.hoteldelfinolugano.ch)  
[info@delfinolugano.ch](mailto:info@delfinolugano.ch)  
+41 91 985 9999

**Hotel Federale** ★ ★ ★  
[www.hotel-federale.ch](http://www.hotel-federale.ch)  
[info@hotel-federale.ch](mailto:info@hotel-federale.ch)  
+41 91 910 0808

**Hotel International Au Lac** ★ ★ ★  
[www.hotel-international.ch](http://www.hotel-international.ch)  
[info@hotel-International.ch](mailto:info@hotel-International.ch)  
+41 91 922 75 41

**Hotel Stella** ★ ★ ★  
[www.hotelstellalugano.ch](http://www.hotelstellalugano.ch)  
[info@albergostella.ch](mailto:info@albergostella.ch)  
+41 91 966 33 70

**Hotel Besso** ★ ★  
[www.hotelbesso.ch](http://www.hotelbesso.ch)  
[info@hotelbesso.ch](mailto:info@hotelbesso.ch)  
+41 91 967 23 12

**IBIS Hotel Lugano Paradiso** ★ ★  
[www.accorhotels.com](http://www.accorhotels.com)  
[H6776@accor.com](mailto:H6776@accor.com)  
+41 91 986 19 09

# VISITING CAMPUS

## WHERE TO EAT IN LUGANO

If you are looking for a distinctive restaurant to take your student to during your next visit to campus or maybe a special place to celebrate your graduate’s success, Lugano and the surrounding area’s wide array of restaurants will certainly not disappoint. Reservations are advisable.

**AnaCapri**  
Via Clemente Maraini, 6900 Lugano  
+41 91 922 53 00

**Bottegone del Vino**  
Via Magatti 3, 6900 Lugano  
+41 91 922 7689  
Closed Sunday

**Da Lino la Prosciutteria**  
Piazza Riforma 12, 6900 Lugano  
+41 91 911 30 89

**Giardino**  
Via Ponte Tresa 28, 6924 Sorengo  
+41 91 994 61 25

**Grotto della Salute**  
Via Madonna della Salute 10, 6900 Massagno  
+41 91 966 0476  
Closed Sunday

**Grotto Grillo**  
Via Ronchetto 6, 6900 Lugano  
+41 91 970 1818  
Closed Sunday

**La Cucina di Alice**  
Riva Vela 4, 6900 Lugano  
+41 91 922 0103

**Locanda del Boschetto**  
Via al Boschetto 8, 6900 Lugano  
+41 91 994 2493  
Closed Monday

**Osteria Gallo d’Oro**  
Strada Cantonale 3a, 6964 Davesco-Soragno  
+41 91 941 1943  
Closed Sunday and Monday

**Principe Leopoldo Restaurant**  
Via Montalbano 5 6900 Lugano  
+41 91 985 8855

**Ristorante ai Giardini di Sassa**  
Villa Sassa Hotel, Residence & SPA  
Via Tesserete 10, 6900 Lugano  
+41 91 911 4111

**Ristorante Arté**  
Piazza Emilio Bossi 7, 6900 Lugano  
+41 91 973 4800  
Closed Sunday and Monday

**Ristorante Grotto Riviera**  
Via Pezza 6, 6982 Agno  
+41 91 605 2155 • Closed Sunday

**Ristorante Piccolo Vigneto**  
Via al Roccolo 19, 6962 Viganello - Albonago  
+41 91 972 3985  
Closed Monday and Tuesday

**Ristorante The View Lugano**  
Via Guidino 29, 6900 Lugano - Paradiso  
+41 91 210 0000

**Spaghetti Store**  
Piazza Riziero Rezzonico 7, 6900 Lugano  
+41 91 922 20 60

**Wineout Enoteca**  
Piazza Roma, 1c, 22061 Campione D’Italia  
+41 91 224 14 48  
Closed on Wednesday

# VISITING CAMPUS

## SHOPPING/PERSONAL ITEMS

Lugano and the surrounding area offer shops for every taste. In the famous Via Nassa and Via Pessina, two of the most historical streets in the old town of Lugano, you will find many stores carrying a wide variety of Swiss, Italian and French luxury brands such as Hermes, Versace, Gucci, Issey Miyake, Armani, Rolex, Cartier, Swatch and Tissot. Grocery stores and other department stores can also be found in the city center.

Most shops and department stores are open between the hours of 8:00 a.m. and 7:00 p.m., Monday – Friday. On Thursdays some stores stay open until 9:00 p.m. On Saturdays most stores close around 6:00 p.m. and on Sundays all stores in general remain closed, in accordance with the cantonal law of Ticino. For a complete shopping guide, please visit: <https://shop.luganoregion.com/collections/all>

**Manor Centro**  
Piazza Dante 2, 6900 Lugano  
+41 91 912 7699  
[www.manor.ch](http://www.manor.ch)

**Migros**  
Via Pretorio 15, 6900 Lugano  
+41 91 923 7213  
[www.migros.ch](http://www.migros.ch)

**Gabbani**  
Via Pessina 12, 6900 Lugano  
+41 91 911 3090  
[www.gabbani.com](http://www.gabbani.com)

**Coop City Lugano**  
Via Nassa 22, 6900 Lugano  
+41 91 913 7333  
[www.coop.ch](http://www.coop.ch)

**Picobello**  
Piazza della Stazione, 6900 Lugano  
+41 91 923 5818  
[www.sbb.ch](http://www.sbb.ch)  
Note: Picobello is located at the Lugano train station and is open daily from 6:00 a.m.-10:00 p.m., including Sunday.

