



University for Peace

# Student Handbook 2011 - 2012

# **UPEACE Student Handbook 2011-2012**

The Student Handbook is published by the University for Peace Department of Academic Administration (DAA).

Please note:

Policies, rules and regulations in this Student Handbook apply to all University for Peace students. It is the responsibility of each student to be aware of these policies and, as members of the University for Peace community, to conduct themselves accordingly.

The University for Peace reserves the right to amend these policies. Any policy changes during the academic year will be announced with enough time given prior to implementation.

If you have questions about the Student Handbook, please contact:

The Department of Academic Administration  
University for Peace  
P.O. Box 138-6100  
San José, Costa Rica

Telephone: (506)22-05-90-00  
E-mail: [admissions@upeace.org](mailto:admissions@upeace.org)



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# Academic Calendar

## Tuition due dates

First TUITION Payment due	15 July 2011
Second TUITION Payment due	15 October 2011

## First Academic Term: 17 August to 16 December 2011

Orientation Activities	17, 18, and 19 August 2011
First Day of Classes for all the MA Programmes	22 August 2011
Last Day of Classes	16 December 2011

## Second Academic Term: 11 January to 22 May 2012

Orientation for Natural Resources and Sustainable Development	11 - 13 January 2012
First Day of Class for all the MA Programmes and UPEACE Institute	16 January 2012
UPEACE Model United Nations Conference (UPMUNC)	1 - 3 March 2012
Last day of classes for all the MA Programmes	22 May 2012

## Third Academic Term: 23 May to 30 July 2012

Commencement ceremony	25 May 2012
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Final graduation project/internships term

Students must check with their academic department to make sure they have the correct due date for their programme

## UPEACE Institutional Breaks (UPEACE Closed)

Semester break	23 Dec. 2011 to 2 Jan. 2012 (until 15 January for students)
Semana Santa (Holy or Easter week)	1 to 8 April 2012

## Costa Rican Holidays (UPEACE and Costa Rican institutions Closed)

New Year	1 January
Holy Week (UPEACE CLOSED)	1- 8 April 2012
National Hero Day	11 April *
Labor Day (UPEACE CLOSED)	1 May
Annexation of Guanacaste	25 July *
Virgin of Los Angeles (UPEACE CLOSED)	2 August
Mother's Day	15 August
Independence Day (UPEACE CLOSED)	15 September
Encounter of Cultures Day	12 October *
Christmas Day	25 December

(\* ) Transferred to the next Monday if they are a Tuesday, Wednesday, Thursday, or Friday



# Mission of the University for Peace

The University for Peace (UPEACE) was established as a Treaty Organization with its own Charter under an International Agreement endorsed by the United Nations General Assembly in resolution 35/55 of 5 December 1980. The mission of UPEACE is:

*To provide humanity with an international institution of higher education for peace with the aim of promoting among all human beings a spirit of understanding, tolerance and peaceful coexistence, to stimulate cooperation among peoples, and to help lessen obstacles and threats to world peace and progress in keeping with the noble aspirations proclaimed in the Charter of the United Nations.*

The UPEACE Charter establishes that:

*“ . . . the University shall contribute to the great universal task of educating for peace by engaging in teaching, research, postgraduate training and dissemination of knowledge fundamental to the full development of the human person and societies through the interdisciplinary study of all matters relating to peace.”*

# Message from the Rector

Dear Students,

Welcome to the University for Peace in Costa Rica!

You are joining a world-wide network of professors, staff, students, alumni and supporters who have participated in one of our programmes, or who have contributed to UPEACE and its objectives.

Here on the UPEACE campus you will become part of a learning community composed of faculty, staff, students and visitors from many different countries, cultures and backgrounds. As UPEACE students you will be partners as well as participants in the learning and teaching process, contributing greatly to each other's knowledge and cross-cultural understanding. You will help to create opportunities for mutually respectful sharing, dialogue and celebration which embody the process and practice of peace-making. Your participation in this process will leave a lasting legacy here at UPEACE.

In addition to useful information, the UPEACE Student Handbook presents regulations and procedures for student-related issues. All students are accountable for reading this document and abiding by its contents. I hope you will become involved in this community, a unique international education opportunity, not only as graduate students, but also as student leaders, participants in the life of our campus community, as volunteers for activities that interest you, and as mentors to each other when needed.

I look forward to your contributions to the UPEACE community, and as responsible leaders for a more peaceful world.

With best regards to each one of you,

John J. Maresca  
Rector

## Department of Academic Administration (DAA)

The main function of DAA is to assist in the integration of students into a diverse learning community; promoting their intellectual, social, spiritual and career development and supporting them in their quest for lifelong learning and global citizenship.

DAA oversees the development and implementation of university policies related to student affairs. It also provides information, referrals and other assistance to students and alumni, and works closely with academic and administrative units to promote student success.

### The Department of Academic Administration main functions are:

- Admissions
- Registration / Records
- Career Counseling
- Alumni Affairs
- Student Services:
  - Housing
  - Visas
  - Payments and Insurance
  - Transportation

### Head of Academic Administration:

Ms. Carla Ortiz  
[cortiz@upeace.org](mailto:cortiz@upeace.org)

### Academic Administration Officers:

Ms. Fina Farfán  
**Registrar & Records Officer**  
[ffarfan@upeace.org](mailto:ffarfan@upeace.org)

Mr. Leonardo García  
**Alumni Affairs and Special Programmes Officer**  
[lgarcia@upeace.org](mailto:lgarcia@upeace.org)

Ms. Rosario Gutierrez  
**Admissions Officer**  
[rgutierrez@upeace.org](mailto:rgutierrez@upeace.org)

Ms. Christine Oatis-Skinner  
**Career Officer**  
[coatis@upeace.org](mailto:coatis@upeace.org)

Mr. Oscar Portillo  
**Admission Consultant**  
[oportillo@upeace.org](mailto:oportillo@upeace.org)

## **Student Support Services:**

Ms. Cynthia Diaz

### **Student Visa Support**

[cdiaz@upeace.org](mailto:cdiaz@upeace.org)

Ms. Vanessa Granados

### **Student Payments and Evaluation Support**

[vgranados@upeace.org](mailto:vgranados@upeace.org)

Ms. Marta Cuadra

### **Housing and Student Insurance Support**

[mcuadra@upeace.org](mailto:mcuadra@upeace.org)

Mr. Eddy Quesada

### **Records Archivist and Student Mail Support**

[equesda@upeace.org](mailto:equesda@upeace.org)

## **DAA Contact Information by specific area of interest:**

### **Housing:**

[housing@upeace.org](mailto:housing@upeace.org)

### **Student Payments:**

[payments@upeace.org](mailto:payments@upeace.org)

### **Student Insurance:**

[insurance@upeace.org](mailto:insurance@upeace.org)

### **UPEACE Institute / Electives:**

[institute@upeace.org](mailto:institute@upeace.org)

### **Visas:**

[visas@upeace.org](mailto:visas@upeace.org)

### **General Information on Admissions:**

[admissions@upeace.org](mailto:admissions@upeace.org)

### **Alumni:**

[network@upeace.org](mailto:network@upeace.org)

### **Transcripts and Diplomas**

[registrar@upeace.org](mailto:registrar@upeace.org)

## Security and Safety

The UPEACE emergency line, 8310-6060 is available to provide information during emergency situations. This number is available 24 hours a day, 7 days a week including Holidays. However, in Costa Rica sometimes cell phone service is temporarily down due to weather conditions or location. In case this number cannot be contacted, please call the UPEACE main number 2205-9000, which will be answered by a Security Officer during off hours. They will then contact someone who can provide assistance.

**Emergency  
UPEACE Emergency line**

**911  
8310 6060 or 2205 9000**

### Guidelines for General Safety

As a UPEACE student, you must take measures to protect their safety, and are expected to observe the following safety guidelines while in Costa Rica or traveling within the Central American Region:

- Be responsible for your personal safety
- Do not walk alone on the road to and from UPEACE or anywhere in Costa Rica at night.
- Celebrations and other leisure time activities should be done in company of classmates or other known persons in a respectful and responsible way
- Inform host families or friends of your whereabouts on weekends and vacations
- Protect personal belongings, e.g. laptops, passports, electronic devices, money, etc.
- Never provide your bank account information to other parties
- Avoid carrying large amounts of cash, if you really need to carry cash keep it hidden
- Keep your original passport stored in a safe place, if you must carry it please keep it hidden because passports can be stolen
- Do not open your door to unknown persons
- Keep emergency phone numbers handy at all times. The UPEACE emergency number is: **83-10-60-60** or **22-05-90-00**.

The University for Peace has security measures in place to safeguard students, staff and their property. Students are expected to pay attention to any safety alerts and instructions. For security reasons, it is required that students always wear their IDs while on campus.

Also, for security and natural disaster reasons students must keep DAA informed about any address and phone number changes.

UPEACE Contingency Plan

The purpose of the contingency plan is to alert and inform the UPEACE Headquarters community on the measures which will take place if passage on the road to El Rodeo is unsafe or impossible. This contingency plan has been designed with the safety of the UPEACE Headquarters community as a priority consideration.

The contingency plan applies to all persons (staff, students, visitors, personnel of outsourced services –excepting security personnel–, etc.) that stay on campus. The full document is available to students at the Student Intranet page available on the UPEACE home page ([www.ucepeace.org](http://www.ucepeace.org)) “quick links” drop down menu at: <http://student.ucepeace.org/index.cfm>

## United Nations Security Regulations

The University for Peace abides by the United Nations Security Regulations, mandated by the UN Department of Safety and Security; therefore all UN security measures apply to UPEACE staff and students as long as all requirements are fulfilled by them.

In order to be covered by these measures it is important to keep updated contact information at DAA and to take the UN Basic Security in the Field Course. DAA will provide the correspondent UN security authorities in Costa Rica all the necessary contact information of UPEACE staff and students for their protection. For those students traveling to areas considered by UN as preventive security areas (Phase 1 and higher) it is necessary to also do the UN Advanced Security in the Field Course.

The protection provided by UN security authorities includes: evacuation from disaster areas, and a pep kit for protection against HIV/AIDS for emergency cases, among others.

DAA will coordinate the UN Basic Security in the Field and the UN Advanced Security Courses for students during the course of the first academic term. A certificate of completion will be provided at the end of each course and placed in the Student Records File, proving that the courses have been achieved.

## On-Campus Security Guards

The University for Peace is committed to ensuring the safety and well-being of its community members. Recognizing that a safe environment is a shared responsibility, a private security company offers 24-hour protection.

Any concern or complaint about these matters should be addressed to the Operations Unit by contacting the Chief of Operations, Mr. Warner Masís, by email: [wmasis@upeace.org](mailto:wmasis@upeace.org) or by phone: (506) 22059042.

Besides UPEACE Campus security measures, students are responsible for their personal belongings. The students are advised not to leave any personal belongings unattended, particularly in such public places as the cafeteria, classrooms, meeting rooms, library, student lounge or corridors.

The University does not take responsibility for lost or stolen articles.

Students must help to maintain a peaceful and secure environment and take responsibility for informing security of any suspicious situations on campus that may affect the wellbeing of others. Reports about security must be addressed to the Chief of Operations at the above email and phone number.

Students are allowed to invite family and friends to visit UPEACE the UPEACE Campus, with the understanding that their guests must comply with all campus regulations, including registering at the main entrance, wearing the visitor's ID and not consuming or distributing drugs on campus.

## Student IDs

All students will receive a UPEACE provisional student ID at registration and they will be notified when the permanent IDs are ready at DAA. This ID will be signed by the Head of Academic Administration.

- To enter the University campus, use of the student ID is mandatory. It must be worn in a visible manner at all times while on campus.
- If a student is not wearing his/her ID, the security guards may request the student to provide

another ID.

- Lost student IDs must be reported immediately to DAA in order to make a replacement.
- The student ID replacement fee is \$15 US. Upon payment of the fee, the DAA will provide a provisional ID that the student will wear at all times until the new ID is ready.

## Earthquake

Costa Rica is located in an area with many volcanoes and fault lines. Therefore since Costa Rica is susceptible to upheavals (not all of which are large), it is best to be prepared in case there is a major earthquake.

In the event of an earthquake you must:

- Stay calm and walk quickly- not run-towards the nearest exit
- Keep away from areas close to windows, trees, lamp posts, or electrical terminals or anything else that could fall on you
- Go to the security areas identified with green signs located around Campus
- **After an earthquake:**
  - Do not walk barefoot since there might be glass or other sharp objects on the floor/ground.
  - Electricity, water, gas, internet and telephones may not be working after an earthquake. The police and fire departments are likely to be tied up. If the phone is working, only use it in case of emergency.
  - At home, be aware that items may fall out of cupboards or closets when the door is opened. Check for cracks and damage to the roof and foundation of the facilities.
  - Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur.
  - If leaving home or going on a trip, leave a message telling friends and family of your location.
  - Do not enter damaged buildings.

## Fire

Especially during the dry season, there can be forest fires in the El Rodeo area. A team of UPEACE staff and local citizens are trained to fight these fires. There has never  
In case a fire breaks out, student must:

- Stay calm and not run or push others, as it may cause panic
- The first one to see the fire must go to the nearest fire alarm and pull the handle. The alarms are located in the following places: library, reception area and the audiovisual studio. Use the extinguisher by following the instructions on the tag. Otherwise, please call the nearest Security Officer by using the UPEACE emergency line: **83-10-60-60** or **22-05-90-00**
- Go to the security areas identified with green signs on the lawns surrounding UPEACE.

## Medical Services

The University provides students and staff with basic medical services<sup>1</sup> through an outsourcing company on a daily basis. This service is overseen by the Department of Human Resources at UPEACE.

The Infirmary is located next to the stairs by the main parking area. A male doctor is available from 8:00 a.m. to 12:00 pm, and a female doctor from 12:00 p.m. to 4:00 p.m., Monday through Friday.

### Coverage of medical services

- Appointments include: medical consultation, emergency evaluation and procedures: vaccination, sutures, etc. This medical service does not replace any treatment or programme you have with your private family doctor or specialist.
- Information about specialists and their contact information is also available from the doctors on campus.
- The doctor's appointment on Campus is free of charge but prescribed medication and lab tests are the student's responsibility to pay for and may be obtained at local pharmacies or private laboratories.
- On campus medical services available for additional charge include: lab exams, dental procedures and vaccinations.
- It is important to note that the on Campus medical services do not cover relatives or friends. However, referrals may be obtained from the Doctors.
- **Important:** the doctors covering the day shift are responsible for patients during office hours (8:00 - 4:00, Monday through Friday). Outside of this time, patients will be referred to a private or public clinic for treatment.
- The cost for treatments outside the scope of the on-Campus Medical Services are the responsibility of the student.
- The on-Campus Doctors may be contacted by phone: (506) 22-05-90-45 and/or email:

Dra. Tatiana Sorto, e-mail: [tsorto@upeace.org](mailto:tsorto@upeace.org)

Dr. Raul Moreno, e-mail: [rmoreno@upeace.org](mailto:rmoreno@upeace.org)

- In the event of emergency situations or unforeseen circumstances, the doctor will notify the Human Resources Department and DAA as soon as possible.
- Procedures performed by at the Medical Office with costs associated are not covered up front by any insurance. They must first be paid out of pocket and then reimbursement must be requested by the student with the insurance contractor.

## Insurance

UPEACE Students are insured by the Costa Rican Social Security Health Insurance (also known as Caja or CCSS) and a supplemental health insurance policy carried by the University.

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For this reason UPEACE provides students with supplemental health insurance. Detailed information about this insurance will be provided during orientation. However, this policy (HMT) does not cover students in their countries of origin. Therefore UPEACE recommends that students also obtain private insurance that covers them worldwide.

## **Personal Assistance**

If students have personal concerns, they may consult with any of these staff members, who are part of a confidential volunteer service:

Yamilé Salas: email: [ysalas@upeace.org](mailto:ysalas@upeace.org)

Laura Arroyo: email: [larroyo@upeace.org](mailto:larroyo@upeace.org)

Charles Skinner: email: [cskinner@upeace.org](mailto:cskinner@upeace.org)

These members of the staff are available to students for purposes of confidential consultation and referral. Since the University is an open higher education institution, students may also present their concerns to any other staff member or senior manager at UPEACE.

## **Student Temporary Residency (STR) for Costa Rica**

UPEACE follows Costa Rican regulations regarding visas and immigration, for details about the Student Temporary Residency process, please refer to the DAA Information for New Students Document sent to all students in June of 2011 or refer to appendix A of this Student Handbook.

Please note that documents that are submitted at registration for Immigration purposes (Birth Certificate and Criminal Records) will not be returned to you.

In cases when students are not able to obtain the pre-approval of the Student Temporary Residency (STR) at a Consulate outside of Costa Rica, they are able to file a request for the STR through DAA upon arrival in Costa Rica. This process will have an additional cost of US\$ 200 payable to DAA.

DAA's role is to assist students with the application process for the STR, to make it possible for students to focus on their studies, not wait in long lines or deal with a difficult and constantly changing Costa Rican immigration system. However, DAA and the University for Peace have no control over the amount of time that may be taken to resolve STR requests, or unforeseen additional requirements or decisions that the Costa Rican Immigration authorities may impose. Therefore neither UPEACE nor DAA may be held responsible for difficult situations with the Costa Rican Immigration Authorities.

## **Computer and Internet Resources**

Wireless internet access is available throughout the UPEACE campus and all students are given an official UPEACE email address that will be used to send official information about academic and administrative information; and communications about emergency situations.

**The University assumes that students have received and read all official email communications in a timely manner**

Desktop computers are available in the Technology Learning Center for student use; if any student does not have access to a laptop, they can use these resources to check their official email communications. UPEACE will not be held responsible for any outcomes related to unread emails.

It is forbidden to remove network cables from any of the computers in the Technology Learning Centre and/ or the Library.

No food or drink is allowed in the Technology Learning Centre.

# Library

The University for Peace Library offers its services and collections in support of study and research. Reference librarians are available to provide assistance in locating information, identifying search strategies and guiding students towards appropriate resources.

Students must present their ID card to check out materials from the Library; they cannot have more than 7 books checked out at the same time. Books can be kept for up to 8 days and can be renewed for similar periods unless another student has requested that same item. Each student is responsible for returning books and reference materials checked out under their name.

As a graduation requirement, all books must be returned to the Library.

The Library operates from Monday through Friday. The hours will be announced during orientation and are also posted on the Library door. In exceptional situations, such as extended holidays for students, the Library hours may be adjusted. Students will receive notification of such changes.

No food or drink is allowed in the Library or Technology Learning Centre.

## Books for alumni and General Public

Alumni can borrow 3 books for a period of 8 days, and they must fill out a registration form at the Circulation Desk.

The general public can use materials only at the Library. To take materials home, it is advisable to do it through the inter-library loan system, for which the Library has agreements with most of the Libraries in Costa Rica.

## Audiovisual Equipment

The Audiovisual Unit (AVU), at the Department of Development and Communications (DDC), provides audiovisual equipment for student, faculty and staff projects.

Depending on equipment availability, the following users are eligible to use equipment under the media checkout programme:

1. Students with academic projects who intend to use media equipment in fulfillment of classroom assignments that directly require the use of media equipment. Preference will be given to students of the Media, Peace and Conflict Studies MA Programme.
2. Approved Community service projects will also be considered.
3. University academic and non-academic staff.
4. Current students who intend to use high-tech and media equipment in fulfillment of classroom assignments that directly require the use of media equipment.

In the interest of equity, audio-video equipment is provided for short-term loans only (two working days). Proposed loans for longer periods should be discussed with the AVU Coordinator well in advance (at least two weeks) of the proposed loan.

Academic and non-academic staff and students are responsible for damages to AV equipment resulting from negligence. They are not responsible for normal wear and tear damage to AV equipment.

In accordance with current procedures, a member of the staff may borrow equipment on behalf of students they are supervising, but the appropriate department remains responsible for ensuring equipment is used in accordance with University policy, and that it is returned undamaged and on-time.

### **The responsibilities of the user include:**

- To return the equipment at the end of the loan period to the Audio Visual Unit;
- To take all steps to prevent damage to, or loss of, the equipment while on loan;
- To ensure that any university equipment is used lawfully and in accordance with UPEACE policies (specific attention is drawn to asset management, intellectual property and ethics policies);
- To refrain from lending this equipment to third parties;
- To provide consumable items such as batteries, tapes, etc. Some of these items are available for sale in the photocopy facility, Copias Activas.

Only users with the proper training in the use of the equipment will be allowed to use the equipment.

Users may ask the AVU for training in the correct use and care of audiovisual equipment. Introductory workshops will be available for users at the beginning of each academic year. Individuals or groups with specific needs can request special training sessions.

See Appendix B for the checkout/reservation process of audio visual equipments.

## **Printing, Photocopies, Scanning and Faxing Services**

Printing, photocopy, scanning, faxing and thesis binding services are provided by an outside vendor, **Copias Activas** which is contracted by UPEACE. Its office is located in Building #2 before the Medical Services Office.

The on-campus photocopy service is available to students Monday through Friday and it offers printing, scanning, binding and photocopying services. Refer to Appendix B for details about these services.

## Career Advice Consultation

UPEACE offers support to all students in their career development, through the Career Officer in the Department of Academic Administration. Workshops and annual internship information fair are held at the UPEACE Campus. Confidential one-on-one assistance is also provided through consultations. See Appendix B for details.

## Number of Credits per Programme

<b>Master Programme</b>	<b>Number of Credits</b>
Environmental Security and Peace	40
Environmental Security and Peace-Climate Change Specialization	40
Gender and Peace Building	40
International Law and Human Rights	40
International Law and the Settlement of Disputes	40
International Peace Studies	42
Media, Peace and Conflict Studies	42
Natural Resources and Peace	40
Peace Education	40
Responsible Management and Sustainable Economic Development	40

<b>Dual Degree Programmes</b>	<b>Number of Credits</b>
Natural Resources and Sustainable Development (UPEACE-American University)	21
International Law and Human Rights Media, Peace and Conflict Studies	21 21
Sustainable Development (UPEACE-Hankuk University)	21
Media, Peace and Conflict Studies (UPEACE-Innsbruck University)	23

# Registration

## 1<sup>st</sup> Term Registration

To register in a University for Peace graduate programme, students are required to:

1. Send the confirmation of Enrollment Form
2. Make the required payment (this does not apply to students on full scholarship)
3. Sign the Financial Terms and Conditions Form
4. Complete and submit immigration documentation

Students will not be added to the class lists until these steps have been completed.

## 2<sup>nd</sup> Term Registration

For students to register for the second term there must be no outstanding balance on their account and the second term payment must have been received in full. Also, students must have filed the STR request at Immigration.

# Student Payments (Tuition)

## Full-Time Students

A “full-time student” is enrolled in one of the UPEACE MA Programmes, is attending the courses according to the required schedule, and is accumulating the necessary credits for their degree within the specified period of time.

The minimum number of credits required for all UPEACE MA Programmes is 40 credits within an 11 month period. Exceptions are for students of the dual MA in the Natural Resources and Sustainable Development Programme, and students from Hankuk Dual Campus Programme, who are required to take a minimum of 21 credits within twelve months at UPEACE. This number is equivalent to the number of credits these students are required to complete through American University and Hankuk University, respectively.

## Tuition for the Academic Year 2011-2012:

Full time enrollment in one academic semester or term is US \$13,176.

Tuition for a 3-credit course is US \$3,915.

Individual credits are US \$1,305 each.

## Due Dates

Tuition should be paid in two installments according to the following due dates:

**First payment:** 15 July 2011

**Second payment:** 15 October 2011

## Consequences of late payments

Tuition payment is due and payable on the dates indicated above.

Students who fail to pay by the due date will be prohibited from registering for the second term; using student services such as the library, printing, Internet, or receiving transcripts or certifications, etc. It is a student responsibility to provide proof of payment in order to restore such services.

In addition, a US \$50 administrative fee will be charged every month until payment is made in full.

## Withdrawal and Reimbursement Policy

If a student withdraws his/her enrollment from UPEACE, they must inform the Head of Department and the Head of Academic Administration in writing, indicating the date the withdrawal is effective and explaining the reasons for withdrawal.

- If the withdrawal is within the first four weeks of classes in the academic term, the students will receive a reimbursement of 60% of the payment already made.
- If withdrawal is after the first four weeks of classes in the academic term, the student will receive 40% of the payment already made.
- Fees are non-refundable.

## Academic Advising

During the academic year, UPEACE students receive academic advising from faculty members in their own or other departments. For specific information related to course enrollment, assignments, or graduation requirements, students must consult with their Heads of Departments.

In the second semester, students are assigned an advisor to guide them towards their final graduation requirements. Students may suggest the name of a faculty member to serve as their advisor. The final decision lies with the respective Head of Department.

## Switching courses

Students wishing to attend courses offered in other programmes may do so after consulting with their Head of Department and the Head of the Department offering the course they wish to attend. Approval of course switch lies with the two Heads of Departments based on their assessment of several factors related to the course's relevance to the student's studies, course enrollment, and the mandatory or required nature of the course that the student wishes to substitute.

Students wishing to switch courses must request the Switch Course Form (2 copies) at DAA office. The form must bear both Head of Departments signatures, and be submitted with all the requested data to DAA and to the corresponding Academic Department. **Incomplete forms will NOT be accepted.**

# Change of Programme

Due to effects on the overall distribution of students in the academic programmes and the financial implications it may have on the academic departments, only in exceptional circumstances will the University authorize a student to change to a programme different from the one to which the student was admitted.

## I. Deadline

The deadline for requesting a change of MA programme is the last Monday of the Foundation Course in order to allow the Head of the MA programme that the student wishes to switch into enough time to conduct the necessary process of determining whether or not the student is eligible for enrollment in that particular programme.

The Head of the Academic Departments involved in any programme change process must inform the members of the General Admission Committee about any approvals for programme change on the last Friday of the Foundation Course at the latest. The student should be immediately informed about the approval in order for him/her to begin the new programme's Foundation Course in the following week. The **Request to Change Programme Form (RTP)** must be properly completed before any change of programme will be considered official. **No changes will be allowed beyond these dates.**

## II. Implications

- a. **Immigration:** Establishing the deadline enables DAA to begin the process of the Student Temporary Permit, with the new programme name; avoiding the additional costs and paper work this would add if the change is produced after the permit has already been requested.
- b. **Financial:** The UPEACE General Admission Committee (GAC) creates a strategy, every year, to allocate financial assistance funds to the academic programmes with fewer applicants.

## III. Process of Approval to Change Programme

1. The student must fill out sections 1, 2, and 7 of the Request to Change Programmes Form (RTP) and submit it to the Head of Academic Administration by the given deadline with a note of request for change of programme to:
  - a. The Head of Academic Administration.
  - b. The note must be copied to the Head of Department of the programme in which the student is enrolled, the Head of Department of the programme the student is applying for and the Vice Rector for Academic Affairs.
2. Additionally, the student must attach a statement of purpose reflecting his/her motivation to change to the new programme.
3. The Head of Academic Administration will provide the application file with the new statement of purpose to the Head of the Academic Department the student is applying to, for evaluation by the Department Admission Committee (DAC).

4. The DAC will evaluate the student's application following the regular procedures. DAA will provide the needed forms to each DAC evaluating member.
5. Once the DAC has reached a decision, the Secretary of DAC will inform the General Admission Committee (GAC) members about the decision to admit the student or not.
6. If a student is admitted to the new programme, the Head of the new academic department will sign section 3 of the Switch Programme Request Form (RTP) and pass it to the Head of the previous academic department, for his/her signature.
7. If the DAC decides not to admit the student, no further action by the GAC is required.
9. If financial assistance had been granted during the previous admission process, the GAC will discuss the financial implications of this change, until a decision is reached as to whether or not this financial assistance should be switched to the other programme.
10. If the financial assistance is transferable to the new MA programme, the Chair of the General Admission Committee (GAC) will indicate it so in section 5 of the TPF, sign it, and return it to DAA.
11. The Head of Academic Administration will proceed to inform the student about the decision regarding his/her request to switch programmes.
12. The four copies of the RTP will be used as follows:
  - a. One copy of the form will go to DAA who will file the form in the student record and, if the request is approved, will proceed to update the corresponding student lists and inform the concerned parties.
  - b. Another copy of the form will be sent to Head of Finance who will proceed to update the financial records.
  - c. The two last copies will be provided to the two Heads of Department involved in the process.

## Student Records

### General Definition and Handling of Student Academic Records

Student Records are official and confidential documents in custody of the University for Peace. Therefore all documents containing student personal information must be treated with the utmost discretion and privacy.

Documents provided by a student in order to be admitted to an academic programme or other related processes, are the property of the University for Peace. All student academic records are managed and kept in DAA.

Documents required for admissions will not be returned to the applicants after the decisions regarding admissions have been made. Once the admissions process has been completed, these documents will become part of the student academic record at UPEACE.

If an applicant is not admitted to an MA programme, the application documents will be kept by DAA

for 3 years. If the applicant has not re-applied to an academic programme during this period of time, the documents will be destroyed.

### **Location of Student Academic Records**

DAA maintains the official academic record of each student in perpetuity. To this end, the Department also maintains each student's accurate mailing address and contacts students regarding official academic actions taken by the University, for example revision of grades, notification of academic misconducts, extension of Final Graduation Assignment deadlines, etc.

In cases when the Academic Department notifies students of any official academic action, a copy must be sent to DAA to be filed in the student's academic record.

### **Persons Authorized to Review Student Academic Records**

#### 1. Students and alumni

Students have the right to inspect and review their own official academic records at DAA, in the presence of a Department Academic Administration staff member; and have the right to challenge records when they are inaccurate, misleading, or otherwise in violation of the student's privacy rights. This applies to students presently enrolled at UPEACE and alumni, but not to applicants seeking admission to the institution.

#### 2. Heads of Department, the Legal Office, and Faculty Members

The Heads of Academic Departments, other faculty members, and the Office of the Legal Advisor also have the right to inspect and review the student academic records at DAA, in the presence of a DAA staff member.

### **Information to Third parties**

Upon the request of students or alumni, UPEACE will provide some of the information contained in the Official Academic Student Record, for professional and academic purposes.

In cases when academic institutions or employers contact DAA to verify academic credentials obtained at UPEACE, DAA will confirm such credentials without the intervention of the students or alumni.

Students will be able to obtain copies of documents from their own student academic record, such as transcripts, CVs or similar documents, excluding letters of recommendation, upon approval by the Head of DAA. Such copies will have the Department's seal indicating that the documents were photocopied from the UPEACE Student Academic Records.

During the admission process, DAA will provide the application files to the respective Department Admission Committee (DAC) evaluators for assessment. Once the evaluator completes the corresponding evaluation form, the file is returned to DAA for further processing.

DAC members must assure the confidentiality of such documents and respect the policy stated in this document. No access to these documents will be given to other students, interns and unrelated parties. DAC members are in charge of the safekeeping of these documents.

Mishandling of application files and student records or disrespect of this policy will result in disciplinary actions in accordance to the UPEACE Human Resources Manual.

### **Removal of Student Academic Records**

Under no circumstances are any of the documents to be removed from the student academic records.

The student academic records may leave DAA, only if authorized by the Head of Academic Administration for specific, authorized reasons. The Rector, the Vice Rector and the Associate Vice Rector of the University will approve the transport of such records to other Departments of the University for Peace, if they consider it necessary. In such circumstances, all student academic records must be returned intact to DAA.

### **Confidential Information in Student Academic Records**

Official documents such as grades, criminal records, etc. will be kept confidential.

Faculty and non-faculty staff have an ethical responsibility to honestly answer questions on recommendation forms and other documentation regarding a student's conduct during an academic programme. Therefore, if a student requests that a professor or any other staff member fills out one or more recommendation forms for further studies or job applications; or if any institution requests information about the conduct of the student through any other means for the mentioned purposes, the staff member must honestly refer to academic or disciplinary violations if the document specifically requests this information.

## **Academic and Administrative Matters**

For dealing with any concern related to academic affairs, whether academic or administrative, students have several options. If the concern is related to a current course the student is attending, the matter should first be addressed with the course professor. If not satisfied, the student may address the matter with the resident faculty, then the Head of the Department, the Associate Vice Rector and then the Vice Rector.

For other academic issues, students should contact their advisor and then the Head of the Department of their programme.

Matters involving student life issues may be addressed initially with the Head of Academic Administration and subsequently with the Associate Vice Rector and then the Vice Rector, if necessary.

## **Academic Grievances**

Grievances are often resolved informally and satisfactorily between students and staff, or among staff members. Therefore, when students have a grievance of any type, they should try to address it directly with those involved. If the issue is not appropriately resolved, the student might engage Faculty members and Department Heads, and/or members of DAA. If informal approaches are not satisfactory, a formal complaint might be filed with the Vice Rector, who will then appoint a three person committee to review the complaint and issue a decision. An appeal to that decision might be filed with the Rector, who in

turn will form a different committee of three persons to make a final decision. Grievance committees will conduct their work and issue decisions within three weeks of filing complaints or appeals.

## Grading System and Granting of Credits

1. At UPEACE, one credit is equivalent to 15 classroom hours. Each classroom hour is 50 minutes of actual teaching time. A three-credit course, for example, is therefore 45 classroom hours. This is equivalent to three hours per day, with a half hour break, Monday through Friday for three weeks.
2. UPEACE grades are based on a 10-point scale. The minimum passing grade is 7.0. Students must keep a minimum weighted average of 8.0 in each term to maintain enrollment at UPEACE, and an overall weighted average of 8.0 to graduate.
3. Although UPEACE applies a numerical scale for grading, for the purposes of comparison and interpretation by other higher education institutions, the following conversion is suggested:

<b>UPEACE Grade</b>	<b>Letter</b>	<b>Grade</b>
9.5 – 10 9.0 – 9.4	A A-	Excellent
8.5 – 8.9 8.0 – 8.4	B+ B	Good
7.5 – 7.9 7.0 – 7.4	C+ C	Satisfactory
Below 7.0	F	Fail

4. Once the grade is reported to the DAA, it will be reflected on the permanent student record.
5. On occasions when a final grade is not available, the transcripts will report the following temporary symbols:
  - IP (In Progress): when, at the time of issuing the transcript, the assignments are still under preparation, within the normal time frame of the respective academic community.
  - N (No Report): when the student has submitted all required assignments within the normal time frame of the academic activity, but the professor has not yet submitted the grades.
  - I (Incomplete): when the student has not been able, because of justifiable and extenuating circumstances to complete the assignments within the normal time frame of the academic activity.
  - X (Failed due to absence): when a student enrolled in a course never attended or ceased attending the course and assessment of academic performance could not be rendered. This grade will be assigned by the professor.

If the courses for which grades are missing are required to complete the degree credits, the student will NOT receive the Diploma and final transcript until the course has been completed and the final grade results reported to DAA.

If the course is in addition to the minimum number of credits needed for graduation, the student is eligible to receive the Diploma and final transcript and may decide whether or not to finish the course.

6. Within five weeks after the end of class, the Academic Department will report the final grades assigned to each student to the DAA, explaining who has dropped/failed the course or has pending assignments for the final grade.
7. The Academic Departments will first release grades to the students. After a two week appeal period, the final grades will be sent to DAA.
8. Failing a course (not achieving a grade of at least 7.0) will result in that course not being counted towards the required number of credits for graduation. Upon a request from the student, the Head of Department and the Vice Rector may develop options for the student to make up the failed course.

### Pass/Fail Grading:

Each programme may choose up to six credits from the list of courses that may be evaluated as pass/fail. The decision of evaluating a course as pass/fail or with the numerical system rests with the respective department, in consultation with the Validation Subcommittee. Pass/fail grades must be approved as part of the grading system for an entire course, or a specific assignment, and must apply to all students attending a course.

**A pass grade will be assigned to all students who obtain 7 to 10 in the UPEACE numeric grading system. A fail grade will assigned to students who obtain a grade below 7.**

### Course Categories:

**M:** Mandatory: These are courses required by each Masters Programme, and must be completed in order to graduate with a degree in the programme. In very exceptional cases, decided by the Head of Department, when a student proves that s/he had completed a course equivalent to a Mandatory course, a waiver from attending such course may be granted. It is the responsibility of the student to attend a different course in lieu of the waived one (following proper guidelines for changing courses), and to ensure that they accumulate the number of courses/credits required to graduate.

**O:** Optional: These are courses offered in each Master's Programme to enrich students' knowledge and skills in their area. Students, in consultation with the Head of Department, and within certain limits that are set in the respective program description may opt to attend courses offered in other programmes during the same period that an optional course is offered in their programme. It is the responsibility of the student to attend a different course in lieu of the waived one (following the proper procedure for changing courses), and to ensure that students accumulate the number of courses/credits required to graduate.

# Graduation Requirements

To graduate means that the student has successfully completed the required course credits and the Final Graduation Assignment and is eligible to receive the Diploma and the transcript reflecting these results.

To graduate, the following processes must be completed:

- Submission of the “Graduation Checklist” to the DAA prior to departure.
- Submission of the Final Assignment Grade Report, the Final Assignment Remittance Checklist and Final Grade Report to the DAA by the Head of the Academic Department.
- For Internship Reports and Independent Study Reports the Final Report should be filed with the Academic Department.
- Submission of two hard copies of the Final Independent Study Report: one to the Library and one to the Academic Department.
- Maintenance of good financial standing with UPEACE regarding tuition and other student affairs.

## Graduation Extensions

Each Department establishes its own guidelines for final assignment specifications, within the general guidelines of UPEACE. As a general rule, final assignments must be submitted on the Department’s specified date prior to graduation.

Students who do not complete the final assignment on time must request an extension from their Head of Department.