Note: If you are in need of a pharmacy outside normal opening hours, please go to the nearest pharmacy to find out which one is on special late-night duty. This information will be posted on the entry door of any pharmacy. Callers within Switzerland may also call 144 for the same information.

**Centro Lugano Sud**  
Via Cantonale, 6916 Grancia  
+41 91 985 2872  
[www.centrosud.ch](http://www.centrosud.ch)  
Note: Some of the stores found at Centro Lugano Sud include: Ikea (furniture and household goods), Media Markt (electronics store), H&M, Vögele Shoes, Ochsner Sport (sporting goods store), Coop (supermarket) and a variety of others.

**Farmacia Sorengo**  
Via Paradiso 24, 6924 Sorengo  
+41 91 980 9115  
[www.farmaciamalcantonese.com/farmasorengo/](http://www.farmaciamalcantonese.com/farmasorengo/)

**PharmaExpress**  
Lugano Train Station  
+41 91 940 1313  
[www.pharma-express.ch](http://www.pharma-express.ch)  
Open daily from 8:00 a.m.- 10:00 p.m.

**Farmacia della Stazione**  
(Pharmacists speak English)  
Via Sorengo 1 (In front of Alba)  
+41 (0)76 569 87 54  
[www.farmaciadellastazionelugano.com](http://www.farmaciadellastazionelugano.com)  
Open M - F from 8:00 a.m. - 1:00 p.m.  
and from 2:00 p.m. - 6:30 p.m.,  
Saturday from 8:30 a.m. - 5:00 p.m. ,  
Closed on Sunday.



## STORAGE FACILITIES

The University recommends the use of CiaoBox for storage and depository necessities. CiaoBox offers a long-term storage for many items. Beyond storage, CiaoBox also offers dependable shipping services should you need to dispatch your items domestically or internationally. Get started by visiting the **CiaoBox website**. You can order free boxes, tape, labels, and shipping forms and insert your credit card information, which will only be charged after pick-up. Be informed that deliveries will be made on campus per the schedule established by the Office of Student Life. Pick-up will happen at specific meeting points and times for your convenience.

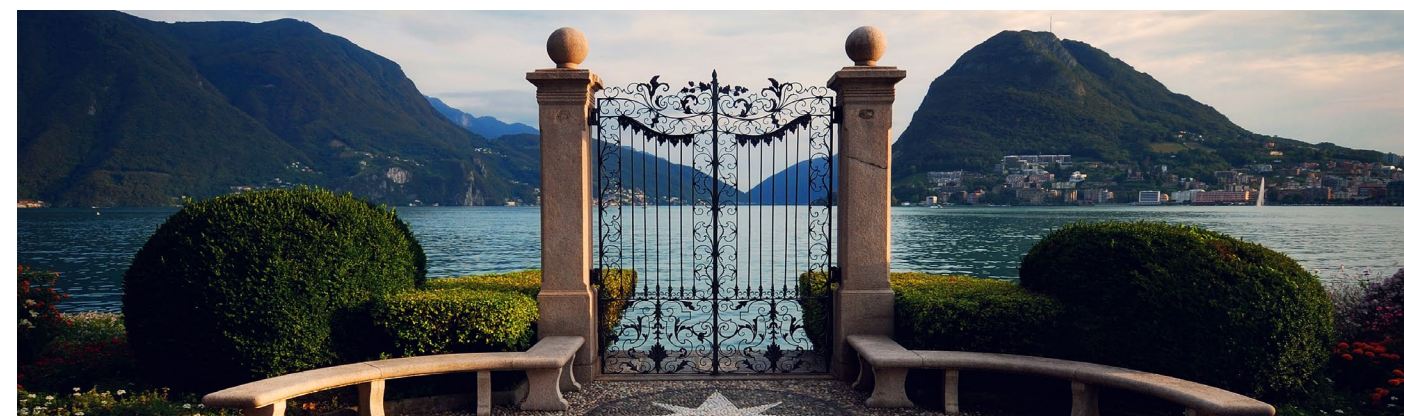
For shipping needs, and custom or off-campus housing solutions, don't hesitate to contact CiaoBox directly to cater to your specific requirements.

Visit [www.ciaobox.ch/en/student/](http://www.ciaobox.ch/en/student/) and select 'Custom Quotation' to get started. You can schedule appointments well in advance, and a visit to your location can be arranged if you like.

## PLACES OF WORSHIP

Members of the Franklin community come from every corner of the globe and identify with many cultural, spiritual, racial and international backgrounds. Diversity is part of our life, every day. Franklin students practice many faiths. Local places of worship represent a large number of faith traditions.

A staff member from the **Office of Student Life** can assist in exploring options in the area.