### 1. Internship extensions

Students who require an extension of enrollment to pursue an internship must perform the following steps:

- a. The student must send an email to the Head of the Academic Department requesting the extension; they must copy the Head of Academic Administration. In the message, the following information must also be clearly stated:
  - i. New proposed deadline. Students will need to choose from the following extension options:

1. Until the start of the new academic year’s Orientation, or

2. Until the end of the first term of the academic year that follows their Class year, or
  3. Until the end of July of the academic year that follows their Class year.
- ii. They must also indicate if they will stay in Costa Rica to pursue their internship or if they will travel abroad.
- b. The Head of the Academic Department must send an email to the Head of Academic Administration, approving the request for deadline extension and clearly stating the new deadline.

## Remaining in Costa Rica

- If students will remain in Costa Rica for the extension period, they must pay the costs of extending their Health insurance policies (Costa Rican Social Security<sup>2</sup> and HMT<sup>3</sup>) and the Student Temporary Residency, which varies from year to year<sup>4</sup>.
- In addition to the fees in point b above, the students must also pay the US\$ 100 extension fee.
- While enrolled, students must continue to observe UPEACE policies.
- Upon request by email, DAA will provide a certification letter stating that the student is enrolled.
- If additional extensions are necessary, they must be requested at least one week in advance of the expiration of the previous extension.

## Going abroad

- If the student will be traveling abroad, it would not be mandatory for them to extend the insurance policies and the Student Temporary Residency for Costa Rica.
- These students must also pay the US\$ 100 extension fee.
- Students can extend the supplementary HTM health insurance to cover them abroad (this insurance will not provide coverage in their home country).

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2 the cost for Costa Rican Social Security Insurance is 11,000 colones monthly  
3 and the cost for the required supplemental HMT health insurance is \$ 33 monthly.

4 As of July of 2011, the cost for extension of STR is \$60

- Upon request by email, DAA will provide a certification letter stating that the student is enrolled
- If additional extensions are necessary, they must be requested at least one week in advance of the expiration of the previous extension.

## Exceptional cases

- In cases when the programme requires an internship for graduation, the extension fee will not apply during the duration of the internship. Fees related to STR and Health Insurance will still apply if the internships are in Costa Rica.

## Internship Graduation Requirement and Process

This policy applies to students who have the option of graduating from their respective programmes by fulfilling the requirements of an internship, instead of a final graduation project.

The main internship requirement entails the submission of the following requirements:

- An internship proposal
- An internship mid-term report
- An internship final report

Each academic department produces specific guidelines for the processes and products indicated above.

The student is evaluated by their internship advisor at UPEACE on the basis of the above documents, while the host institution supervisor approves the final report and contributes with an overall evaluation of the intern's performance, which counts as a percentage of the final internship grade.

After having the final report approved, the student will submit a comprehensive Internship Report, which will include all the documents indicated above, under one cover and format. **When the requesting institution requires confidentiality, the final copy of the Internship Report will be filed at DAA.**

The procedure for graduation will therefore be:

- The comprehensive internship report will be filed and reserved at the department level (i.e. not in the library), open to consultation of interested UPEACE parties.
- The department will submit the final internship grade and the evaluation reports of the student work (advisor and host institution) to DAA.
- With the above requirements fulfilled, in addition to the final graduation checklist with appropriate signatures, DAA will be able to issue the diploma.

# UPEACE Second MA Degrees

## Introduction

Upon completion of a UPeace first degree (having been awarded the corresponding diploma) and fulfillment of all financial commitments to UPeace, students and alumni are invited to apply to a second MA programme. A second degree can be completed by taking courses mandatory for the second MA to be pursued at UPeace. However, courses common to all UPeace MA degrees may not be included if these have been successfully completed for the first UPeace MA degree.

## Application process

1. To apply to the second MA programme, students and alumni must send an email to the Head of Academic Administration stating their interest to pursue a second MA degree at UPeace.
2. The Head of Academic Administration will inform the student and/or alumni of the following steps:
  - a. To discuss a plan of studies with the Head of the Academic Department in charge of the MA programme of their interest.
  - b. To request the Head of that Academic Department to send the study plan agreed upon to the Associate Vice-Rector for final approval.
3. The Associate Vice-Rector will notify the Head of the Academic Department and the Head of Academic Administration that the study plan has been approved.
4. The Head of Academic Administration will proceed to officially notify the student or alumni about admission to the programme, by sending an official letter with Financial Terms and Conditions.

## Costs

- The second MA programme will have a cost of 40% of the regular UPeace tuition fee established for the academic year during which the student will take the second MA programme.
- In addition, transportation, graduation and Government fees will also be charged. Government fees will be calculated on a case by case basis, depending on the type of process needed to obtain or review a Student Temporary Residency.
- Following UPeace tuition payment regulations, students/alumni will have the opportunity of completing their payment in two installments.
- The UPeace policy on late payments will apply also to the second MA programme.
- The Department of Academic Administration will notify the Finance Department following regular procedures.

## Confirmation of enrollment

To confirm enrollment, the student must undertake the following steps:

1. Print the Financial Terms and Conditions document, sign it, scan it and send it back to the Department of Academic Administration.

2. Pay the first 50% of the tuition amount.
3. Send the Confirmation of Enrollment form.

These three steps must be completed by the established deadlines.

### **Administrative actions**

- Since student and alumni records are kept at DAA, there will be no need to open a new student record to keep track of the completion of the second MA programme. All documentation will continue to be filed in the original record file and the original student number will be maintained.
- No scholarships or deferral will be offered for this programme- modality.
- Students with deferred payments (applied to their first MA programme), must first fulfill all financial obligations pertaining to their deferral, prior to starting the programme for obtaining a second UPeace degree.

## **Semester Abroad Programme (SAP) at UPEACE**

### **I. Description of Semester Abroad Programme**

The University for Peace (UPEACE) offers graduate students from other institutions the opportunity to enroll in UPEACE courses for credit held during the first semester (mid-August to mid-December), or the second semester (January to mid-July).

SAP offers a unique opportunity to participate in a multicultural learning community comprised of participants, faculty and staff from around the world. There are two ways students can enter UPEACE for a Semester Abroad Programme:

#### **1. Through an inter-institutional agreement:**

##### **a) American University (AU)**

- AU SAP students are able to take up to 9 credits at UPEACE with the understanding that these credits will be credited toward their degree at American University.
- Charges are per credit at the rate established for the year in which they will be enrolled.
- As per the agreement between American University and the University for Peace, 30% is deducted from the total tuition charged for the number of credits taken.
- UPEACE provides housing and visa assistance when requested
- AU students must apply through the School of International Service at American University.

## b) Innsbruck

- The University for Peace and Innsbruck have signed an agreement of reciprocity to allow students to take courses for credit in both institutions. It has been agreed that each institution will recognize the other's credits towards their respective degrees.
- The established amount of credits that students from Innsbruck are allowed to take at UPEACE is 12; however they are able to take up to 15 with prior authorization from the Vice Rector or the Associate Vice Rector of UPEACE.
- Since this is an agreement of reciprocity, UPEACE does not charge. However, if students want to take more than 15 credits, they must first seek the approval of the Vice Rector or the Associate Vice Rector of UPEACE and Innsbruck University and pay the appropriate cost for each credit above 15 credits.

## 2. As individuals seeking admissions for a semester abroad at UPEACE

- Individuals seeking to study for semester abroad at UPEACE are directed at the admissions webpage to follow the admissions procedures outlined for the Semester Abroad Programme. One important requirement to be admitted to SAP is to present a letter from their home university stating that credits successfully earned at UPEACE will be recognized towards their degree.
- There are no limits to the amount of credits which may be taken during a semester, but it is advised that students do not enroll simultaneously in more than one course.
- Charges are per credit at the rate established for the year in which they will be enrolled.

## II. Registration

- a) UPEACE staff involved in the handling of SAP:
  - i. SAP student
  - ii. DAA Officer in charge of SAP (from now on referred to as DAA Officer)
  - iii. The Officer from the Academic Departments offering courses selected by the student (from now on referred to as Academic Officer).
  - iv. DAA Student Payment Assistant
  - v. The Financial Accounting Assistant, located at the UPEACE Finance Unit (FU)
  - vi. Registrar, located at UPEACE Department of Academic Administration (DAA)

- vii. The Head of the Academic Department
- viii. The Head of the Department of Academic Administration
- ix. The UPEACE Vice Rector
- x. The UPEACE Associate Vice Rector

## b) Registration requirements

To enroll in a Semester Abroad Programme at UPEACE, prospective students must first complete the registration process. The following documentation is required:

- [Online Application Form](#)
- **Official letter** from the home university granting approval of courses to be taken at UPEACE through the SAP modality and to be transferred back to the home university.
- **Official undergraduate transcript**
- **Statement of Purpose**
- **CV or resume**
- **Passport copy**
- **Proof of insurance coverage**

The DAA Officer in charge of SAP reviews all documents to make sure they are complete and correct. Once all requirements are met, since they are already admitted and enrolled in a graduate programme at their home university, it not necessary to undergo additional academic review or have General Admissions Committee (GAC) approval of their admission. This is an abbreviated admissions process.

## c) Course selection

After all requirements are met, the following steps must be followed:

- i. The students select several courses they would like to take at UPEACE and send their selection to the DAA Officer.
- ii. The DAA Officer coordinates with the Academic Officer from the Academic Department(s) offering the each one of the courses, by email, to make sure space is available.
- iii. The student is notified about courses that have space available, so he or she can make the final decision about which courses to enroll during their SAP.
- iv. They must then notify the DAA Officer who will proceed to register them in the courses of their choice.

## d) Course registration

To register students in courses, the following steps must be followed:

- i. The DAA Officer will notify each respective Head of Department corresponding to the student's selected courses. The Academic Officer in each Department must be copied. Some general information about the student profile must be provided in this email.
- ii. Each Head of Department will then confirm by reply email to the DAA Officer that the student has been registered in the course.
- iii. The DAA Officer notifies the student of successful registration and sends the "Information for new students" document.
- iv. The DAA Officer coordinates with the Housing Officer to proceed with the offering of services.
- v. If needed, the DAA Officer will also coordinate with the Visa Officer

#### e) SAP tuition payments

- Once the student arrives at UPEACE, the Academic Departments must not enroll students in additional courses, drop courses or assist them to switch courses, without notifying the DAA Officer and the Head of DAA. This is important so that DAA will be able to charge students appropriately.
- After the process of course registration, the DAA officer must inform the DAA Student Payment Assistant and the Registrar located at DAA, of the new SAP students.
- If the students come from American University, the DAA Student Payment Assistant will request the Financial Accounting Assistant located in the UPEACE Finance Department, to issue an invoice for the number of credits taken at UPEACE
- If the students come from Innsbruck and take more than 15 credits, the DAA Student Payment Assistant must request the Financial Accounting Assistant to prepare an invoice for any additional credits taken and to record this amount on the student tuition statement.
- The DAA Officer must inform individual SAP participants of the per credit cost, from the beginning.

### III. Costs

1. Cost per credit is posted on the admissions website and is updated yearly.

2. There are no scholarships, waivers or deferrals for the SAP.
3. There are some inter-institutional agreements with some especial concessions:
  - a. American University agreement on SAP
    - i. UPEACE must bill AU directly.
    - ii. Credits costs will be calculated based on the established rate posted on the Admissions Website. Fees do not apply.
    - iii. 30% discount has been established
    - iv. Maximum amount of credits allowed are: 9
    - v. Application process takes place at AU
  - b. Innsbruck
    - i. Students are allowed to take up to 15 credits as part of a reciprocal agreement, at no charge.
    - ii. Additional credits can be taken, but must be approved by the Vice Rector or the Associate Vice Rector
    - iii. Additional credits will be billed to the student at the established rate posted on the Admissions Website. Fees do not apply.
    - iv. Innsbruck students may also be interested in the UPEACE second degree modality and be charged 40% of a full tuition and fees (posted on the Admissions Website), if they decide to pursue the additional Master degree at UPEACE.
4. Individual SAP participants
  - i. Students can take any number of credits during their semester at UPEACE
  - ii. Students will be charged per credit according to the rate posted on the UPEACE Admissions website. This rate changes yearly.
  - iii. Individual SAP participants will be billed directly
  - iv. Tuition must be paid on the established dates indicated on the tuition bill
  - v. Health Insurance coverage is mandatory while at UPEACE

IV. Administrative services included in the SAP programme

- a. Housing services
- b. When necessary, visa services will be provided. In this case, the student will be charged the Government fee as posted on the UPEACE Admissions Website.
- c. Orientation
- d. Campus Doctor consultations
- e. Career Advisor services
- f. Transportation to and from UPEACE
- g. Assistance with emergency situations

Forms for course registration are available at DAA from the Registrar and Records Office

# Code of Academic Conduct

## Students are expected to:

- Conduct themselves in an orderly fashion at all times and to adhere to a common-sense code of behavior.
- Be honest, behave with dignity and treat others with respect and courtesy while under the jurisdiction of the university and while participating in university-sponsored activities.
- Not to harass others verbally, emotionally, or physically.
- Come to Campus free from the influence of alcohol or drugs and not to use or possess such substances on Campus.
- Contribute to a safe university environment free from fear, and avoid acts of violence, weapons and contraband.
- Treat all property belonging to the university and to others with care.

## Students will be sanctioned if found engaging in any of the following activities:

- a. Intentionally damaging UPEACE property, equipment, or installations.
- b. Misusing University funds or scholarships.
- c. Falsifying documents (administrative, academic, or financial).
- d. Harassing-sexually or otherwise-other students, faculty, or non-academic staff.
- e. Using or distributing illicit drugs on the University premises or in the course of related University activities.
- f. Violating UPEACE's Nondiscrimination Policy.
- j. Disregard for University Policies and Rules

## Plagiarism

Plagiarism is among the most serious breaches of academic honesty, is not tolerated under any circumstances. It will be punished and may result in expulsion from the University.

Plagiarism involves the use of someone else's ideas or words without proper acknowledgement. This includes the failure to use quotation marks and/or to appropriately reference text taken directly from another source, as well as the failure to provide clear citations for paraphrased texts from one or more sources including one's own work that has already been submitted for another class (unless specifically authorized by the respective instructor, for example in the use of term papers as direct inputs into the Final Graduation Requirement), or published elsewhere. Even if the wording is changed, the sources of ideas must be clearly referenced.

Using almost the same frame of another author's article – the themes discussed, the sequence of ideas, the sources consulted, etc. – also constitutes a case of plagiarism. Plagiarism is not necessarily about the text itself, but about the academic work behind the text, the “paradigm” and, therefore, the claims of creativity and originality.

These rules apply to all written work, including but not restricted to exams, papers, group reports, PowerPoint presentations, the Final Graduation Assignment, posters, etc.

The same rules apply to group work and documents produced by several contributors. It is the responsibility of every member of the group or every contributor to verify that the whole assignment is free of plagiarism.

If a student has any doubts about the nature of plagiarism, the rules guiding the proper use and citation of sources, or other issues relating to academic honesty, it is the student's responsibility to seek clarification from faculty before submitting a written assignment.

A faculty member suspecting that a student's academic assignment was plagiarized will report the case to the respective Head of Department, who, after examining the evidence, will report the case to the Vice Rector. The Vice Rector will form a committee of three faculty members, not including the faculty member who reported the case. The committee will review the evidence and listen to the faculty member who reported the case or seek more information as needed.

The committee will then notify the student of the allegation and inform her/him of their right to be accompanied by another student during a meeting with the committee. The committee will set a meeting time with the student, show her/him the plagiarism evidence, and seek the student's response. The committee will document all proceedings, and will make an explained recommendation to the Vice Rector. The Vice Rector will make a decision based on the committee's recommendation, and will inform the student.

The student will have the right to appeal the Vice Rector's decision to the Rector within 10 days of receiving it. Upon receiving an appeal, the Rector will form a committee of three faculty members (not including the members of the first committee). The appeal committee will review the proceedings of the first committee, may meet with the student or gather more information, and will make an explained recommendation to the Rector. Taking into consideration the committee's recommendation, the Rector will make a final decision.

Decisions in cases of plagiarism may include expulsion from UPEACE.

### **Expected Classroom Behavior**

Students are expected to arrive before the class starts and stay until the class ends, unless other arrangements have been made with the professor. Discourse in the classroom and via email will be civil and respectful of all members of the class and wider learning community. Students will refrain from use of email and internet during class time and any other distractions which might affect attention in the classroom. If there are classroom issues to be addressed, students will communicate in timely, respectful and appropriate ways with the professor, other students, and if necessary with the Department Head.

### **Use of Internet in the Classroom**

To maintain professionalism and respect for professors and fellow students, disruption of classes is not acceptable. Students will avoid inappropriate use of internet, computer games, cell phones, and the like. Individual professors may introduce stricter rules in their classes.

### **Cheating**

It is an academic offense for students to engage in unfair academic practices or to cheat in any examination, or in any other part of their academic work whether or not such work will be formally assessed and whether or not there has been intention to deceive

## Academic Offenses and Unfair Academic Practices Include:

- a. Copying the work of another student or otherwise communicating with another student in an examination.
- b. Obtaining answers prior to an examination.
- c. Using the work of others (whether written, printed or some other form) without acknowledgement.
- d. Repeating work previously submitted for a different assessed assignment without full acknowledgement of the extent to which that previous work has been used.
- e. Falsifying data or evidence.
- f. Submitting a fraudulent claim of extenuating circumstances.
- g. Unauthorized copying or sharing of answers in academic examinations.
- h. Plagiarizing material submitted for assessment.

It is an academic offence for a student to knowingly assist another student in engaging in unfair academic practices.

When submitting any piece of academic work, a student shall acknowledge in writing any assistance received or any use of the work of others.

## Disciplinary Actions

Under University regulations, students who violate these standards of conduct are subject to disciplinary action from a minimum of a warning to a maximum of expulsion from the University.

The Head of Department and the Vice Rector will deal with reported cases of academic offenses and recommend disciplinary action to the Rector that is appropriate to the specific case.

Penalties regarding academic or disciplinary violations will be filed on the student's record and kept confidential. No information about such actions will be provided to other institutions, unless specifically requested. Academic violations will be reflected in the academic transcripts as a low or failed grade in the course during which the offense occurred.

Faculty and non-faculty staff have an ethical responsibility to honestly answer questions on recommendation forms and other documentation referring to the student's conduct during an academic programme. Therefore, if a student requests that a professor or any other staff member fill out one or more recommendation forms for further studies or job applications, or if any institution requests information about the conduct of the student through any other means for the above mentioned purposes, the staff member must honestly refer to academic or disciplinary violations if the document specifically requests this information.

## **Examinations and Attendance**

Special arrangements may be made for students who are ill at the time of their examinations, who have a physical disability, or who, for good reason, are unable to sit for an examination at the specified time.

Regulations and procedures relating to extensions and penalties for the late submission of coursework are the responsibility of the individual professor and the Head of Department. It should be noted, however, that an extension of the submission date of a Final Assignment will follow the guidelines specified previously in this handbook under the Graduation section.