## BOOKSTORE AND MERCHANDISING

The Bookstore and Merchandise on campus shop provides the required textbooks of the current semester and official Franklin merchandising items. These include clothing, jewelry, office supplies, accessories and more. Opening hours of the shop are always updated on the **Bookstore** section of our website. Merchandise items and textbooks can also be **purchased online**. Worldwide shipping is also available.

### Online purchases

Location: Airone (Via Ponte Tresa 6) ground floor, the entrance is at the backside of the building.

## CAR RENTALS

### Avis

Via C. Maraini, 6900 Lugano  
+41 91 913 4151  
[www.avis.ch](http://www.avis.ch)

### Europcar

Via Monte Boglia 24, 6900 Lugano  
+41 91 971 0101  
[www.europcar.ch](http://www.europcar.ch)

### Hertz

Via San Gottardo 13, 6900 Lugano  
+41 91 923 4675  
[www.hertz.ch](http://www.hertz.ch)

### Smart Rent

Via Giulio Vicari 14, 6900 Lugano-Cassarate  
+41 91 993 1313  
[www.smartrent.ch](http://www.smartrent.ch)

# STAYING CONNECTED

## CONTACTING YOUR STUDENT

### TELEPHONE

There are no land line telephones in any of the rooms/apartments on campus. All residence facilities have network access via wi-fi, however — making it possible to connect via Skype, WhatsApp or other similar services. Most students typically purchase a mobile phone and Swiss SIM card in Lugano (help is provided during the new- student orientation) and use this as their main way of communicating with parents.

To call a number in Switzerland, dial your local international access code (i.e., 011 if you are calling from the United States), then 41, and then rest of the number.

The University receptionist can be reached Monday through Friday from 8:30 a.m. to 5:00 p.m. (CET) at +41 91 985 2260. In case of emergency after regular opening hours, the Franklin Emergency Number is +41 79 211 4689. The phone number for the Dean of Student Life and Engagement and other Office of Student Life staff members is: +41 91 986 5329.

### POSTAL MAIL

Every student, whether living on or off campus, is assigned a mailbox number at the University. Student mail is distributed directly from Reception to each student's personal mailbox (located in the Main Villa, Kaletsch Campus). All mail or packages should be addressed as follows:

[Student's Name]  
Franklin University Switzerland  
Via Ponte Tresa 29  
6924 Sorengo  
Switzerland





## KEEPING CURRENT

We encourage you to keep up with the University through its publications and **website**. If you are not receiving the University's mailings and/or emails, please send your updated contact information to: **advancement@fus.edu**.

### The Franklin Gazette

Our University magazine includes interesting and informative profiles, stories and columns about Franklin and Franklins. Consult the **Franklin Gazette** section of our website.

### The Student Handbook

The Student Handbook is a great resource for both parents and students regarding housing and student conduct policies. It also includes useful information about clubs and other opportunities for students to take advantage of both on and off campus. You may find it on our **website section**.

### Suggested Readings

*You're on Your Own (But I'm Here if You Need Me): Mentoring Your Child During the College Years* by Marjorie Savage (Simon and Schuster, 2003)

*Letting Go: A Parent's Guide to Today's College Experience* by Karen Levin Coburn and Madge Lawrence Treeger (HarperCollins, 2003)

*Don't Tell Me What to Do, Just Send Money: The Essential Parenting Guide to the College Years* by Helen E. Johnson and Christine Schelhas-Miller (St. Martin's Press, 2000)

## THOUGHTFUL TOUCHES

To send something for a special occasion, to celebrate a job well done or just because:

### FLORISTS

#### DAHRA

Via Ferruccio Pelli 14, 6900 Lugano  
+41 91 922 2320  
info@dahra.ch  
**www.dahraliving.ch**

#### Fleurop

+41 848 888 555  
**www.fleurop.ch**

### PÂTISSERIE/BAKERY

#### Grand Café Al Porto

Via Pessina 3, 6900 Lugano  
+41 91 910 5131  
info@grand-cafe-lugano.ch  
**www.grand-cafe-lugano.ch**

#### American Bakery

Via Selva 4, 6900, Massagno  
+41 79 953 6896  
ambakerylugano@gmail.com  
**www.bakerylugano.com**

#### Ghost Bagel

ghost@Ghostbagel.com  
**www.ghostbagel.com**

#### La Bio Forneria (Gluten Free)

Via S. Pietro Pambio 1, 6900 Lugano  
079 136 7082  
**www.labioforneria.ch**

### GIFT BASKETS

#### Gabbani

Via Pessina 13, 6900 Lugano  
+41 91 911 3081  
contact@gabbani.com  
**www.gabbani.com**

# ACADEMIC LIFE GRADES

## CORE REQUIREMENTS

Core requirements at Franklin provide a common academic experience for all Franklin students regardless of their major field of study. The Franklin core curriculum affords students the opportunity to experience different academic disciplines in the spirit of the liberal arts as they pursue their desired specialized course of study. For complete details please see the **Academic Catalog**.

## GRADES

The faculty of the University assesses student academic performance by assigning the following grades: with A, as the maximum grade, and F. Grades are described in detail in the **Grades** section of the Academic Catalog.

The **Grade Point Average (GPA)** is calculated on a scale from 4 to 0, with equivalent letter grades (A to F) being recorded on the student's permanent record. Students are required to maintain a GPA of 2.0 or above to be in good academic standing.

## MID-TERM GRADES

Following the Academic Travel period, all students receive mid-term grades. Students at academic risk (i.e., mid-semester course progress is below average scholarship: C- or below) will receive an individual notice, with a copy to their advisor. Mid-term grades are unofficial and reflect only the student's progress in a course at the middle of the semester. These grades do not necessarily represent half of the final grade and are not calculated into the semester GPA. In order to determine how specific requirements are weighed in calculating the final grade, students should consult the course syllabus or ask their professor.

## FINAL GRADES

Final grades are reported at the end of the semester. Students can view their final grades via the Self-Service system. They will be notified by email when he/she/they has exhibited exceptional academic performance and has been named to the Dean's List. Alternatively, if he/she/they has demonstrated academic difficulty and is placed on academic probation or academic warning.

## SHARED ACCESS FOR PARENTS AND FAMILIES

Shared Access is a feature of Franklin's online student records system (known as My Franklin Self-Service) that allows students to provide parents or guardians with online access to their student account information. Via the Shared Access feature of My Franklin Self-Service, a student can share various items with a parent/guardian such as academic plan, course schedule, grade reports, unofficial transcript, etc. For more information visit the **Parents and Families** section of the University website.





# ACADEMIC LIFE

## HONORS

### ACADEMIC HONORS

A student who achieves a semester grade point average of 3.5 or above will be named on the Dean’s List. In order to qualify, a student must have completed a minimum of five courses of 3 credits each (15 credits). The student will be informed of the honor by letter and it will also be recorded on his/her transcript. **Dean’s List** students are given priority in registration for courses, including Academic Travel, and housing placement requests.

### HONORS PROGRAM

The Franklin University Switzerland **Honors Program** is designed to expand the academic engagement of Franklin’s best and brightest students even more. This exciting program offers interested and eligible students the opportunity to pursue cross-disciplinary research and scholarship while working closely with faculty mentors and other academically gifted students.

Students may enter the program after having completed at least one semester at Franklin University Switzerland or another institution of higher learning.



# ACADEMIC LIFE

## STUDENT PRIVACY

### GRADUATION REQUIREMENTS

Degrees are conferred in December, May and August. In order to participate in the Commencement ceremony held each year in May, students must complete a Graduation Application, available from the Registrar’s Office, by October 14 of the preceding year. Students who have completed all requirements for the degrees of Bachelor of Arts or Bachelor of Science may participate in the Commencement ceremony held in May each year. Candidates may also participate in the Commencement ceremony in May if they have three courses (9 credits) or fewer to finish toward the completion of the degree and will complete all requirements by August 31 of the same year. Diplomas will be issued upon verification of completion of all degree requirements.

### GRADUATION WITH DISTINCTION

Students who complete their degree requirements in the range of cumulative grade point averages will receive their diploma noting their **distinguished achievement**.

Summa Cum Laude	3.900 - 4.000
Magna Cum Laude	3.700 - 3.890
Cum Laude	3.500 - 3.690

### STUDENT PRIVACY

FERPA is the Family Educational Rights and Privacy Act of 1974 (also known as the “Buckley Amendment”), a U.S. federal law designed to protect the privacy of a student’s education records. The law applies to all schools which receive funds under applicable program from the U.S. Department of Education. Franklin University Switzerland complies with the FERPA.

Essentially, any institution which receives federal financial aid funds must comply with FERPA. The FERPA gives certain rights to parents regarding their children’s education records. These rights transfer to the student who has reached the age of 18 or is attending any school beyond the high school level.

Once your student comes to Franklin, they are automatically protected by the FERPA legislation. This is a positive safeguard that is intended to protect your student. While it does protect your student, the FERPA also prohibits the university from releasing information about his or her record to you.

You can read the full policy on the **Registration and Transcripts** section of our website. This information is also sent to all students each year.



# ACADEMIC LIFE

## ACCESSIBILITY SERVICES

### ACCESSIBILITY SERVICES

Franklin University Switzerland is committed to providing reasonable accommodations in its academic and co-curricular programs to students with disabilities. The Office of Accessibility Services helps foster success by coordinating need-specific accommodations and by offering additional support for students who qualify. In a small community of lifelong learners, Franklin University Switzerland routinely offers individualized, student-centered assistance in the spirit of the Americans with Disabilities Act (Title III), and Section 504 of the United States Rehabilitation Act.

The process of obtaining accommodations at the university level is generally different from that typically found at secondary schools. At a university, it is the student's responsibility to seek disability-related accommodations and services, and to disclose a disability in order for the university to make reasonable accommodations.

For students who think they may need accommodations, or have had them in the past and would like to continue receiving them, they should start the process by contacting [accessibility.services@fus.edu](mailto:accessibility.services@fus.edu) to set up a meeting with the Office of Accessibility Services.