## **Administration of Examinations**

Attendance at all examinations associated with the approved scheme of study is compulsory and any student who does not present himself or herself for such an examination at the time and place arranged, except when prevented from doing so by illness or other sufficient cause, will be deemed to have failed that part of the examination. Misreading of the examination timetable will not be regarded as "sufficient cause".

Staff supervising the examination have the authority to order the removal of any student from the examination room.

## **Attendance and Absences**

Regular attendance to all the classes is expected. As a matter of courtesy, absence from class should be accounted for by informing the class instructor in writing about the motives. Absences will proportionately reduce the participation grade, unless extenuating circumstances are documented (for example by a medical certificate). Visits by family and friends and attending weddings not count as "extenuating circumstances".

Whatever the reason for absence, students are always responsible for the material covered in the lectures they may have missed.

Students who fail to attend more than 20% (twenty percent) of the class will not be approved to complete the class. When their absences are properly justified, they may negotiate with the course professor for the submission of additional independent work.

## **Style Manuals**

Students will be required to use the style manuals required by their Department.

# Request of Transcripts and Certifications

## Transcripts

The Head of Academic Administration will authorize the release of transcripts of the academic record for every UPEACE student or graduate.

At the end of the first term, upon request by the student, one free official transcript will be issued for internships, scholarships, immigration purposes or student loans. Additionally, one free official transcript will be issued upon conclusion of all academic requirements. Additional transcripts cost \$20 US each.

Upon request by the student, DAA will mail official transcripts to any university or institution for admissions or employment purposes. The student must make the corresponding payment at the Finance Department, bring the receipt to DAA, and make a request, in writing, to the Registrar in DAA **at least five working days in advance**, indicating the name of the institution, address, phone number, and name of the person or institution to whom the transcript must be sent. The Registrar's email is [registrar@upeace.org](mailto:registrar@upeace.org). For security reasons, transcripts are not e-mailed.

Please note that we will be able to show proof of **certified mailing** but not that it has been actually delivered

## Certifications of Enrollment

Students may request a letter certifying that they are enrolled as a student at UPEACE at DAA.

Upon request by the student, DAA will mail Certifications of Enrollment to any university or institution for admission, employment, or immigration purposes. The student must make the request, in writing, **at least five working days in advance** to [cdiaz@upeace.org](mailto:cdiaz@upeace.org) and must indicate the name of the institution, address, phone and fax numbers, and name of the person to whom the certification must be sent.

DAA will not be held responsible if last minute requests cannot be serviced.

# Non-Discrimination and Non-Harassment

## Section 1. Non-Discrimination Policy

The University for Peace, as an institution established by the United Nations, is committed as a matter of principle to providing equality of opportunity and freedom from discrimination to all members of the University community. This includes staff members, students and faculty of the University for Peace. The commitment of the University for Peace to the most fundamental principles of academic freedom, equality of opportunity, and human dignity requires that decisions involving staff, students, faculty and any other employees be based on individual merit and be free from discrimination in all its forms.

In conformance with the spirit and terms of international instruments including the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the Covenant on Social, Economic, and Cultural Rights, the Convention on the Elimination of Discrimination Against Women, and the Convention on the Rights of Persons with Disabilities, the University shall not discriminate against any person because of race, color, creed, religion, national origin, sex, age, gender identity, marital status, status as parent or caregiver, physical or mental disability, physical features, medical condition (cancer-related, genetic characteristics, or immunological disabilities including HIV/AIDS), ancestry, citizenship, pregnancy, source of income, or status as a disabled person, war veteran, detained or imprisoned person, or participant in a war. Discrimination on the basis that someone was a victim of hate crimes, attempted genocide, or crimes against humanity is a violation of this policy. Discrimination on the basis of sexual orientation is also a violation of this policy. Discrimination against members of groups regularly demonized in public media is also a violation of this policy. Discrimination on the basis of a claim of associating with a person who is identified by reference to any of the above attributes is a violation of this policy. The grounds mentioned in the above paragraph of this provision can be described as attributes of persons or groups.

This policy applies to admissions, employment, access to and treatment in the University programmes and activities. In reference to employment, this policy includes all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, performance evaluation, training and development, demotion, and separation. Students, staff, faculty, and employees are entitled to freedom from non-discrimination in the course of their time at the University for Peace. For a description of the entire scope of the application of the policy, see section 8. For interpretive reasons, section 1 and section 8 should be read together, with any other sections in this policy.

University complaint and grievance procedures provide employees and students with the requisite procedures, which can be triggered in the event of an alleged violation of this Statement.

This policy promotes UPEACE's commitment to:

1. Non-discrimination
2. Non-defamation
3. Non-inquisition
4. Non-sexual harassment and other types of harassment

Please see definitions of these terms below

## Section 2: Affirmative Action Policy

The University is committed to having a diverse faculty, staff, and student body. The University will take affirmative action to admit students who are under-privileged. This includes financial assistance to prospective and current students from developing nations. Also, the University reserves the right to employ qualified personnel who are underrepresented. The University commits itself to apply every good faith effort to achieve prompt and full integration of women, under-represented ethnicities and national identities, as well as gender identities and disabilities in all segments of its workforce and student body.

The Director of Diversity and Equality can make recommendations to identify specific groups and increase their representation in under-represented areas at the University. The Director of Diversity and Equality shall do this in conjunction with either the Head of Human Resources or the Vice Rector. The Director shall also send out a communication explaining the logic of the recommendation.

### **Section 3: Definition of Discriminatory Conduct**

Discrimination includes conduct by any communicative means (oral, written, graphic, or physical), directed against any person or group of persons indicated in section 1 that has the purpose or reasonably foreseeable effect of creating an offensive, demeaning, intimidating or hostile environment for that person or group of persons. The scholarly, educational, or artistic content of any written, oral, or other presentation or inquiry shall not be limited by this policy. It is the intent of this provision that academic freedom be allowed to all members of the academic community. Accordingly, this provision shall be liberally construed but shall not be used as a pretextual basis for violation of this policy.

### **Section 4: Harassment**

The University is committed to and embraces the doctrine that all persons are equal in worth and dignity. Anyone who chooses to become a member of or participate in any way in the University community, whether as a student, member of the staff, or guest, is expected to accept this standard of conduct, in both theory and practice.

The University will not tolerate harassment in any form of any attribute listed in section one. Violation of this policy will be dealt with by a recommendation to the Vice Rector to apply possible sanctions, which may include admonishment, expulsion, suspension, or termination of contract.

### **Section 5: Sexual Harassment**

The University for Peace is committed to creating and maintaining a community in which all persons who participate in University programmes and activities can work together in an atmosphere free of all forms of harassment, exploitation, or intimidation, including sexual.

Specifically, every member of the University community should be aware that the University is strongly opposed to sexual harassment and that such behavior is prohibited by law and by University policy. It is the intention of the University to take whatever action may be needed to prevent and correct behaviors which violate this policy. For procedures, see section 15.

The students and staff are responsible for maintaining a working and learning environment free from such harassment. Sexual harassment has damaging effects and far-reaching consequences for all parties involved. Thus, persons receiving and discussing allegations of sexual harassment should be sensitive to the needs and rights of the complainants and accused alike, and should explore with complainants the full ramifications of their allegations.

Sexual harassment includes such behavior as sexual advances, requests for sexual favours, and other verbal communication (including unwelcome sexual jokes or comments about a person's sexual behavior) or physical conduct of a sexual nature directed towards a student or staff member. The following circumstances are of particular note:

- Toleration of the conduct is an explicit or implicit term or condition of employment, admission, or academic evaluation.
- Submission to or rejection of such conduct is used as a basis for a personnel decision or

academic evaluation affecting such individuals;

- The conduct has the purpose or the effect of interfering with an individual's work performance or a student's academic performance, or creating an intimidating, hostile, or offensive working or learning environment.

Emphasis is placed on informal procedures as the framework for resolving allegations of sexual harassment. If such procedures are ineffective, existing procedures as outlined in the following sections shall be utilized.

### **Section 6: Hate Crimes**

Hate crimes are acts of physical force, threats, or intimidation that are willfully or knowingly committed because of the victim's actual or perceived attributes listed in section 1. Hate crimes are expressed in several ways, including physical violence and violence against property. Violence against property includes, for example, spray painting walls with offensive words or symbols, and defacing or burning property. Hate-based behaviour includes, for example, anonymous phone calls or threatening letters.

A bias-motivated incident is an act, such as disseminating racist flyers or defacing a student organization flyer that originates in hatred for someone's actual or perceived attributes listed in section 1.

The University will not tolerate hate crimes or bias-motivated incidents. Students and staff members who witness any form of hate crime on campus should immediately report the incident to the Office of Diversity and Equality, as well as to University security officers.

### **Section 7: Defamation**

Defamation includes written or oral statements made by one person to another, and made public ("published"), which tend to bring the character or reputation of that person into disrepute, or to expose them to unreasonable personal embarrassment. Defamation is called "libel" if it is printed and "slander" if it is oral.

In the context of this policy, any verbal, written or electronic broadcast of an allegation of violation of any provision in this policy against any member of UPEACE which does not follow the appropriate procedures described in this policy will allow the UPEACE member subject to such allegations to request investigation of such allegations. If allegations are not substantiated, those involved in making them are subject to the consequences of this policy.

### **Section 8: Inquisition**

Inquisition is a severe interrogation, often violating the rights or privacy of individuals. In the context of this document, inquisition refers to the act of questioning a member of the UPEACE community about, or investigating, any aspect of their identity or background, with the purpose of causing them mental, emotional, professional, academic, or material damage. In a multicultural setting such as UPEACE, individuals are expected to be considerate of the crosscultural sensitivity associated with asking certain questions.

## Section 9: Definitions

- a) While<sup>5</sup> recognizing that “disability” is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full effective participation in society on an equal basis with others, a “person with a disability” here includes any person who: (1) has a long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others ; (2) has a record of such impairment; or (3) is regarded as having such an impairment.
- b) Discrimination<sup>6</sup> on the basis of “disability” means any distinction, exclusion, or restriction on the basis on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all rights and freedoms that the University promotes in terms of its programmes, services, and facilities. It includes all forms of discrimination, including denial of reasonable accommodation. “Reasonable accommodation” means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities equal access to the enjoyment or exercise of their rights.
- c) “Sexual orientation” means heterosexual, homosexual, or bisexual orientation, real or perceived.
- d) “Marital status” means the legal status of being married, single, separated, divorced or widowed. It does not include consideration of common law spouses.
- e) Discrimination can include (but is not limited to) harassment. “Harassment” is behavior by a member of the University community (1) based on race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, personal dislike of a person, or status as disabled or a veteran which is unwelcome, AND (2) is sufficiently severe, persistent or pervasive that it could reasonably be expected to create an intimidating, hostile, or offensive University environment.
- f) Discrimination on the basis of “sex” includes sexual harassment, which means: (1) unwelcome sexual advances or requests for sexual favours by a person who has over the recipient when (a) submission to such conduct is made either an implicit or explicit condition of the individual’s employment, academic status, or ability to use University facilities and services, or (b) submission to or rejection of the conduct used as the basis for a decision that affects tangible aspects of the individual’s employment, academic status, or use of University facilities; or (2) unwelcome and unsolicited language or conduct by a member of the University community that is of a sexual nature or is based on the recipient’s sex and that is sufficiently offensive or pervasive that it could reasonably be expected to create an intimidating, hostile, or offensive University environment.
- g) “Pregnancy” includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth.
- h) “Gender identities” include transsexuals and other transgender identities, intersexuals, and transvestites.

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5 Based on the definition in the Convention on Rights of Persons with Disabilities

6 Based on the definition of discrimination in the Convention.

- i) Members of “groups regularly demonized in dominant media” includes those who suffer negative stigmas or stereotyping as a result of discriminatory portrayals of their group.

## **Section 10: Application of Policy**

University policies on non-discrimination and affirmative action are applicable in the following ways:

- a) The University will interpret the policy on non-discrimination in the context of academic freedom in the University environment.
- b) The University’s admission policy provides for a selective admission process with the objective of attracting students who demonstrate the strongest prospects for high quality academic work. This selective admission process shall assure that the University’s educational opportunities shall be open to all qualified applicants without regard to any of the attributes in section 1. The process of admission shall be mindful of the need for diversity in the student body and for highly trained individuals from all segments of the population. Special attention shall be paid in the admission process to members of those groups under-represented in all or particular segments of the educational programmes of higher education, with a perspective that takes into account nations and cultures worldwide.
- c) The University will recruit, hire, train, and promote individuals in all job classifications based upon their qualifications and ability to do the job. All personnel actions such as compensation, benefits, layoffs, return from layoff, University-sponsored training, education, tuition assistance and social and recreational programmes will be administered without regard to any of the attributes in section 1.
- d) The University will operate its programmes, services and facilities without regard to any of the attributes in section 1. Except as provided in section 2, the University will make efforts to make its programmes, services, and facilities available only to organizations or government agencies that assure the University that they do not discriminate against any person because of any of the attributes in section 1.
- e) Assignments to University residence halls and other housing facilities provided for students are made without regard to any of the attributes listed in section 1. The University will lease from or offer its listings to privately owned accommodations only if they are operated in this manner.
- f) The University will make efforts to lease, contract, subcontract, and purchase only from those firms that assure the University that they do not discriminate against any person on the basis of any attribute listed in section 1.
- g) If the University is aware of discrimination, the University will not enter into any cooperative educational or other agreement with organizations that exclude or expel from their membership or limit their membership on the basis of any of the attributes listed in section 1.

## **Section 11: Retaliation**

This policy prohibits retaliation for reporting concerns regarding discrimination, cooperating with any investigation of discrimination or participating in the complaint process. Such retaliation against any person is a serious violation of this policy and may result in a report by the Director of Diversity and Equality to the Vice Rector, recommending a disciplinary action.

## **Section 12: Complaint Procedures**

The University provides procedures for the investigation and resolution of complaints of discrimination and allegations of violations of this policy. The process for bringing a complaint against a University employee, student, faculty member, or consultant is found in sections 13 and 14.

## **Section 13: Consequences of Violation of Policy**

Members of the University community who violate this policy are subject to disciplinary action up to and including termination of employment or termination from educational programmes.

## **Section 14: Communications**

Communications are reports by the Director of Diversity and Equality to particular departments and offices of the University of Peace. These communications include reports outlining concerns about representation and diversity, voiced by students, faculty, staff, and employees. They are meant to stimulate self-improvement within the University.

Recommendations made in a communication are not obligatory; however, it is strongly recommended that the recipients reflect on them, and consider their implementation. Some recommendations may not provide implementation strategies, and should be considered as guidelines. Should the receiving department or office deem it necessary, they are expected to find ways to fulfill the recommendations provided in the communication.

A communication may alert a department or office of a systemic situation, a situation affecting a group, or the situation of a particular individual.

While considering confidentiality issues, the Director of Diversity and Equality will send these communications by e-mail or in writing, and will be expected to send out communications with a cc to members of the department or office in question for the sake of transparency.

Members of the University community who violate this policy are subject to a report to the Vice Rector recommending disciplinary action up to and including termination of employment or termination from educational programmes.

## **Section 15: Office of Diversity**

The Office of Diversity and Equality is independent from any body or person at the University for Peace. The Office of Diversity and Equality is headed by the Director of Diversity and Equality. The Director of Diversity and Equality answers directly to the Rector of the University for Peace.

## **Section 16: Procedures for Alleged Cases of Discrimination, Hate Crimes, and Sexual Harassment**

The three stages of the discrimination, hate crimes, defamation, inquisition and sexual harassment procedure include advising, conciliation, and investigation and determination. The Director of Diversity and Equality may recommend that certain stages not be exhausted before moving to the next level. The three stages are as follows:

- Stage 1: Advising;
- Stage 2: Conciliation; and
- Stage 3: Investigation and Determination.

### **Stage 1 - Advising**

1. The Director of Diversity and Equality will be available to advise persons who wish to discuss instances of possible sexual harassment or concerns that have been raised about their alleged behavior.
2. If additional Advisers are needed, they will be drawn from the faculty, student body, and general staff.
3. Any additional Advisers will be trained in conciliation techniques appropriate to

alleged sexual harassment, and in relevant legislation and procedures related to Discrimination, Hate Crime, Defamation, Inquisition and Sexual Harassment

4. When necessary there will be both female and male Advisers.
5. The Director of Diversity and Equality will support the Advisors, monitor cases, and administer procedures.
6. The Advisors are responsible to the Director of Diversity and Equality.
7. The Director of Diversity and Equality is responsible to the Rector.
8. The tasks of an Adviser, when advising someone who thinks they have been a victim of discrimination, a hate crime, or sexual harassment, are to: a. explain the Adviser's role; b. invite the person to talk about their perception of events and help them to clarify if the alleged behavior did constitute discrimination, a hate crime, a defamation, an inquisition, or sexual harassment; c. explore possible strategies by which the person might resolve the difficulty with or without recourse to d. explain the mechanisms of Stage 2 - Conciliation - and Stage 3 - Investigation and Determination - and the fact that Stage 2 precedes Stage 3 unless Stage 2 is impossible to implement or inappropriate under the circumstances; e. explain the confidentiality provisions of the procedures; f. provide those involved with copies of this policy; g. provide them with appropriate support and referral information, including information about any counseling services provided at UPEACE or elsewhere.
9. The tasks of an Adviser when advising an alleged violator/harasser are to: a. explain the Discrimination, Hate Crime, Defamation, Inquisition or Sexual Harassment Adviser's role; b. invite the person to talk about their perception of events and clarify for them how discrimination, hate crimes, defamation, inquisition or sexual harassment is defined under the University's policy; c. explain ways in which someone who thinks they have been a victim of discrimination, hate crimes, defamation, inquisition or sexual harassment may attempt to resolve the situation with or without recourse to Stage 2 - Conciliation; d. outline the University's discrimination, hate crimes, defamation, inquisition and sexual harassment policy and procedures including the mechanisms of Stage 2 - Conciliation - and Stage 3 - Investigation and Determination - and the fact that Stage 2 precedes Stage 3, unless Stage 2 is impossible to implement or inappropriate under the circumstances; e. explain the confidentiality provisions of the procedures; f. provide those involved with copies of this policy; g. provide appropriate support and referral information including information about any counseling services provided by UPEACE or elsewhere.
10. While Advisers may employ skills that are also employed by counselors, their role is not a counseling role.
11. If a person, after consultation with an Adviser, does not wish to pursue the matter, the Adviser's task is to arrange a time to follow-up with the person. The reasons for following up are to find out whether: a. there have been any further incidents of alleged discrimination, harassment, hate crimes, defamation, inquisition or sexual harassment; b. the person has changed their mind about pursuing the matter; c. the person could be assisted by the provision of any other advice, support or referral information.
12. If a person, after consultation with an Adviser, wishes to pursue the matter through Stage 2 - Conciliation - the Adviser's initial tasks are to: a. provide them with information about the procedural steps that are involved in Stage 2 - Conciliation - and assure that they have understood the nature and aims of the process; b. ask them to write, sign and date a brief summary (in one or two paragraphs) of the incident or incidents of alleged discrimination, harassment, hate crimes, defamation, inquisition or sexual harassment; c. provide them with such assistance as is necessary to ensure that they complete this task; d. contact the Office of Diversity and Equality to discuss the appropriateness of undertaking Stage 2 - Conciliation - and the appointment of a Conciliator.