Find more information about requesting accommodations on the **Accessibility Services** section of the Academic Catalog



# CAREER PREPARATION

### OFFICE OF CAREER STRATEGY

Through its **Office of Career Strategy**, Franklin offers coaching sessions, workshops, online resources, strategies, and services to assist students in preparing for their next steps after university. The office walks students through all stages of the career exploration and planning process including, but not limited to:

- Resume/CV refinement
- Career Development course
- Interview skills
- Job and internships search skills
- Personal brand
- Graduate school applications
- Career Mentoring
- Specialized assistance

### FRANKLIN NETWORK

The Franklin Network provides Franklin alumni and current students with opportunities to connect with alumni who are willing to share information regarding their career paths and other career-related advice.

Many Franklin alumni volunteer to act as Career Mentors and are happy to provide students with support and guidance as they prepare for their careers. With a Career Mentor students can explore their career goals, gain an insider's perspective on a specific industry/organization, seek helpful suggestions for resume and cover letter writing, discuss the necessary skills for successful job interviews and more.

If you would like to act as a Career Mentor for Franklin students, visit the **Franklin Network**.



# CODE OF CONDUCT

Franklin University Switzerland is a community of individuals dedicated to the pursuit of an international education in an environment conducive to learning. The University recognizes the rights and responsibilities of its students, faculty, and staff, as well as their obligations in maintaining high standards of social and personal conduct. Enrollment at Franklin, therefore, constitutes an agreement between the student and the University to respect the rights of the University and all the members of the University community. Failure to adhere to the rules and regulations of the University may mean the student is found responsible for violating the Code of Conduct and subject to disciplinary action.

The Code of Conduct and other policies are outlined in the Student Handbook. Students are responsible for adhering to the policies regardless of whether they have chosen to read them. Franklin University Switzerland must require students to conduct themselves in a manner which reflects credit upon themselves, the University and their home Countries, demonstrating respect for and adherence to the cultural expectations of Swiss society. Consequently, Franklin may require standards of behavior of a higher order than those of society at large. Upon registration at the University, students retain all of their rights guaranteed by law, but student or foreign status confers no immunity from the laws of the Swiss community. Additionally, violating Swiss law do not exempt them from further disciplinary action by the University. The Code of Conduct is established to provide a system for dealing fairly and responsibly with students whose behavior fails to meet the standards of the University or which infringes upon the rights and experience of others. Students are subject to the Code of Conduct at all times during the academic term, between terms, during Academic Travel, on or off campus.



# RESIDENTIAL LIFE HOUSING

Franklin University Switzerland considers student residence life an integral part of the educational experience. Our residences give students the opportunity to experience the challenges and rewards of living on their own. In order to cultivate and promote individual growth and maturity, the University offers furnished apartments — complete with their own bathrooms and some kitchenettes — in addition to traditional-style residence hall rooms. These apartments provide students with privacy and a sense of personal responsibility.

The residences are located in eight different buildings on or near campus. Each residence is supported by a trained Resident Assistant who helps students make the most of their residential experience. All students living in Franklin residences are covered by a third-party liability coverage that protects students if they are held legally responsible for physical injury or damage to someone else's property, but they are not covered for theft of their personal belongings.

## HOUSING GUIDELINES

Any Franklin student who is registered for a full 12-hour course load is eligible to live in the University residences. Franklin University Switzerland requires all single, new, incoming students who are not residing with their parents or legal guardians to live in a University residence. However, if a student has over 60 credit hours (or is over the age of 20), has a cumulative GPA of 2.8 or higher, is in good standing and has parental permission, he or she can apply to live off campus. Once a student receives approval from the University, he or she may lease an apartment in the local community. Students applying to live off campus need to do so through the Office of Student Life.

The University's residential life program is designed to foster independent and community living as well as academic focus during a student's time at Franklin. All students living on campus must sign the Franklin University Switzerland Housing Agreement which details the policies and procedures of the residences. Further details about specific housing policies can be found **online**.



## RESIDENT ASSISTANTS

A Resident Assistant (RA) is a full-time Franklin student who is trained to be a resource for students within their residence. RAs are upperclassmen who are trained to provide peer support, organize programs for community development, and enforce residence hall policies. Your student's Resident Assistant is also the person who will help with checking in and out of the residences at the beginning and end of the year. RAs lead a mandatory monthly hall meeting for their residents during which they provide updates and instructions from the Office of Student Life, information about community and logistics on campus (such as health and safety checks during Academic Travel, check-out procedures, etc.) Attendance at these residence hall meetings is mandatory for all students who live on campus.

## HOUSING SELECTION FOR RETURNING STUDENTS

Each spring semester, housing selection for the following academic year occurs.

The dates, location and order of return housing registration will be announced by the **Office of Student Life**. The housing deposit must be paid in full before a student is allowed to participate in this process. This deposit will later be deducted from the total semester residence fees. This fee is nonrefundable if the student fails to attend Franklin in the fall or moves off-campus.

## ROOM/APARTMENT CHANGES

A student room/apartment is rented for the full academic year (with the exception of pre-established semester abroad students) and cannot be changed in most circumstances due to requirements of the local authorities concerning the student's residence permit. However, in the case of emergencies and with the permission of the Coordinator of University Housing, a student may change rooms provided that there is other space available. Room/apartment and roommate changes will not be granted during the first two weeks of the semester, except in extreme cases. The reason for this is to give residents the opportunity to work out their problems and find an acceptable living arrangement.