## Stage 2 - Conciliation

1. The Director of Diversity and Equality will function as the Conciliator.
2. In addition, the University's trained Advisers, or other qualified individuals, may be appointed as Conciliators, as long as they have received appropriate training in conciliation.
3. An Adviser may only act for one party and may not act as a Conciliator in a matter in which they have already acted, or are acting, as an Adviser.
4. The Director of Diversity and Equality may appoint another appropriately trained or qualified person to conciliate a case of alleged discrimination, hate crimes, defamation, inquisition or sexual harassment, either from within the University or outside it, as the need arises.
5. Stage 2 - Conciliation - involves the use of the Conciliator as a neutral third party who facilitates the parties' negotiation of a mutually accepted agreement. It does not involve assessing evidence or imposing an outcome on the parties. It does not attempt to prove who is "right" and who is "wrong." Please note that: a. Conciliation cannot occur unless both parties agree to it voluntarily; b. Conciliation is a confidential process that occurs "without prejudice", and information gained during conciliation cannot be used in any other context; c. Conciliation usually occurs at the request of the person who thinks they have been violated according to any of the provisions of this policy. However, an alleged discriminator, perpetrator of hate crimes, defamation, inquisition or harasser is also entitled to request Stage 2 - Conciliation. In this situation, the alleged harasser should seek the advice of an Adviser before proceeding.
6. The aims of Stage 2 - Conciliation - are: a. To give both parties an opportunity to resolve the issue after it has been raised informally; b. To ensure that there are no reprisals for raising the issue and no retribution for the alleged discrimination, hate crime, or harassment; c. To negotiate an agreement about whether the parties will have any further contact and, if so, how they will conduct themselves; d. To inform the parties of the possible consequences of any retribution, further instances of discrimination, hate crime, harassment, or other problematic behavior; e. To make arrangements to address any disadvantage that has occurred due to the alleged discrimination, hate crime, harassment, defamation, inquisition or sexual harassment, if appropriate.
7. Conciliators may accept or decline a request to conciliate a particular issue.
8. If a Conciliator agrees to conciliate an alleged case of discrimination, hate crime, harassment, defamation, inquisition or sexual harassment, their initial task is to draft a letter to the alleged discriminator, perpetrator of hate crimes, or harasser using a standard "Letter of Notification" produced by the Office of Diversity and Equality. The letter: a. informs the alleged discriminator, perpetrator of hate crimes, defamation or inquisition, or harasser that a concern has been raised about their behavior and what the concern is about; b. explains that conciliation is confidential and that statements made during conciliation are "without prejudice"; c. describes where they can obtain copies of the non-discrimination and anti-harassment policy and procedures; d. outlines the possible consequences of conciliating or choosing not to conciliate; e. invites the alleged discriminator, perpetrator of hate crimes, or harasser to write a short statement of response to the concern that has been raised as part of the conciliation process; f. provides them with the names of Advisers and encourages them to contact an Adviser for information, support and referral information; g. outlines a timeframe within which the decision about whether or not to participate in conciliation must be made.
9. If possible, the Letter of Notification should be personally delivered by the Conciliator. If other means of delivery are necessary, consideration should be given to how it may be provided as quickly and confidentially as possible.
10. As well as conveying the Letter of Notification, the Conciliator will contact the alleged discriminator, perpetrator of hate crimes, defamation or inquisition, or harasser, (from here on to be referred to as the "perpetrator:") in order to explain the conciliation process, outline the role of the Conciliator and ask whether the alleged perpetrator is willing to participate in Stage

2 - Conciliation. The Conciliator will encourage the alleged perpetrator contact an Adviser, irrespective of whether the alleged perpetrator willing to participate in Stage 2 - Conciliation.

11. The Conciliator may attempt to resolve the issues by: a. meeting with the parties separately as many times as is necessary to resolve the concern; b. meeting with both parties together at the same time; c. a combination of these methods.

12. The matter will not be conciliated with the parties together if the person who thinks they have been violated/harassed does not wish to meet together.

13. The aim of either method of conciliation is to assist the parties to negotiate a mutually accepted agreement. An agreement may be made verbally in the first instance, but must be written down and signed by the parties as soon as possible.

14. An agreement ought to contain: a. a guarantee that no further offending behavior will occur; b. an acknowledgement of each party's awareness that reprisals for having raised the concern or retribution for the alleged perpetrator will not be tolerated; c. a statement as to whether or not the parties will have any further contact, and if so, how they will behave; d. an agreed procedure for monitoring the situation and resolving any future concerns so that each party feels supported and protected.

15. Stage 2 - Conciliation - usually precedes Stage 3 - Investigation and Determination. However, if Stage 2 - Conciliation - is impossible to implement, or inappropriate under the circumstances, the person who thinks they were sexually harassed or the alleged harasser may request that Stage 2 - Conciliation - be by-passed.

16. Stage 2 - Conciliation - may be impossible to implement or inappropriate if any of the following circumstances apply: a. the person who thinks they were discriminated against, a victim of hate crimes, defamation, inquisition, or sexually harassed or the alleged discriminator; perpetrator of hate crimes, defamation, or inquisition; or harasser is not prepared to conciliate or cannot be contacted; b. the parties' relationship has clearly broken down to such an extent that conciliation would have no chance of success; c. the nature of the alleged discrimination, hate crimes, defamation, inquisition, or sexual harassment is such that the use of the University's less formal procedures in the first instance would be inappropriate, for example, if the behavior constitutes a criminal or particularly grievous offence; d. the alleged discriminator; perpetrator of hate crimes, defamation, or inquisition; or harasser wishes to formally deny the allegation by requesting referral to Stage 3 - Investigation and Determination.

17. Where there is a request for Stage 2 to be by-passed on any of the above grounds, the Adviser will contact the Director of Diversity and Equality to discuss the request.

18. The Director of Diversity and Equality will consult with the Adviser (subject to availability) and consider the request. The Director of Diversity and Equality must forward the decision on whether or not it is appropriate to by-pass Stage 2, in writing, to the Adviser.

19. Agreeing to participate in Stage 2 - Conciliation - will not be seen as an admission that the allegation of sexual harassment is accurate, nor that, if the alleged discrimination, hate crime, defamation, inquisition or sexual harassment did occur, it was intentional.

### **Stage 3 – Investigation and Determination**

1. The person who claims they were a victim of discrimination, hate crimes, defamation, inquisition or sexual harassment (the Complainant), or the alleged discriminator; perpetrator of hate crimes, defamation, or inquisition; or harasser (the Respondent), may request the vice-Rector to implement the Stage 3 - Investigation and Determination - procedures in the event that a mutually acceptable resolution of the issue is not negotiated through Stage 2 - Conciliation - or if the Stage 2 - Conciliation - process is by-passed.

2. If the Complainant or the Respondent wishes to make such a request they, or their Advisers,

should contact the Director of Diversity and Equality. Please note that:

- a. Where a Complainant requests Stage 3 - Investigation and Determination - they must give the Adviser (or if there is no Adviser involved, the Director of Diversity and Equality) a written statement setting out the details of the complaint.
  - b. The Adviser may assist the Complainant in providing the written statement.
  - c. The statement must set out the allegations that are being made against the Respondent in full.
  - d. The Complainant must sign and date the written statement in the presence of the Adviser, or, if no Adviser is involved, the Director of Diversity and Equality.
3. The Complainant or their Adviser must provide the Director of Diversity and Equality with a copy of the written statement. The Director of Diversity and Equality must arrange for a copy of the statement to be forwarded to the Respondent in confidence. Please note that:
- a. The Respondent has the right to respond to the Director of Diversity and Equality with a written statement of their own within 14 days of their receipt of the Complainant's statement. An extension of time may be granted in exceptional circumstances.
  - b. The Respondent may seek assistance from an Adviser in preparing the written response.
  - c. The Response must be signed and dated and contain an acknowledgement that the response accurately reflects the Respondent's perception of events.
  - d. Where a Respondent requests Stage 3 - Investigation and Determination - the above procedures will also apply to them as the "Complainant".
  - e. The Advisers will have no involvement with the Stage 3 - Investigation and Determination - process. Both the Complainant and the Respondent may, however, continue to seek information and support from their respective Advisers.
4. The Director of Diversity and Equality must act upon a request for a Stage 3 - Investigation and Determination - within a reasonable time.
5. Upon receipt of a request for Stage 3 - Investigation and Determination - the Director of Diversity and Equality must do one or more of the following: a. where relevant and appropriate, refer the Complainant to the Stage 1 - Advising - or Stage 2 - Conciliation - procedures; b. decline to investigate a complaint if it is frivolous, vexatious, misconceived or lacking in substance; c. initiate an investigation; d. upon the request of the Director of Diversity and Equality, refer it to an impartial third party who will set up an investigation panel.
6. The role of the panel will be to investigate the circumstances giving rise to the complaint and report to the impartial third party in confidence.
7. The Investigation Panel will consist of 2 to 3 persons, depending on the circumstances, and, if appropriate, must include at least one woman and one man, and shall be as diverse as possible. Panel members must be briefed or trained in the discrimination, hate crimes, defamation, inquisition and sexual harassment procedures.
8. The panel's hearing will usually be held no later than 30 days after the Vice Rector receives a response from the Respondent to the Complainant's written statement. If unavoidable time delays occur due to circumstances outside the University's control, the panel may postpone the hearing and arrange another time at the earliest possible date.
9. The panel may invite the Complainant and the Respondent to make representations to it. It may also receive witness statements, invite witnesses to attend the hearing, make statements, and examine other documentary evidence.
10. The Complainant and Respondent may be accompanied at the hearing by a friend or Union (or union-like) representative (including ASEPAZ) who may act as an observer only.
11. Panel members are subject to the same confidentiality obligations as Advisers and

Conciliators appointed to conciliate discrimination, hate crimes, defamation, inquisition, and sexual harassment issues.

12. In the event that either party refuses to provide a written statement, or attend the hearing, the panel may choose to meet and make recommendations in the absence of that party, based on information available after investigating the complaint.

13. The investigation will be conducted in accordance with the principles of natural justice and human rights.

14. The final determination or decision of the case brought before the panel can be decided with the guidance of human rights jurisprudence from the world's courts including international human rights case-law and doctrine.

15. On completing its investigation, the panel must provide its findings and recommendations to this impartial third party who will forward these to the Director of Diversity and Equality.

16. If the panel finds that the complaint is substantiated, the Director of Diversity and Equality will determine the action to be taken, which may include: a. restoring, as far as possible, the Complainant to the position equal to that which was held before the incident(s) occurred. b. restoring any loss or damage suffered by the Complainant as a consequence of the discrimination, hate crime, defamation, inquisition, or sexual harassment or the making of the complaint, as far as is practicable. c. ensuring, as far as possible, that the Complainant is not disadvantaged or subjected to reprisals of any kind by any person by reason of making the complaint. d. informing the Respondent that discrimination, hate crimes, defamation, inquisition, or sexual harassment or victimization of someone making a complaint of discrimination, hate crimes, defamation, inquisition, or sexual harassment constitutes a breach of this policy, as well as serious misconduct. e. recommending sanctions, if any. Sanctions may range from admonishment to, mandatory diversity and non-discrimination training, community service, expulsion, suspension, or exclusion from the campus, and in extreme cases, dismissal or termination. The Rector will make the final decision as to whether or not the panel's recommendations will be followed. f. taking other action he or she considers to be appropriate. g. delegating his or her powers under these procedures to the appropriate person.

17. In some cases, these actions may supplement disciplinary procedures taken in relation to the same matter.

18. The Director of Diversity and Equality must inform the Complainant and the Respondent of the outcome of the Stage 3 - Investigation and Determination - in writing.

19. The Complainant or Respondent may request a review by the Director of Diversity and Equality on the grounds that the investigation authorized by the impartial third party was not conducted in accordance with the procedures set down in this regulation. No appeal can be made in relation to the finding as to whether or not discrimination, hate crimes, defamation, inquisition or sexual harassment has occurred.

20. A party's request for review must be forwarded to the Director of Diversity and Equality within 7 working days of that party receiving written advice of the outcome of the Stage 3 - Investigation and Determination. The Director of Diversity and Equality must nominate an independent senior member of staff to undertake the review and report on his or her findings within 14 working days.

21. The Director of Diversity and Equality will consider the findings of the review and communicate his or her decision to the applicant in writing within 12 working days.

22. The Director of Diversity and Equality is free to make any alteration to the original determination that he or she considers appropriate as a result of the review process.

## **Section 17: Education and Information**

The Director shall assist and carry out the following activities in regard to sexual harassment:

1. Raising awareness about sexual harassment. Heightened awareness of sexual harassment should mean that: a. the incidence of sexual harassment declines because unintentional offenders will be more conscious of how their behaviour can be perceived, and deliberate offenders may be deterred by knowledge of possible consequences; b. when it does occur, persons who think they have been harassed will know what they can do and will feel confident that their complaint will be treated seriously and confidentially.
2. The University conducts an ongoing educational campaign to raise the awareness of its staff and students about these issues. Information should routinely be made available to all new staff and students.
3. Information about the University's sexual harassment policy and procedures should be made equally available to people who think they have been harassed and people against whom an allegation of sexual harassment has been made. Rules of natural justice and procedural fairness should be applied to all parties at each stage of the implementation of the University's procedures.
4. Individuals and organizations within the University who would most likely be consulted about sexual harassment matters should be adequately equipped and informed. They should receive training appropriate to their role as a point of referral to ensure that they have a clear understanding of the University's policy and procedures. They should also be supplied with the sexual harassment policy and guidelines issued by the University and written material from other sources to give to people seeking assistance, including details of crisis counseling and support services available outside the University.
5. Information about sexual harassment and the University's policy and procedures regarding it should be available from University staff, such as:
  - Faculty Officers
  - Student Services
  - Human Resources
6. Any staff or faculty member that is approached by someone wishing to make a complaint of possible sexual harassment, whether or not they occupy a position of management or supervisory responsibility, must refer that person to a Sexual Harassment Adviser affiliated to the Office of Diversity and Equality. The reasons for this are: a. the need for confidentiality to be maintained to protect persons against possible defamatory statements; b. the fact that Advisers are trained specifically to deal with complaints. c. Advisers and Conciliators are only appointed by the Office of Diversity and Equality d. the importance to the University of ensuring the procedures are complied with

If all informal processes fail and more formal processes ensue, and then if the allegation is not substantiated, the Director of Diversity and Equality, in consultation with the Rector, upon a request from the cleared person, may announce to the UPEACE community that the allegation was not substantiated. The identities of the parties will remain confidential.

## **Section 18: Responsibilities of the Director of Diversity and Equality**

The Director of Diversity and Equality shall be responsible for the following duties:

1. The development of any necessary communications;
2. The provision of recommendations for affirmative action policies to the university as a whole as well as to particular departments and offices;
3. The provision of an annual report on the situation of diversity and equality at the University

for Peace;

4. Meeting with students, faculty and staff on a regular basis in order to provide information about discrimination and harassment policies;
5. Overseeing complaint procedures for discrimination and harassment;
6. Ensuring that the privacy of victims and alleged perpetrators are preserved;
7. Carrying out activities that enhance and respect the University for Peace's commitment to diversity;
8. Facilitating sessions and workshops to the entire school (directed to different parts of the school, such as faculty, students, or staff) to discuss diversity-related issues including the nature of discrimination and harassment;
9. Organizing activities and panels to address concerns that may arise about particular groups enumerated in section 1.
10. The provision of recommendations for accessibility policies in relation to the inclusion of persons with a disability, to the university as a whole as well as to particular departments and offices.

## **Section 19: Inquiries**

Inquiries regarding the application of these non-discrimination policies should be directed to the Director of Diversity and Equality. Inquiries could be made in an oral manner through telephone, or in person with the Director of Diversity and Equality, or to a designated alternate person representing the Director of Diversity and Equality. Inquiries can also be made in writing to the address of the Director or the Assistant Director.

As a matter of policy, the Director of Diversity and Equality is expected to provide a bi-annual presentation on the policies and procedures of non-discrimination and harassment with detailed explanations, leaving time for students, faculty, and staff to ask questions. One such presentation should take place within two weeks of the beginning of a new academic year.

Upon request, the Director of Diversity and Equality shall provide information regarding applicable policies and procedures for resolving complaints of discrimination and harassment.

## **Section 20: University Commitment to Diversity**

UPEACE is committed to ensuring an environment in which diversity is a fundamental value. We believe that greater diversity will enhance the quality of the University and enrich understanding between students, employees, staff members, faculty, and more generally, the entire community. The University believes that it is important to use outreach to recruit a diverse and high qualified student body and workforce. The University is also committed to the promotion of diversity-sensitivity in all its affairs.

This provision obligates faculty, staff members, and students of the University for Peace to take diversity into account in their dealings with one another.

## **General**

1. Except in special circumstances the University's discrimination, hate crimes, defamation, inquisition and sexual harassment procedures may not be invoked to resolve a concern or complaint about an alleged violation of this policy more than 12 months after the date on which the discrimination, hate crime, defamation, inquisition or sexual harassment is alleged to have taken place.
2. Some respondents are genuinely unaware that their actions have given offence, and are prepared to modify their behavior when the matter has been explained by a neutral party.

3. A person must not be victimized by reason of a complaint having been made under these procedures.
4. Where appropriate, a number of concerns or complaints may be dealt with as one concern or complaint.

## **External Complaints**

In appropriate cases, people who think that they have been discriminated, been a victim of hate crimes, defamation, inquisition, or sexually harassed should be informed that internal resolution procedures may save time, minimize emotional trauma, and financial expense, and be more sensitive to all persons involved. They should be reminded, too, that anyone seeking redress through internal resolution procedures first, continues to have recourse to the outside avenues of complaint, and that those outside avenues may be subject to time limits.

## **Confidentiality**

The University considers the keeping of confidentiality throughout the conciliation and determination process to be of paramount importance and in the best interests of complainants and respondents.

All persons who participate in the advising, conciliation, and determination process, including the Director of Diversity and Equality and the Rector, must keep all information during the process “confidential”.

All persons at UPEACE who hear someone who may be participating in the procedures for a case of discrimination, hate crimes, defamation, inquisition or sexual harassment refer to their involvement in the advising, conciliation, or determination process has a duty to inform that person to terminate discussion on the basis of respect for the confidentiality of the actors involved.

After a determination of discrimination, hate crimes, defamation, inquisition or sexual harassment in Stage 3, the panel may decide to publicly release information about the alleged discriminator, perpetrator of hate crimes, defamation, inquisition, or sexual harassment, if there is a foreseeable risk that the alleged discriminator, hate crimes perpetrator, or harasser may further endanger students, faculty, employees, or staff.

An alleged violator of any provision under this policy, who is cleared from such allegations after an investigation according to the process described above, may request the release of the determination that s/he was cleared from such allegations from the Director of Diversity and Equality. Ordinarily, The Director of Diversity and Equality will release such information, while maintaining the confidentiality of others involved. However, if the Director of Diversity and Equality disagrees with the release of such information, s/he will seek a final determination from the Rector.

## **Record Keeping**

The University recognizes that it would be unjust to keep official records of allegations of discrimination, hate crimes, defamation, inquisition, or sexual harassment naming the alleged discriminator; perpetrator of hate crimes, defamation, or inquisition; or harasser in situations where those allegations have not been tested. The University does not record the fact that an allegation has been made against someone on their personnel file unless that allegation has been found to be substantiated in a formal Stage 3 - Investigation and Determination. No official University records identifying alleged discriminators, perpetrators of hate crimes, defamation, inquisition, or harassers are kept by the University during Stages 1 and 2.

# Illegal Drug and Alcohol Policy and Procedures at UPEACE

## Article I Illegal drug and Alcohol Policy

### Section 1 – The University for Peace believes that:

- (a) A comprehensive alcohol and illegal drug policy addresses the reality of illegal drug use and associated problems in the community and reflects a commitment to the health, safety, and welfare of the University community.
- (b) Members of the University community should not be adversely affected by alcohol or other illegal drugs whilst engaged in University business.
- (c) Members of the University community should observe local laws in relation to using, possessing, giving, or selling alcohol or illegal drugs.
- (d) Alcohol and illegal drug misuse is a social and health problem, which is responsive to prevention, appropriate diagnosis, and treatment.
- (e) The inappropriate, irresponsible, and unlawful use of alcohol or illegal drugs affects academic performance, health, safety, and personal relationships, and may result in damage to property or affect the rights and enjoyment of others.
- (f) All members of the University community share a responsibility to protect the academic environment by maintaining high standards of professional and personal conduct.
- (g) The University has a legitimate interest in taking appropriate action if alcohol or illegal drug use is adversely affecting the health, safety, or performance of an individual or group within the University, or brings the University into disrepute.

### Section 2 – This policy promotes UPEACE’s commitment to:

- (a) Encouraging and assisting staff and students to realize their full academic and personal potential within an environment that actively promotes their health, wellbeing, and safety.
- (h) Minimizing alcohol and illegal drug-related harm to individuals, property, and the reputation of the University.
- (i) Encouraging moderation and a responsible attitude toward the consumption of alcohol.
- (j) Complying with all legal responsibilities applicable to University-related activities.

### Section 3 – The University for Peace will ensure a healthy and safe environment in relation to alcohol and illegal drugs by:

- (a) Encouraging moderation and a responsible approach toward the serving and consumption of alcohol.
- (k) Ensuring an inclusive environment for staff, students, visitors, or any other members of the UPEACE community who choose not to consume alcohol.
- (l) Promoting awareness of personal safety and security.
- (m) Providing support for staff, students, and others in the UPEACE community who wish to address their patterns of alcohol or illegal drug use. This may involve inviting them for rehabilitation and facilitating access to treatment by contacting the company doctor, the counsellors, or referring to IAFA (Costa Rican Institute for Alcoholism and Drug Dependence).

**Section 4 – The University for Peace will manage risk through these policies and procedures by:**

- (a) Outlining the responsibilities of staff, faculty, students, visitors, and any other member of the UPEACE community.
- (n) Specifying emergency and security procedures to be followed in the event of an adverse alcohol or illegal drug-related incident.
- (o) Ensuring that there will be an Event Manager at all University events who will be responsible for coordination regarding the use of alcohol and requesting a permit from the Municipality, if needed.

**Article II Application**

The purpose of the Alcohol and Illegal Drug Policy and Procedures is to provide guidelines for the management of alcohol and use of illegal drugs in the University community.

The Alcohol and Illegal Drug Policy and Procedures apply to every member of the University community and to all activities undertaken on University sites, University events after working or class schedule, and activities organized by UPEACE off-campus. This includes:

1. All enrolled students and/or course participants.
2. Staff members while working for or representing the University in any capacity.
3. Service providers, consultants, volunteers, interns, visiting fellows, visitors, or any member of the UPEACE community.
4. Activities on University campus, regional offices, teaching sites, and field trips.

While in residential and/or hotel accommodation, students and professors are expected to follow guidelines for the use of alcohol established by the Property Owner or management of that property.

### **Article III    Legislation**

Under Costa Rican Law, educational institutions are encouraged to uphold a prevention-oriented policy towards alcohol and illegal drugs.

According to the Law, the use of alcohol and illegal drugs in educational institutions is forbidden. Also, to bring about, sell, or use alcohol, illegal drugs, or stimulants in the work place is forbidden (art. 9, 70 and 293 of Costa Rican Labour Code). This internal policy supports the prohibition of illegal drugs on campus and a prevention-oriented policy on the use of alcohol.

Costa Rican legislation provides penalties for those employees and employers who work under the influence of alcohol or any other similar condition.

### **Article IV    Responsibilities**

1. Students must ensure that they do not attend the University if adversely affected by alcohol or illegal drugs.
2. Students are encouraged to seek assistance if they require support in dealing with an alcohol or illegal drug problem.
3. Every activity organized by the University, on or off campus, will have an Event Manager who will refrain from alcohol consumption during the activity and will make sure that no staff members working in the activity will become inebriated during his/her working time.
4. Staff must ensure that they do not attend the University if adversely affected by alcohol or illegal drugs. If a staff member has a major role or primary task in the organization of an event taking place outside of the regular working schedule, he/she should use extreme precaution in the consumption of alcohol and preferably avoid its consumption altogether.
5. Staff members who are taking prescription or over-the-counter drugs that have specific warnings on use should bring the matter to the attention of their Supervisor prior to commencing work.
6. Staff in charge of University vehicles and machinery, or undertaking hazardous activities must not be under the influence of alcohol and/or drugs and must at all times comply with relevant Costa Rican laws.
7. Heads of Department and Supervisors are responsible for identifying and addressing safety issues or impaired performance resulting from alcohol or illegal drug use. They must take action if there is a risk to the wellbeing or welfare of the person or others.
8. Staff members are responsible for setting parameters for acceptable behaviour and addressing inappropriate behaviour in students. Staff members are not expected to diagnose or counsel students who appear to be misusing alcohol or illegal drugs. However, they do have a responsibility, where appropriate, to confidentially encourage students to seek assistance if they

believe misuse of alcohol or illegal drugs is occurring.

9. Where the behaviour of a student, staff, or visitor is influenced by illegal drug or alcohol use and this behaviour is improper, unsafe, or constitutes a risk to his/her self or others, this issue must be addressed immediately. Staff members are to avoid acting in a manner that may itself be unsafe or aggravate the situation, and must bring the matter to the attention of their immediate Supervisor or Head of Department.
10. Where there is an issue of safety or issues which disturb/perturb others, Security must be contacted. Under such situations, the Supervisor or his/her Representative responsible for security issues shall also be contacted (i.e. Senior Management, Head of Department, Event Manager, or security liaison person). The Supervisor and/or Representative responsible for security issues will be responsible for confirming that the person in question (student, staff, or visitor) is intoxicated, and persuading that person to leave the group and go to a private office to rest and recover.
11. Depending on the severity of the person's intoxication, the Supervisor or his/her Representative responsible for security issues may follow the medical protocol. If the condition of the person in question is not serious, and he/she is driving a personal vehicle, his/her car keys shall be removed and alternative transportation shall be arranged.
12. Staff members working alongside a colleague whose wellbeing or job performance appear to be adversely affected by alcohol or illegal drug use are encouraged to support them in seeking appropriate assistance.
13. Under Costa Rican Law, medical teams are obliged to take action and inform health services if they feel a student, faculty, or staff member is at risk.

## **Article V Wine and Beer License**

Under the Costa Rican Criminal and Civil Code, it is an offense to sell alcohol without a liquor license, either directly or indirectly. These laws apply to all property owned or leased by the University for Peace.

Events that are limited to only the University community will not be subject to seeking permission at the Municipality level and if alcohol is sold, it shall be considered as contribution and not for profit.

For events open to the public, Municipality permission is needed for selling alcohol. Event Managers should process such permission previous to the event in consultation with the UPEACE Legal Office. If permission is granted, the Event Manager will submit a formal request for a one-time Liquor Licence from the Mora canton Municipality authorities for due authorization for the specific event.

## **Article VI Legal Consequences**

1. The Costa Rican Labour Code, under article 72, prohibits employees from working while intoxicated or under any other similar condition; doing so can be considered grounds for dismissal after the employer has warned the employee.

2. The Costa Rican Labour Code, under article 81, emphasizes that employee dismissal (as described in Article VI.1 of this policy) requires a previous warning and a repetition of the offense.
3. The effects of intoxication on human health, including drunkenness-illness, also have negative consequences in the work place, such as deteriorated interpersonal relationships, increased absenteeism, decreased work performance, reduced productivity, increased accidents, and disciplinary problems, as well as the increased costs associated with frequent staff turn-over, training, and recruitment, and, finally, damages to UPEACE's image.
4. Where a student fails to seek assistance for an alcohol or drug problem, and their behaviour is improper, unsafe, or negatively impacts upon the wellbeing or enjoyment of others, disciplinary action or other University procedures may be instituted.
5. If the University determines that a staff member is impaired by alcohol or illegal drug use, the University will direct that staff member to cease work immediately. Where a staff member has been encouraged to seek assistance for an alcohol or other illegal drug problem but fails to do so and his/her actions have a negative impact on the safety or enjoyment of other staff or students, disciplinary action or other University procedures may be instituted.

## Smoking

Smoking is prohibited in the classrooms, the library, bathrooms or any other closed areas or elsewhere close to offices, classrooms, and other areas where smoke may cause discomfort to others. Smoking on Campus is only permitted at the concrete tables located in the green areas. In Costa Rica, smoking inside public buildings is prohibited.

## Pets

The University for Peace is committed to protecting the environment and keeping animals and species living in freedom. For health and safety reasons, no pets are allowed on campus premises.

University community members violating this policy are subject to Disciplinary Actions.

# Students Bill of Rights and Responsibilities

## I. Definitions

1. Unless otherwise provided for herein or clearly delineated by their context, all words shall be interpreted according to their normal, regularly used meaning.
2. "Student" shall mean any person enrolled in an education programme at the University for Peace, or any person enrolled in an individual class at the University for Peace. No distinction shall be made between those paying tuition, those funded by third-party loans or scholarships, and those receiving funding assistance from the University for Peace.
3. **(a)** "The University" shall mean the University for Peace as mandated by United Nations General Assembly Resolution 33/55, including its headquarters in Costa Rica and any other campus location opened by the University for Peace or operated under the substantial control of the University for Peace. **(b)** In the event that students are enrolled in a University for Peace programme operated by another university, or encompassed within the auspices of a campus under the substantial control of another organization, the University for Peace will clearly outline and articulate the body of rights and responsibilities which apply to those students. Notwithstanding the foregoing, the University for Peace will use its best efforts to ensure that the rights enumerated below are considered the "floor" or minimum body of rights, rather than the "ceiling" or maximum body of rights.

## II. Student Rights

1. Students have the right to receive regular and organized instruction consistent with the aims of the programme and courses in which they are enrolled, recognizing the University's reliance on visiting professors and the risks and benefits therewith.<sup>7</sup>
2. Students have the right to be taught by professors who are qualified to effectively teach at the graduate level.
3. Students have the right to classes which begin and end at their scheduled times. For classes taught in 3-hour (or longer) blocks of time, students have the right to a reasonable break mid-way through the class period.<sup>8</sup>
4. Students have the right to a proper correlation between the number of (a) classroom hours and (b) credits for which the course is valued. For the purposes of this right, a classroom hour means 50 minutes, and 1 course credit means 15 classroom hours. While these classroom hours should never be decreased, there may be circumstances such as field trips and other events when the number of classroom hours may be increased.
5. Students have the right to access citation format support and to materials about citation and

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<sup>7</sup> For example, courses should be appropriately-sequenced, and their content and readings will not unnecessarily overlap with the content and readings of earlier courses. Students should be informed in advance whether the course content is categorized as professional development rather than academic development. (Similarly, classes should begin and end at their scheduled times.

<sup>8</sup> This article should be interpreted with a reasonable degree of flexibility, allowing for those infrequent occasions when professors are compelled to extend class by a few minutes in order to complete a discussion or adequately to cover all required material.

plagiarism issues.

6. Students have the right to fair test-taking conditions which do not discriminate against the lack of ownership of a laptop computer. No Student shall be subjected to a different or lower standard of test-taking condition simply because they do not own or have the use of a laptop computer.<sup>9</sup>
7. A Student's grade in a course will be determined only by academic achievement consistent with the aims and content of that course. At the beginning of the course or by way of the course syllabus, the instructor will make known the factors that will be considered in determining the grade, such as class attendance, class participation, papers, examinations, projects and/or presentations.
8. A Student has the right to timely feedback and to have papers, tests and all other evaluated submissions graded and returned within a reasonable amount of time. For the purposes of this article "reasonable" shall generally be defined as 3 weeks.<sup>10</sup>
9. Students have the right to purchase and/or to electronically access all reading materials and assignments a reasonable time before any such materials are needed. Students will be able to purchase course readers at least 3 business days prior to the commencement of any course.
10. Students have a right to reasonable confidentiality in their communication with professors.
11. While recognizing that English language proficiency is a requisite for admission, Students have the right to English language support.
12. Students have the right to mentoring and academic guidance.
13. Foreign Students have a right to the full cooperation and assistance of the University in seeking legal (not tourist) residence status for the full tenure of their enrollment as well as any other reasonably necessary ancillary academic activity which is required to be carried out.
14. Students have a right to share in the governance of the University.
  - a) All departments, graduate programmes and/or emphases should include graduate student representatives in the decision-making process where appropriate.
  - b) When appropriate, Students should have representatives on campus-wide committees, with voting privileges (where appropriate), according to the guidelines of shared governance.
15. Students have a right to clearly defined and published official grievance procedures at the departmental and campus-wide levels.
  - a) Consistent with this right, Students have a right to procedures appropriate to the nature of the case and the severity of the potential discipline.

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<sup>9</sup> The [Technology Learning Centre](#) is available to be reserved for private "in-class" exams.

<sup>10</sup> This article should be interpreted with a reasonable degree of flexibility when there are extenuating circumstances impairing a faculty member's ability to meet this deadline, for example when that faculty member teaches classes back-to-back, has family emergencies, etc.

- b) When a formal hearing is required, a Student has a right to the following minimum procedural standards to assure a fair hearing:
  - i. The opportunity for a prompt and fair hearing, upon the request of the Student, at which the University shall bear the burden of proof, and at which the Student shall have the opportunity to present documents and witnesses and to confront and cross-examine witnesses presented by the University. No inference, however, shall be drawn from the silence of the accused.
  - ii. A record of the hearing; an expeditious written decision based upon the preponderance of evidence, which shall be accompanied by a written summary of the findings of fact.
  - iii. An appeal.
- 16. Students have a right to be evaluated on the basis of the established criteria set forth in each respective syllabus.
- 17. Students have the right to information about their schedule, including coursework and extra-class obligations, in a timely manner.<sup>11</sup> Moreover, when appropriate, students have the right to dialogue with their departmental leadership in scheduling any such extra-class obligations.
- 18. A Student has the right to meet with his or her instructor to ask questions about or discuss course material.
- 19. All Students have the right to use the educational resources of the University.
- 20. All Students have the right to adequate indoor recreation space.
- 21. The University recognizes that free inquiry and free expression are indispensable elements for the achievement of the goals of an academic community. Students – both individually and collectively – have the right to freedom of expression, including the right to dissent, protest and/or take reasoned exception to the information and views offered in any course.
- 22. Financial aid offered and officially accepted will not be revoked except for serious cause after a hearing by an ad hoc Financial Assistance Committee. Students will be notified and/or allowed to be present at any such financial aid hearing.
- 23. Each student has the right to fair and reasonable treatment by other members of the university community.
- 24. Students have the right to receive timely and accurate information from the University regarding housing options.
- 25. All students have the right to the opportunity to participate in and receive the benefits of the programmes at University for Peace regardless of race, color, creed, religion, national origin, sex, age, gender identity, marital status, status as parent or caregiver, physical or mental disability,

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11 Again, within reason, students may need to be flexible.

physical features, medical condition (cancer-related, genetic characteristics, or immunological disabilities including HIV/AIDS), ancestry, citizenship, pregnancy, source of income, or status as a disabled person, war veteran, detained or imprisoned person, or participant in a war.

### **III. Student Responsibilities**

1. Each student has the responsibility to know and abide by what is contained in the "UPEACE Student Handbook" and all other applicable and well-publicized university regulations and policies.
2. Each student is responsible for learning the content and the skills required by his or her courses.
3. Each student is responsible for being honest in all of his or her classes. Students will not cheat on examinations, copy another student's work, plagiarize from secondary sources or from other students, or engage in any other forms of academic dishonesty.
4. Students have a responsibility to attend their classes and are expected to arrive by the beginning and remain for the class period. The student has a responsibility to notify the Department Head and their instructors of extended absences due to illness or other allowable reasons. If a student knows that they will be absent on a particular day, the student is responsible for seeing the instructor beforehand to obtain the assignments for that day.
5. If a student misses a class, they are responsible for making up the work by obtaining a classmate's notes and handouts and by turning in any assignments due.
6. The student is responsible for arranging any modifications of class requirements necessitated by special needs, such as medical conditions, physical disabilities, or learning disabilities with faculty. Students with physical or learning disabilities who desire accommodations are required to provide documentation of their disability before accommodations are provided.
7. Each Student has the responsibility to treat other members of the university fairly, and to respect the rights of others.
8. Students must use the Library and all educational resources of the university in a responsible manner. Students may not deface or vandalize books, periodicals, and/or computer resources in the University libraries, nor may they misuse Technology Learning Centre hardware, software, and related equipment. Students should contribute to the cleanliness and orderly operation of the campus.
9. While Students have the right to freedom of expression, including the right to dissent, protest, or take reasoned exception to the information and views offered in any course, this expression cannot interfere with the rights of others, impede the progress of instruction, or unreasonably disrupt the processes of the University. Recognizing that students may have the right to dissent, protest and express their views in non-University public fora, students have the responsibility in those situations not to purport to represent the University in any official capacity other than as individuals.
10. Students have the responsibility to seek out English language support when directed to do so by faculty members.

11. Students are responsible for providing all required documents to UPEACE, including criminal records, birth certificate, etc., authenticated by a Costa Rican Consulate when so required, so that student visa permits may be processed.
12. Students have a responsibility to pay their tuition by the established due dates, and to be responsible with student housing obligations, which are acquired at the moment of accepting a housing option provided by the DAA—timely payment or rent, timely notification of leave, payment of destructed items, etc.
13. When allowed by the respective course instructor, students have a responsibility to use computers in class only for classroom/learning purposes.
14. Students have a responsibility to treat all faculty and non-faculty staff with respect at all times.