## ROOM/APARTMENT DAMAGE

Students will be fined for missing inventory and any room damages that occurred while they were occupying a room/apartment. Any extra items left in rooms will be removed and disposed of. Removal fees will be assessed for any furniture or items left in student rooms that are not part of the room inventory. Additionally, cleaning and plumbing charges will be assessed for rooms left in a messy or unclean condition. Students who violate the smoking policy will be charged for repainting the room and replacing the mattress and the curtains. If you have questions regarding your student's on-campus room or apartment damage charges, please contact the Coordinator of University Housing.

## SMOKING POLICY

All University Residences are smoke-free, including the “Giardino di Luce”, and any areas/hallways/walkways in the McNeely Center of Ideas & Imagination that faces the garden. Smoking is permitted outside other residences in designated areas formally communicated by Housing staff at the beginning of each semester. Designated smoking areas include balconies in Airone, Panera, and Giardino (provided that doors and windows of the room or residence are closed) and the walkways of the New A and B residences facing the garden. Please note that in Leonardo da Vinci and New C residences, smoking is not permitted on any balconies or hallways at any time. Violators of the smoking policy will result in fines and disciplinary sanctions.

## ALCOHOL AND DRUG ABUSE POLICY

Switzerland's minimum drinking age is 18. Students who choose to consume alcohol are expected to do so responsibly. All events sponsored by clubs, organizations or departments of Franklin University Switzerland should provide nonalcoholic beverages and food any time alcoholic beverages are served. Any events which directly promote the consumption of alcohol are prohibited. Alcoholic beverages may not be sold at any time on campus. Only alcohol that is provided by the host(s) during the event is permissible in the University facilities. Therefore, students are not permitted to bring their own alcohol to student events on campus. Excessive consumption of alcohol and the display of inappropriate behavior as a result of the consumption of alcohol will be dealt with under the disciplinary guidelines of the University.





## LIVING OFF-CAMPUS

Franklin University Switzerland requires all full time students not residing with their parents or legal guardians to live in a Franklin University Switzerland Residence. Students may live off-campus only if they apply by April 1, 2024 or November 10, 2023 (for Fall Leave of Absence students) and meet the following requirements:

- The student must have over a 2.8 cumulative GPA.
- The student must have written permission from a parent or legal guardian.
- The student must have at least 60 credit hours or be over 20 years of age.
- Be in good standing with no Class 2 or Class 3 conduct violations in their file for at least one academic year prior to the application deadline.
- The student must receive permission from the University.

Students who wish to live off campus must apply through the Office of Student Life, and must sign the Off-Campus Agreement. Students who wish to live off-campus must also sign the Off-Campus Living Agreement. Please note that applying to live off-campus does not automatically guarantee approval.

N.B. Financial Aid and scholarships may be impacted when a student decides to live off campus. It is important to check with the Financial Aid and scholarships office before receiving permission.

## FOOD SERVICES

From regional and international specialties to vegetarian cuisine, Franklin's dining services in the North Campus Dining Hall and the Grotto serve a large variety of healthy, tasty and fresh food options using local, fair trade and sustainable products. While cash and credit cards will continue to be accepted at all Franklin dining centers, the Falcon Card is the best way to ensure both convenience and lower costs for students dining on-campus.

The North Campus Dining Hall is a great place to meet between classes on the North Campus, whether to study with friends or just grab a quick coffee on the go. It is a full-service dining room offering a wide variety of local and international cuisine. All food that is served in the North Campus Dining Hall is freshly prepared every day.

The Grotto, Franklin's eatery, located on the Kaletsch Campus is a place to rejuvenate in a relaxing laid-back atmosphere. At the Grotto, you can use your meal debit card plan, cash or credit card to purchase coffee, drinks, snacks and a wide variety of other food items, including burgers, veggie burgers, salads, pastas, wraps and a daily full meal special.

## HEALTH CARE AND HEALTH INSURANCE

Franklin has established a contract with SWICA, a medical insurance company, to cover non EU/EFTA foreign students' medical needs. Students who are EU/EFTA residents should review the **instructions and forms** related to European health insurance policies in Switzerland.

# RESIDENTIAL LIFE HEALTHCARE

## MEDICAL EMERGENCIES

For minor medical emergencies students are advised to call the Resident Assistant on duty. The RA will assist the student and call additional support if necessary. For serious medical emergencies, students are advised to call an ambulance by dialing 144 from any mobile or public phone.

## COORDINATOR OF HEALTH AND WELLNESS AND COUNSELOR

The Coordinator of Health and Wellness makes referrals to other medical professionals when necessary and provides advice and preventive health services to help facilitate the student's optimal physical and mental health. The Coordinator of Health and Wellness also supervises the health of the entire campus and serves as a liaison between the health care community and the Franklin community.

For office hours and contact information of the Coordinator of Health and Wellness and Counselor, visit the **Franklin website**.

## PRESCRIPTION MEDICATION

Prescriptions from countries other than Switzerland will not be filled by Swiss pharmacies. We recommend that students who take regular medication see a Swiss physician after their arrival. The Coordinator of Health and Wellness (in the case of a psychotropic medicine) will refer students to a local physician who can prescribe the appropriate medication. Students can bring their medication from home, but some drugs are only permitted to be brought into the country in limited supply, accompanied by a copy of the prescription. Students bringing in medication may be asked to deposit it, under lock and key, in the health center office, where it can be distributed on a weekly or monthly basis. Please address any specific questions directly to the Coordinator of Health and Wellness at: **medicalservices@fus.edu**.



# VISAS AND TRANSPORTATION

## SWISS IMMIGRATION AND MUNICIPALITY REGISTRATION

According to local Swiss Laws all-non-Swiss students not residing in Switzerland must take two important steps.

### 1. Apply and obtain a Swiss Residence Study Permit

Students of the majority of non-EU countries: prior to their entrance and stay in Switzerland, they must obtain a Swiss student visa. During the summer, students who have previously confirmed their enrollment will have received detailed information regarding the visa application process and all the necessary documents.

A student visa is not a Swiss study permit. A visa allows one to enter the country only. For students of EU countries no student visa application is required. However, anyone who studies and remains in Switzerland for longer than three months requires a permit.

Swiss study permits are issued by the Cantonal Immigration Offices. Both EU and non-EU students must apply for a Swiss study permit within 14 days of entrance in Switzerland.

Upon arrival on Campus, the **Office of Student Life** will assist students with the application for a study permit by the Cantonal Immigration Office.

### 2. Register with the local municipality of residence

Anyone living in Switzerland must register their exact place of residence with the local municipality.

**Most Swiss cities, towns and villages** will have a local municipality, which is responsible for a number of day-to-day matters and also provides basic and **emergency services**. People in Switzerland have a strong connection with their local municipality as they also plan and run social events throughout the year and during the **holidays**.

Upon arrival on campus, the Office of Student Life will assist students with the application for the mandatory registration with the municipality of residence.



## ETIAS

ETIAS is a pre-travel authorization expected to start in 2024 for non-visa required visitors to Europe (i.e. visiting family members of students). Learn more about **ETIAS**.

## LOCAL TRANSPORTATION

The public transportation system is well developed in Lugano and the neighboring communities. Some students find it inconvenient to buy transportation for the year: a moped (“motorino”) or a used car. Due to the high cost of gasoline, insurance and the lack of parking on campus, the University discourages students from purchasing cars.

### Automobiles and Swiss Driver's License

In order to drive a car in Switzerland, students must be 18 years old and possess a valid driving license. It is possible to drive with a non-Swiss license only for one year. After this period the conversion into a Swiss license is obligatory. The procedures vary depending on which country issued the foreign license. A driving test might be necessary. In any case the original driving license and an eye test are required.

If the license is EU or EEA, no driving test will be necessary but the foreign license will be returned to the issuing authority.

### Student Parking

The use of Franklin parking facilities, with the exception of the guest parking spaces, requires registration and a parking permit at all times. All student vehicles operating on the Franklin campus are to be registered with the Office of Student Life. Parking staff will determine which type of permit is available to meet each student's needs. Applications for parking permits can be made at the Office of Student Life during business hours. Franklin University Switzerland assumes no liability or responsibility for vehicles or their contents while parked or driven on University property. This includes lost or stolen permits.



# CULTURE SHOCK

Most students, regardless of maturity, disposition, previous experience abroad or knowledge of their host country, will experience some degree of culture shock.

Culture shock is a term used to describe some of the more pronounced reactions to spending an extended period of time in a culture very different from your own. Culture shock can be characterized by periods of frustration, adjustment and even depression. The worst homesickness often occurs two to three months after students leave home. It is common for students to call or write home during moments of low morale, but not when they are busy and things are going well. Consequently, families often picture a more negative situation than actually exists.

Not everyone will experience culture shock. However if your student does, it is helpful to be able to recognize it when it occurs so you will understand what is really happening.

There is no one way to experience culture shock. It may be acute or barely noticeable. You may find it returns after you thought your student had already passed through all the stages. As a parent, you may not even be aware that your student is going through culture shock, or to what extent. Simply be aware that culture shock exists, that it will probably affect your student in one way or another, but that it doesn't last forever. Culture shock can be a very valuable experience which can leave people with broader perspectives, deeper insights into themselves and a wider tolerance for other people. If you think that your student is experiencing severe culture shock, please feel free to contact a University staff member.

## REVERSE CULTURE SHOCK

Students often go through a phase of "reverse" or "re-entry" culture shock when they go home after spending time abroad. They expect to go through adjustments in foreign countries, but do not always realize that life has continued on without them at home and that there may be changes for which they were not prepared. As with culture shock, one way to alleviate the difficulty of re-entry shock is to keep your student aware of what is going on at home through consistent communication. Students often go through periods of mild depression once they return home because of feelings that no one is interested in what they experienced in their time overseas. Faced with questions such as "How was your time in Switzerland?", a student often can only answer "Great" before conversation moves on to another subject. Encourage friends and family members to ask more specific questions like, "What are the best things about living abroad? The most difficult? Where did you go on Academic Travel? Do you have any pictures?" etc. Not only will such questions remind students they had a worthwhile experience and help them to readjust, it will also help others in your community learn more about the world around us.