# **APPENDIX A**

## **Department of Academic Administration (DAA)**

**Information for new students, Academic year 2011-2012**

**June 2011**

## **Important dates of the academic calendar**

### **Tuition due dates:**

- First payment: **30 June 2011**
- Second payment: **15 October 2011**

### **First academic term: August to December 2011**

- Orientation (mandatory): **17-19 August**
- First day of class: **22 August**
- Last day of class for first term: **16 December**

### **Second academic term: January to July 2012**

- Orientation for Dual Degree MA in Natural Resources and Sustainable Development: **11-13 January**
- First day of class for Electives and the UPEACE Institute: **16 January**
- UPEACE Model United Nations Conference (UPMUNC): **1 to 3 March**
- Last day of class for second term: **22 May**
- Commencement ceremony: **25 May**

### **Third academic term: May 23 to July 30 2012**

Due date for Independent research project/ internships: each MA programme has different due dates. Students must check with their Heads of Department to make sure they have the right information.

### **UPEACE Institutional Breaks (UPEACE Campus will be closed):**

- Institutional break; UPEACE campus will be closed from **December 21 to January 4**. Students should plan for this break, taking the last day of class of the first term as a reference.
- UPEACE campus will be closed during Semana Santa: **1 to 8 April (Holy or Easter Week)**

## **Costa Rican Holidays:**

- 01 January – New Year
- 11 April\* - National Heroes Day
- 1 May – Labour Day
- 1 to 8 April- Easter week (Holly week)
- 25 July\* - Annexation of Guanacaste
- 2 August – Matron Saint of Costa Rica Holiday
- 15 August – Costa Rican Mother’s Day
- 15 September – Independence Day
- 12 October\* - Encounter of Cultures Day
- 25 December – Christmas Day

(\* ) Transferred to the next Monday if they fall on a Tuesday, Wednesday, Thursday or Friday.

# How to plan for UPEACE

## UPEACE and surroundings

UPEACE headquarters are located in El Rodeo de Mora, in the province of San José, the capital city of Costa Rica. Ciudad Colón is the closest town to UPEACE, 7 kilometres away from campus and 35 minutes away from downtown San José; it has a total population of 21.666<sup>12</sup> in an area of 160 square kilometres, at 850 meters above sea level.

El Rodeo is a rural community comprised of about 40 families, many of which have their roots in farming. Three hundred and ten hectares of forest are found in this area, the El Rodeo Forest Reserve. This reserve is mostly composed of secondary forest but it protects the last remnants of primary forest in the Central Valley of Costa Rica and is located on the UPEACE Campus.

The El Rodeo Forest Reserve is home to more than 200 types of trees and plants, as well as many species of animals. This area is also known by butterfly enthusiasts for having a number of beautiful species that are not easily found elsewhere in the country. Birdwatchers will find a mixture of middle elevation and dry forest species inhabiting the ecosystems in this rainforest.

Most UPEACE students choose to live in Ciudad Colón and surroundings, about 15 minutes from the campus located in El Rodeo. Ciudad Colón has the following essential services available:

### Public bus service

Local buses to and from downtown San José are available every 20 minutes, which also stop at a Mall, Supermarkets and a Hospital.

### Post Office

A central post office is located 50 meters southeast from the Catholic Church on Main Street and Second Avenue.

### Banks

There are two state bank branches available in Ciudad Colón which operate at regular office hours on weekdays (see below). **Valid passports are needed for ALL bank services and transactions.**

Students will be able to withdraw money from international bank accounts through the ATMS available at both banks and other places in dollars and colones. Credit cards and bank cards with Cirrus and Plus international systems are the only ones accepted.

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12 Data from the Population Census 2000: <http://www.inec.go.cr/05Censos/01CensoDePoblacion/cuadrosDelCenso/01Demograficas/cuadros/C20.%20Indicadores%20demográficos%20por%20indicador,%20según%20provincia,%20cantón%20y%20distrito/C20.xls>

- **Banco Nacional de Costa Rica:** Located in downtown Ciudad Colón behind the Catholic Church to the left on 12<sup>th</sup> Street, Second Avenue. The bank is open from 8:30 a.m. to 3:45 p.m., Monday through Friday.
- **Banco de Costa Rica:** Located in downtown Ciudad Colón 50 meters south of the Catholic Church on Main Street and 6<sup>th</sup> Avenue. It's open from 9:00 a.m. to 4:00 p.m., Monday through Friday.

**Note: Checks from non-Costa Rican Banks may take up to 90 working days to be cashed (approx. 3 months). Travellers checks may not be accepted by local Banks.**

### Supermarkets and Convenience Stores

There are a few mini markets available in town:

- **Mini Market la Cadena de Detallistas de Ciudad Colón:** located next to the central football field on Central Avenue and Main Street
- **Supermarket Palí:** 100 meters north of the Catholic church on Main Street and First Avenue
- **El Buen Precio:** 100 meters north of La Casa de la Cultura on Main Street and First Avenue
- **Super Mora:** 100 meters west of the soccer field on Fourth Street and Second Avenue

However, due to a limited selection many students like to shop at nearby supermarkets located in the surrounding area of Ciudad Colón:

- **Megasuper:** Santa Ana, on the San Jose highway
- **Automercado:** in Multiplaza - Escazú, and Via Lindora - Santa Ana

### Internet cafés

- 100 meters west of the Catholic Church, on Main Street
- 250 meters east of the Colón Gas Station, between 4<sup>th</sup> and 6<sup>th</sup> Street

### Other Services

- **Mora Drugstore:** 200 meters south of Banco Nacional; on Main Street and 6<sup>th</sup> avenue.
- **Ziggy's Bookstore:** Across from the Catholic Church. Ziggy's sells school and office supplies, miscellaneous electronics, small gifts and instant passport photos on Main Street
- **Red Cross of Ciudad Colón:** 200 meters south of Mini Market la Cadena, between 4<sup>th</sup> and 6<sup>th</sup> Avenue
- **Dentists in Ciudad Colon** – Well known dentists in the area include Dr. Dunia Mora: 2249-0421 and Dr. Marianela Camacho: 2249-4272.
- **Librería Internacional:** with books in English, German, and French. The bookstore is located outside Ciudad Colón in Multiplaza Mall in Escazú and Via Lindora in Santa Ana.
- **CIMA Hospital:** on the road to San José. Although this Hospital is available via public

transportation, students are encouraged to look at other available options because of its cost.

## **Additional services outside Ciudad Colón**

- **Multiplaza Mall** is located 15 kilometres east of Ciudad Colón and is the biggest shopping centre in the area. It has movie theatres, bars, restaurants, a supermarket, and a food court. Every Wednesday the movie theatre has a half price special, and on other days, UPEACE students can receive a small discount by showing their student ID.
- **Clínica Bíblica Hospital:** An international private hospital in San Jose with English Language services. <http://www.clinicabiblica.com/eng/index.php> (website in English and Spanish)

## **Weather**

The rainy season in Costa Rica begins in May and finishes around the end of November. In August, Costa Rica will be in the middle of the rainy season, a time when it rains every afternoon. The average temperature in the UPEACE area will range from 18° to 30° Celsius (66° to 90° Fahrenheit). Humidity is around 80%. It is usually sunny in the morning and rainy in the afternoon, so the temperature may drop a little as the day continues.

The dry season in Costa Rica begins in December and finishes in April. The weather is almost always sunny and quite hot during the day. The average temperature during the dry season ranges between 21 to 27 degrees Celsius or (70 to 81 degrees Fahrenheit).

## **What to Wear**

On school days, students usually dress casually. It is important to have a sweater available to wear during the rainy season. During this time, students find it practical to carry an umbrella.

During the dry season, lighter clothes are usually worn as the temperature rises. For formal presentations, UPMUNC and graduation formal dress is required (suit/tie, dresses, traditional formal attire).

## **Upon arrival to the Airport**

Students are expected to arrive to Costa Rica no later than **16 August 2011** to attend their first day of orientation, on **17 August**. If you have not done it yet, make your **flight reservations** soon, as August is a popular month to visit Costa Rica.

If the luggage gets lost, inform the airport authorities right away and provide them the phone number of UPEACE in Costa Rica, (506) 22 05 90 00.

Prior to entering the immigration and customs offices, have the letters of acceptance to UPEACE at hand. This will help avoid any headaches with immigration and customs officials.

Note that the rate at the currency exchange counter at the airport is considerably lower so do not change large amounts of money there; \$50 is more than enough to pay for transportation and other immediate needs, and money can be changed later in Ciudad Colón or nearby.

Students are advised to take the official 'orange color' taxis outside the terminal to get to their housing facilities. The fare to Ciudad Colón and the general vicinity should be the amount marked by the taximeter (approximately US\$ 35 to Downtown Ciudad Colón); the trip takes about 30 minutes to Downtown Ciudad Colón, depending on traffic conditions.

Please note that UPEACE **does not** pick students up at the airport or bring them back to the Airport.

## University for Peace information

### Confirming enrollment

Students of the Class of 2012 must make sure to confirm their enrollment at UPEACE by Thursday June 30<sup>th</sup> 2011. This way, incoming students will be assured access to all student services and support. The following steps must be completed:

First, print the Financial Terms and Conditions document , sign it and send it to: [payments@upeace.org](mailto:payments@upeace.org) Then, make the first tuition and fees payment following the instructions below\* (Tuition must be paid in U.S. dollars).

Next, complete the Confirmation of Enrollment Form by clicking on the link provided on your admissions letter Start right away obtaining the required documentation for the processing of the Student Temporary Residency (STR) and bring them to DAA staff on the first day of Orientation (see the Immigration Information Section on page 16 of this document, for details).

### Tuition payment information

*\*Tuition Due Dates:*

- First payment: 30 June 2011
- Second payment: 15 October 2011

*Payment Options:*

Tuition can be paid to UPEACE through the following options:

#### a. Credit card

The online payment system for credit cards can be accessed through the following link: <https://student.upeace.org/financial/tuitions> a login and a password are needed to access this page and are provided with the admissions letter.

Please note that UPEACE **does not** receive credit card payments from corporate credit cards, in which the cardholder's name is anonymous. Only Visa and Master Cards are accepted.

When paying the tuition amount via wire transfer or credit card, students are responsible for all related bank fees. Please make sure that the payment includes all fees related to the transfer, and take into consideration that there may be additional bank charges that banks of origin may not be able to predict. These will be reflected on the tuition summary as a balance that must be paid by the student.

## **b. Wire transfer information**

If the tuition is paid by wire transfer, the following details must be sent to [payments@upeace.org](mailto:payments@upeace.org):

- Student name
- Date of the transaction
- Name of the bank the transfer was sent from
- Sender
- Reference number for this transaction from the originating bank
- The name of the intermediary bank
- **Tuition must be paid in US\$**

For wire transfers, UPEACE uses the National Bank of Costa Rica. The information students will need to send wire transfers is the following:

Name of Bank: BANCO NACIONAL DE COSTA RICA  
Address: Avenida 1 y 3, Calle 4  
San José, Costa Rica  
Beneficiary: Universidad para la Paz  
Account Number: 100-02-130-600013-0  
Swift Code: BNCRCRSJ

### **Note: Tuition must be paid in US\$**

### **Arrival on First Day of Orientation**

Students are expected to arrive at UPEACE on 17 August 2011 at 8:00 a.m. to begin orientation at UPEACE in the Council Room, where they will receive information about various aspects of academic life at UPEACE as well as begin the Student Temporary Residency (STR) process. A UPEACE bus will be available at 7:30 am at the UPEACE bus stop located in the centre of Ciudad Colón behind the Church across from mini market La Cadena, on Central Avenue, between Second and Fourth Street. There will be signs at the bus stop.

### **Mail Service**

It is recommended that students use UPEACE's mailing address for personal mail, or for the shipping of personal items, and that they always use certified mail. Students should instruct friends and relatives

to address their mail as follows:

### **University for Peace**

Department of Academic Administration

Student Name

P.O. Box 138-6100

San José, Costa Rica

Central América

For courier companies such as DHL or FEDEX the following address must be used:

### **University for Peace**

Student Name

De la Iglesia de Ciudad Colón 450 metros al sur

hasta llegar a la Pulpería Estrella del Sur, de ahí, 7 Km. al sureste

Rodeo de Mora, San José, Costa Rica

Tel: (506) 22-05-90-00

Fax: (506) 22-49-13-24

Courier companies do not deliver to PO Boxes; therefore, always use physical addresses for this type of service either to send documents or to have them delivered to you. Courier and/or shipping companies may involve customs and payment of duties. It is recommended that students use regular certified mail, which is less complicated.

As student mail will arrive at the Department of Academic Administration (DAA), students are therefore responsible for checking their mail boxes, which will be assigned during the Orientation Session. The replacement fee for lost keys is 1000 colones.

### **Computer Resources**

UPEACE provides a Technology Learning Centre with desktop computers for student use. Facilities are available throughout the school year, although hours may be reduced during academic breaks and the summer term. Wireless internet connection is available in most parts of the Campus. UPEACE students have access to printing resources, instructional computing facilities, and e-mail.

Every student will be given a UPEACE e-mail account that UPEACE staff will use to send information about various matters. Students must use a personal UPEACE network identification (login and password) in order to access e-mail and most other UPEACE computing resources. UPEACE provides this login and password to all its students during orientation.

Printing services are also available and paid for in colones.

## **Cafeteria**

The on-campus cafeteria is open from 8:00 a.m. to 4:30 p.m., Monday through Friday. Breakfast, lunch, and a variety of snacks and beverages are available

## **Transportation**

UPEACE offers transportation from the UPEACE Campus to Ciudad Colón and back at different times during the day. Details of the bus route and schedule will be provided during orientation.

Please note the bus is punctual in order to adhere to the schedule and will not wait for people. If students wish to take an official (red) taxi to the university at times when the buses do not run, they can pay the going rate to the taxi driver.

## **Health Services:**

Basic health services are provided at UPEACE during working hours. The UPEACE emergency line, 8310-6060, is available to provide information during emergency situations. This number is available 24-hours a day, 7 days a week, including holidays.

In Costa Rica sometimes cell phone service is temporarily down due to weather conditions or location. In case this number cannot be contacted please call the UPEACE main number: 2205-9000, which will be answered by a Security Officer during off hours. They will then contact someone who can provide assistance.

## **Cultural Activities**

One of the ways in which UPEACE students celebrate their multiculturalism is by organizing cultural events on campus. Examples include the Africa Night, Asia Week, Noche Latina, Europe Fest, Thanksgiving Day, Vagina Monologues. Students are encouraged to bring their national outfits and a few items that represent their culture for such celebrations.

Likewise, students organize themselves in diverse groups and clubs (choir, rainbow, cooking, football, gardening, hiking, yoga, salsa, languages, poetry, and cinema), participate in volunteering programs in Ciudad Colón and El Rodeo; or other locations, and organize discussion groups, forums and conferences.

## **Costa Rican Currency**

The exchange rate on this date (7 June 2011) is 1 US dollar for 503.44 colones, according to the Costa Rican Central Bank. This rate fluctuates frequently students are recommended to check the Costa Rican Central Bank page for updates: [http://www.bccr.fi.cr/flat/bccr\\_flat.htm](http://www.bccr.fi.cr/flat/bccr_flat.htm)

We recommend visiting the following website to calculate the exchange rate for your currency before your arrival: <http://www.x-rates.com/calculator.html>

### **UPEACE Payment Policy:**

Tuition installments are due on the above indicated dates. Students who fail to pay by the due dates will be prohibited from registering, attending classes, using student services such as library, printing, internet, UPEACE e-mail accounts, or receiving transcripts or letters certifying attendance at UPEACE.

In addition, a US\$50 administrative late fee will be charged for every month until payment is made in full. Late charges will be reflected in the tuition summary.

### **Insurance**

UPEACE students are insured as follows:

1. Costa Rican Social Security Health Insurance (CCSS or "Caja")

The acquisition of National Social Security health insurance is mandatory under the Costa Rican Law of Immigration (Law No. 8764), as part of the requirements to obtain the Student Temporary Residency, which is required by law of all students attending UPEACE.

This insurance covers health services and maternity in the Costa Rican public hospital and clinic system. All students will be provided both with a CCSS card and a monthly receipt, which they must show (both documents) when using any of these services.

Every month, DAA puts the current CCSS receipt in the student mailboxes. Students are responsible for checking on a regular basis and for making sure they do not misplace it.

The CCSS system works very well for emergency situations, lab tests, x-rays, scans and frequently used generic medication, which the UPEACE Doctor can prescribe. For medical specialists there may be a wait as long as one year.

For this reason UPEACE provides students with supplemental health insurance. Detailed information about this insurance will be provided during orientation. However, this policy (HMT) does not cover students in their countries of origin. Therefore UPEACE recommends that students also obtain private insurance that covers them worldwide.

Please be advised that it is recommended that students also obtain private insurance that covers them worldwide.

# Immigration information

## According to the new Costa Rican Law of Immigration 8764

### Section I

#### Pre-approved Student Temporary Residency process For non-Costa Rican students

All non-Costa Rican students need a pre-approved Student Temporary Residency (STR) for Costa Rica; therefore it is necessary to go to the nearest Costa Rican Consulate to obtain it prior to traveling to Costa Rica. An appointment must be made in advance to file an application. The following documents are required for this process:

1. **Criminal record** recently obtained from the country where the applicant has resided for the last 3 years. This document must be authenticated by a Costa Rican Consulate.
  - This document should not be requested prior to June as it is valid for only six months (unless the document states otherwise), because several of these six months will be needed to complete the STR processes in Costa Rica.
  - In cases when the document is issued in a language other than English, French, Spanish or Portuguese, the applicant must have the document translated into English and have the Costa Rican Consulate authenticate both the original document and the translation.
2. **Birth certificate**, which must clearly state the names of both parents. This document must also be authenticated by the Costa Rican Consulate.
3. **Passport** must be valid for at least 6-months after the projected MA programme end date (end of January 2013).
4. **US\$ 30** must be paid for non-restricted and consular visas; **US\$ 50** must be paid for restricted visas at the Consulate by the student (see explanation below).
  - **Consular visas** are those granted to citizens from countries belonging to category 3, according to the Costa Rican Immigration country classification system. As of March 2011, this category includes the following countries:

Albania, Angola, Saudi Arabia, Algeria, Armenia, Azerbaijan, Bahrain, Benin, Belarus, Bosnia and Herzegovina, Botswana, Negara, Brunei Darussalam, Burkina Faso, Burundi, Bhutan, Cape Verde, Cambodia, Cameroon, Colombia, Cote d'Ovoide, Comoros, Chad, Ecuador, Egypt, United Arab Emirates, Russian Federation, Gabon, Gambia, Georgia,

Ghana, Guinea, Guinea Bissau, Equatorial Guinea, India, Indonesia, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Kosovo, Kuwait, Lesotho, Liberia, Libya, Lebanon, Madagascar, Malaysia, Malawi, Morocco, Mauritania. Moldova, Mongolia, Mozambique, Namibia, Nepal, Nicaragua, Níger, Nigeria, Oman, Pakistan, Papua New Guinea, Peru, Qatar, Saharahui Arab Republic, Central African Republic, Republic of Macedonia, Republic of the Congo, Democratic Republic of the Congo, Lao's People's Democratic Republic, Dominican Republic, Rwanda, Senegal, Sierra Leone, Sudan, Swaziland, Thailand, Tanzania, Tajikistan, East Timor, Taiwan, Togo, Tunisia, Turkmenistan, Ukraine, Uganda, Uzbekistan, Vietnam, Djibouti, Zambia, Zimbabwe.