*Source: University of Wisconsin, International Academic Programs*

# MONEY MATTERS

## FINANCING A FRANKLIN EDUCATION

Franklin University Switzerland recognizes the importance of aid programs, both merit and need based. It is expected that the student and their parents/guardians will contribute to the fullest possible extent so that the University's limited resources can be shared most equitably among our qualifying students. Financial need is defined as the difference between the family's or students' available resources and the cost of attendance at Franklin University Switzerland.

Franklin does not discriminate on the basis of factors such as race, gender, sexual orientation, age, color, religion or religion origin, in our admissions and financial aid policies or practices.

## NET PARTNER

Net Partner is our student financial aid portal and all aid processes are managed through the portal, including financial aid applications for non-US students. User name and password to the portal will be shared once the student has been admitted to Franklin.

## FINANCIAL AID

### US Citizens/Permanent Residents

Students holding US citizenship or permanent residence must file the Free Application for Federal Student Aid (FAFSA) to be considered for need-based aid. For renewal of federal loans, this form must be completed online each year at [www.studentaid.gov](http://www.studentaid.gov). The federal school code for Franklin University Switzerland is G11683.

### Non-US Citizens

Non-US students must submit the Franklin University Switzerland Financial Aid Form to be considered for need-based aid. This form may be downloaded or submitted online via Net Partner.

### Financial Aid Renewal

Financial assistance will be renewed annually, providing the student maintains a minimum GPA of 2.5 for need based aid and 2.8 for merit awards and is in good social standing with no class two or three disciplinary actions. Students receiving institutional aid from Franklin are required to live in a University residence. If students choose to move off campus, their total aid will be reduced by 20%.

### EU tuition rate recipients

Citizens of Switzerland or an EU/EEA member state (see full list on our [website](#)), qualify for a special reduced tuition rate each year. This discounted rate is based on full time enrollment and mandatory campus housing. Should the student be approved to move off campus at any time during their studies at Franklin, they will no longer qualify for the special EU rate and it will be removed. The student will then be charged the full rate as listed on our [website](#). Students who no longer qualify for the EU rate due to moving off campus, can request to be evaluated for a merit scholarship.



**Federal Restrictions on Study Abroad for US students**

Any Franklin student who is a US citizen or permanent resident who plans to study abroad, take classes within the US or online should contact the Office of Financial Aid prior to making firm plans. Federal regulations place a severe restriction on credit transfers for current students at US Foreign Schools and students risk losing federal aid eligibility upon transferring credits to Franklin once they are enrolled with the school. This does not apply to credits earned prior to enrollment at Franklin.

**Additional Information**

For additional information about financial aid please visit the **Scholarships & Aid** section on our website. For more information contact the Office of Financial Aid at **finaid@fus.edu** or you can reach out Director of Financial Aid directly at **bursar@fus.edu**.

**PAYMENTS OF INVOICES AND FEES**

Full payment of invoices is due by July 28, 2023, for the fall semester invoices and December 17, 2023, for the spring semester invoices. Once registered for courses, students will be sent a billing statement payable on receipt. Failure to receive a billing statement does not relieve the responsibility to pay by the due date. If a statement is not received 10 days before the payment due date, please contact the Bursar’s Office in Lugano directly at **bursar@fus.edu**.

**BANKING**

All major Swiss banks are represented in Lugano. Swiss banks are open from 8:30 a.m. until 4:00 p.m., Monday through Friday. If you need to change money after normal banking hours or during the weekend, you may do so at the train station. The exchange office at the Lugano train station is open from 7:00 a.m. until 7:00 p.m., every day.

During the past few years, Swiss banks have become increasingly focused on private and investment banking, and students may find it difficult to open an account. Fortunately, advances in electronic banking mean that students can maintain their bank accounts at home, and with an ATM card they can access their funds from all European countries. This is also an advantage for parents since money can be easily deposited into the student’s home bank account, which eliminates any delay in the student receiving the funds and also avoids the expense of bank transfer fees. A valid passport as well as a residence permit are needed to open an account. Depending on the account and the bank, a deposit or minimum amount of credit may be needed.

**ATMS AND MONEY EXCHANGE**

ATMs/automated tellers are readily accessible around town, in supermarkets and at the train station. Visa and MasterCard are used throughout Europe and may be utilized for cash withdrawal from automated tellers with the appropriate PIN number. Money exchange can be done at local banks and at the train station. Western Union is available at the train station.

**HELPFUL NUMBERS**

**RECEPTION**

+41 91 985 2260

**POLICE**

117

**OFFICE OF STUDENT LIFE  
FRONT DESK**

+41 91 986 53 29

osl@fus.edu

**AMBULANCE**

144

**FIRE**

118

**ADMISSIONS**

+41 91 986 36 13

info@fus.edu

**HEALTH  
AND COUNSELING**

+41 91 986 53 11

medicalservices@fus.edu

**REGISTRAR**

+41 91 986 36 67

registrar@fus.edu

**BURSAR**

+41 91 986 36 23

bursar@fus.edu

**BOOKSTORE**

+41 91 986 53 27

bookstore@fus.edu

**24/7 EMERGENCY**

+41 79 211 4689

*Please use this number only in an emergency situation  
when you need to get a hold of your student.*



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