- **Restricted visas** are those granted to citizens from countries belonging to category 4, according to the Costa Rican Immigration country classification system, as of March 2011, this category includes the following countries:

Afghanistan, Jamaica, Bangladesh, Myanmar (Burma), Cuba, Palestine, Eritrea, Syria, Ethiopia, People's Republic of China, Haiti, People's Republic of Korea, Iran, Somalia, Iraq, Sri Lanka.

Updates to the above mentioned country lists can be verified through this link: <http://www.migracion.go.cr/visas/Directrices%20visas.pdf> (only in Spanish).

Applicants who are citizens from countries in categories 3 and 4, please refer to **Section II** of the Immigration information section of this document, for further instructions for the STR application.

Exceptions mentioned in the above link regarding entry into Costa Rica (e.g. valid US or Schengen Visa) are not applicable to students who will be residing in Costa Rica to study at the University for Peace within ANY of the Master's degree programmes. **Therefore, all admitted applicants must request the STR.**

5. **Letter** addressed to the Costa Rican Consulate, requesting the STR. This letter must contain the following elements and must be prepared by the student:

- Complete name
- Nationality
- Profession
- Birth date and place
- Estimated arrival date and place (for 2011-2012 students are expected to arrive in San José by August 16<sup>th</sup>)
- Passport number
- This letter must be signed by the applicant in front of Costa Rican Consulate representative

6. **Visa Application Form**, which will be provided by the Costa Rican Consulate to be filled out by the student.
7. **Admissions letter**, which will be provided by UPEACE in Spanish, for immigration purposes, by email.
8. If the Consulate considers it necessary, additional documentation might be requested from the student (e.g. financial statements, etc.)

Please note that all costs incurred for the processing of documents needed for the STR, e.g. Consulate fees, government office fees, document fees, authentication fees among others must be paid by the student.

Regarding processing of the final approval of the STR, which happens after the students arrive in Costa Rica, the remaining expenses will be covered by the Government Fees paid by the student to UPEACE, along with the first installment of tuition and remaining fees. These fees are not refundable as UPEACE will transfer them to the Costa Rican Government.

**Under no circumstances will Costa Rican Immigration process the Student Temporary Residency (STR) without the above required documents.**

**As an international institution located in Costa Rica, UPEACE abides by Costa Rican law; therefore each student will be held responsible for conforming to the legal requirements of Costa Rican Immigration.**

## **Section II**

**For categories 3 and 4 only**

**Further Instructions for Student Temporary Residency (STR) application**

### **Preparatory Steps for obtaining pre-approved STR for Categories 3 and 4 admitted Students**

Please note that the pre-approved STR replaces the entry visa required by Costa Rica under the previous law.

By **June 20<sup>th</sup>**, applicants who have confirmed their Enrollment for 2011-2012 and are citizens from countries in categories 3 and 4 must send a round trip travel itinerary (can be a tentative one) to the Department of Academic Administration (DAA) at UPEACE: [visas@upeace.org](mailto:visas@upeace.org)

The DAA will then file a request to the Director General of Immigration in Costa Rica for the STR. Once the STR application is pre-approved, the Director General of Immigration will notify the nearest Costa Rican Consulate (as listed by the applicant on the Visa Form sent along with the application package to the University for Peace). Should there be any change in the applicant's living circumstances, it is required that the students inform the UPEACE Visa Unit, [visas@upeace.org](mailto:visas@upeace.org) as soon as possible, providing the new location of the nearest Costa Rican Consulate.

Also, a notification will be sent to the UPEACE Visa Unit and will then be forwarded to the applicant as soon as it is received. This letter will also be needed to process the (Entry Visa) STR at the Costa Rican Consulate according to the steps outlined above. However, this letter will not substitute for the required stamp and the applicant will still need to go to the Costa Rican Consulate to obtain it. An appointment must be made in advance for ALL Costa Rican Consulates worldwide.

According to Costa Rican Immigration, this process takes approximately 30 business days, but in practice, it may take up to 60 business days or longer, depending on country of origin.

**In order to obtain the pre-approval of the STR, it is necessary that applicants bring all required documents listed in Section I of Immigration Information Section of this document to the nearest Costa Rican Consulate.**

In cases where there is no Costa Rican Consulate with Jurisdiction to authenticate documents from the applicant's country, he/she should bring their Criminal Record and Birth Certificate to Costa Rica unauthenticated. Upon arrival to UPEACE, the Legal Advisor will make an Affidavit to be signed by the student. This Affidavit will be submitted for consideration to Costa Rican Immigration along with a letter from the Costa Rican Ministry of Foreign Affairs stating that no Costa Rican Consulate exists within Jurisdiction of the student's country of origin.

**This process does not apply to countries listed in categories 1 and 2.**

While the final approval of the STR is being processed, students from groups 3 and 4 will be able to travel outside Costa Rica, **only if they request a re-entry visa from DAA at least 4 weeks in advance of anticipated travel. This request should be submitted by email to: [visas@upeace.org](mailto:visas@upeace.org)**. **Once the re-entry visa is approved, students will need to obtain the entry visa stamp at the nearest Costa Rican Consulate while they travel, in order to re-enter Costa Rica.**

*As an international institution located in Costa Rica, UPEACE abides by Costa Rican law; therefore each student will be held responsible for complying with the legal requirements of Costa Rican Immigration.*

### **Section III**

#### **Processing of the final approval of the Student Temporary Residency (STR) in Costa Rica**

1. Upon arrival to UPEACE (specifically, on the first day of Orientation), the Department of Academic Administration (DAA) will collect the following documents to be submitted to Costa Rican Immigration Authorities, as part of the final STR approval process:
  - a) **Criminal record** recently obtained from the country where the applicant had been residing for a minimum of 6 months, and has been authenticated by a Costa Rican Consulate.
  - b) **Birth certificate**, which must clearly state the names of both parents and has been authenticated by a Costa Rican Consulate.
  - c) **Passport**, which must be valid for at least 6 months (end of January 2013) after the projected MA programme end date, containing the pre-approved STR stamp given by a Costa Rican Consulate.
2. Criminal Records and Birth Certificates are taken to the Costa Rican Ministry of Foreign Affairs to obtain a final authentication stamp for the STR.
3. Passports will be kept by DAA for one week, after Orientation to make exact copies for Immigration (students will be given a copy of the main page and the pre-approved STR stamp to be used during this time).
4. A team of Police Officers from the Judicial Archives Office will also come to campus, during Orientation, to take finger prints of all students.
5. DAA will have the Criminal Records and Birth Certificates officially translated to Spanish, when language is other than Spanish. This process takes approximately 2 weeks.
6. Consular registration is also required for students whose countries have Consular Representation in Costa Rica. It is the responsibility of the student to contact the corresponding Consulate and follow their procedure for registration. Students will then bring to DAA a copy of the Consular Registration document.
7. DAA will also make several bank deposits for each student as part of the process to obtain final approval.
8. The last step of the process is to compile all these documents in a file for submission to Immigration. Passports will be again requested by DAA for this final step.
9. According to Costa Rican Immigration, those countries listed from categories 3 and 4 must process these documents within 30 days upon arrival to Costa Rica; those countries from categories 1 and 2 are required to process these documents within 60 days upon arrival to Costa Rica.
10. If the file is **complete** upon submission, according to Costa Rican Immigration, this final approval takes approximately 90 business days; but in practice, it may take up to 120 business days or longer

depending on country of origin.

11. If the file is **incomplete**, the 90 to 120 business days will be counted from the moment the last pending document is added to complete the file at Costa Rican Immigration. Therefore students are encouraged to make sure their documents are complete from the start.
12. Once the STR is approved, some additional bank deposits are made and passports will be required again by DAA to be brought to Immigration to get the final stamp.
13. Once the process is complete, students are regarded to as Temporary Residents of Costa Rica for the duration of their studies at UPEACE.

## Section IV

### Temporary Student Dependant Residency

UPEACE will also assist students in obtaining a Temporary Student Dependant Residency in Costa Rica for their spouses and/or children, during the student's study period. **All costs involved in the processing of Temporary Student Dependant Residency must be covered by the student.**

The same procedures outlined in the previous sections of the Immigration Information Section of this document, also apply to student spouses and/or children. In addition, the following documents must be provided upon arrival at UPEACE:

1. **Four passport-size pictures**
2. **Criminal record** (not for children under 15 years old) recently obtained from the country where the applicant has resided for the last 3 years. This document must be authenticated by a Costa Rican Consulate.
  - a. This document should not be requested prior to June as it is valid for only six months (unless the document states otherwise), because several of these six months will be needed to complete the STR processes in Costa Rica.
  - b. In cases when the document is issued in a language other than English, French, Spanish or Portuguese, the applicant must have the document translated into English and have the Costa Rican Consulate authenticate both the original document and the translation.
9. **Birth certificate**, which must clearly state the names of both parents. This document must also be authenticated by the Costa Rican Consulate.

10. **Passport** must be valid for at least 6-months after the projected MA programme end date (end of January 2013).
11. **Original Certificate of marriage (not for children)**, the document must be in the original language, accompanied by an official English translation, authenticated by the nearest Costa Rican Consulate. The document must be received by DAA within 60 days of the issuance date. This document is also necessary to request the pre-approved Student Temporary Dependant Residency. Therefore, it must be received at UPEACE by 20 June 2011 if they plan to arrive in Costa Rica for Orientation; or at least one month prior to arrival in Costa Rica.

**Travel itinerary:** citizens from countries in categories 3 and 4 must send a round trip travel itinerary (can be a tentative one) by 20 June 2011 to the Department of Academic Administration (DAA) at UPEACE: [visas@upeace.org](mailto:visas@upeace.org). It is an Immigration General Directorate regulation that if the child will be residing in Costa Rica with only one parent, a **letter of authorization** must be signed by the parent who will not be travelling to Costa Rica, stating his/her approval to be away from the child for the study period of the spouse.

**Note:** The student must cover all costs related to the Student Temporary Dependent Residency.

## Section V

### Important information

#### 1. Round trip ticket

Please note that, in the past several UPEACE students have been ordered to buy a return ticket at the airport to comply with this requirement or have been kept from boarding a connecting flight. Please do not take any chances and ensure that you have a return ticket on hand when entering Costa Rica.

#### 2. Yellow fever Vaccination

Yellow fever vaccine is required to enter Costa Rica when traveling from or traveling through the following countries:

Angola, Benin, Burkina Faso, Cameroon, Democratic Republic of Congo, Gabon, Gambia, Ghana, Guinea, Liberia, Nigeria, Sierra Leone, Sudan, Bolivia, Brazil, Colombia, Ecuador, Peru, French Guyana, Venezuela.

The incubation period for the Vaccine is 10 days; therefore students must make sure they get this shot with enough time in advance and the supporting documentation. After the ten days of incubation have passed, students may travel to Costa Rica.

It is strongly advised that all students get the yellow fever vaccination, because there have been cases of students traveling to other countries during their vacation breaks and not being able to return to Costa Rica until they have been vaccinated and have had waited ten days.

### 3. **Benefits of the Student Temporary Residency (STR)**

- The student will have legal status in Costa Rica.
- When traveling, students will no longer need a return ticket upon entry into Costa Rica.
- Students with a STR can enter all Costa Rican national parks at a lower rate than tourists do.
- Students from groups 3 and 4 will be able to enter Costa Rica as many times as they want once they have the Temporary Student Residency. Re-entry Visas will no longer be required for Costa Rica.
- For background checks related to employment or internships, it is necessary to have obtained legal status while pursuing studies abroad.

### 4. **Penalty for overstaying without legal status**

- There are financial penalties of US\$ 100 per month, which have been charged to people who attempt to leave the country without a STR.
- There have also been instances when students have been banned from re-entering Costa Rica, no matter what country they come from, if they have not started the process for the STR.

## **Additional recommendations for your trip to Costa Rica**

- Do not place money in your checked luggage. In the past there have been incidents of students losing money from their suitcases during travel. It is recommended that you carry credit cards with the Cirrus and Plus systems, make arrangements for wire transfers, or access your home country bank account from Costa Rica.
- If for any reason students cannot make the financial arrangements to afford their stay in Costa Rica, they should not make any plans to travel to Costa Rica. UPEACE is in no position to provide any financial support for living expenses, travel, medical or housing.
- Please note that students who are receiving stipends through full scholarships or fellowships

will be paid only for the actual months of residency in Costa Rica.

- Coverage of all medical expenses are the responsibility of the student in coordination with their insurance company or family members. UPEACE will not provide any financial assistance for any uncovered expenses.

## Housing

Through the DAA Housing Unit, UPEACE offers assistance with locating housing in the area of Ciudad Colon and El Rodeo, through a housing website. This website will be made available to all new students as of July 15<sup>th</sup> 2011.

The website cannot be made available earlier, because it is being updated with available options for the academic year 2011-2012 and information about regulations applied to rentals in Costa Rica. In addition, DAA is not able to reserve places too far in advance because of summer rentals.

The website will contain information about housing options (photos included), prices, location and terms and conditions of contracts.

Students will receive an email with login and password once the website is ready. For planning purposes, housing options range from US\$ 300 upwards depending on amenities desired.

### Department of Academic Administration (DAA)

Our priority at the University for Peace is the well-being of the students. Feel free to contact staff of the Department of Academic Administration (DAA) for any assistance you may need. Our doors are always open to you!

**Ms. Rosario Gutiérrez**

Admissions Officer: [admissions@upeace.org](mailto:admissions@upeace.org)

**Ms. Nora Mahmoud**

Admissions Officer: [admissions@upeace.org](mailto:admissions@upeace.org)

**Ms. Christine Oatis-Skinner:** [coatis@upeace.org](mailto:coatis@upeace.org)

Career Officer

**Ms. Carla Ortiz Jarquin**

Head of Academic Administration  
[cortiz@upeace.org](mailto:cortiz@upeace.org)

**Mr. Eddy Quesada:** [equesda@upeace.org](mailto:equesda@upeace.org)

Mail and Student Records

**Ms. Marta Cuadra:** [mcuadra@upeace.org](mailto:mcuadra@upeace.org)

Student Housing: [housing@upeace.org](mailto:housing@upeace.org)

**Ms. Cynthia Diaz:** [cdiaz@upeace.org](mailto:cdiaz@upeace.org)

Student Visas: [visas@upeace.org](mailto:visas@upeace.org)

**Ms. Fina Farfán**

Registrar: [registrar@upeace.org](mailto:registrar@upeace.org)

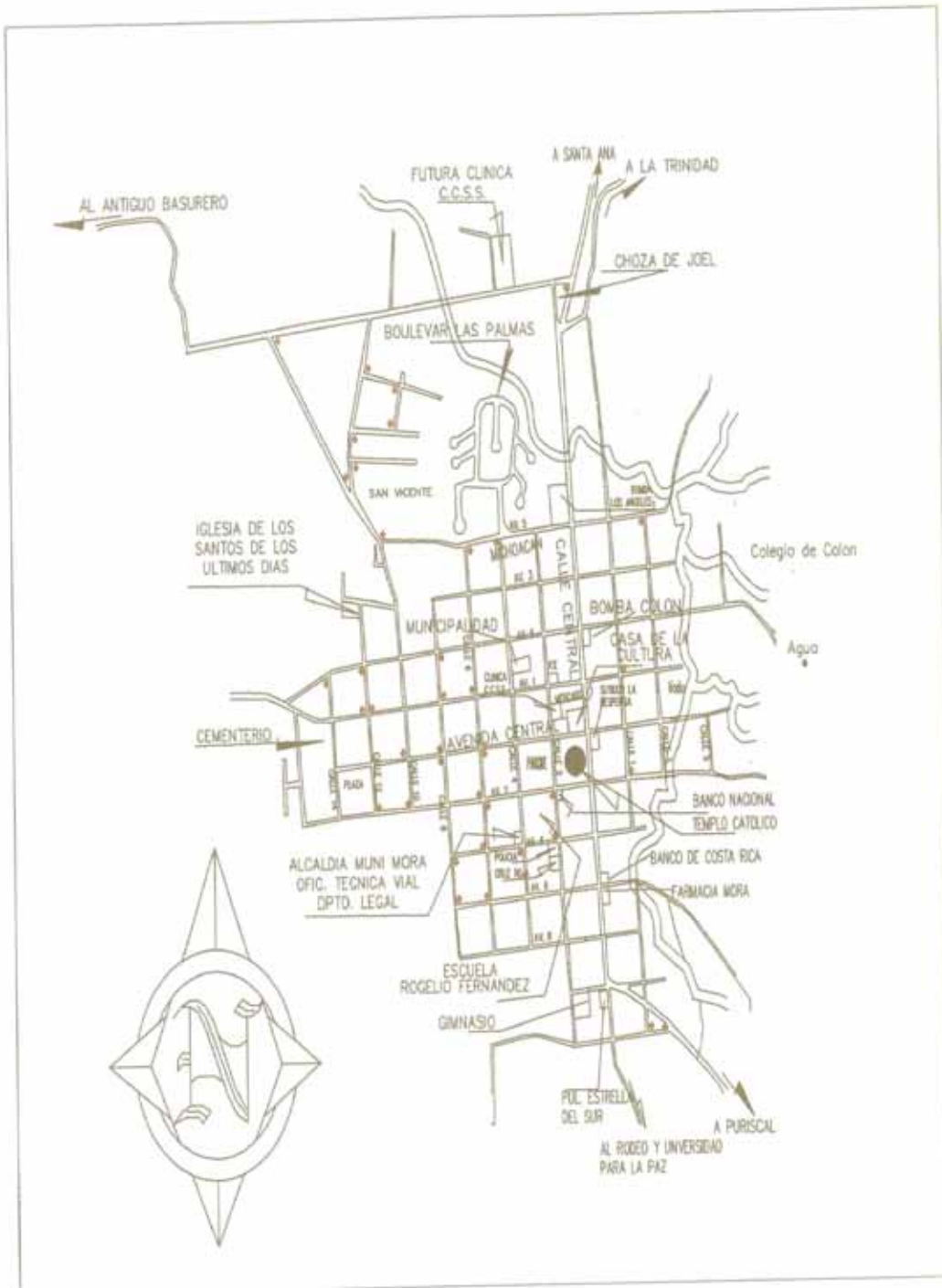
**Mr. Leonardo García**

Alumni Affairs and Special Programme Officer  
[lgarcia@upeace.org](mailto:lgarcia@upeace.org)

**Ms. Vanessa Granados:** [vgranados@upeace.org](mailto:vgranados@upeace.org)

Student Payments : [payments@upeace.org](mailto:payments@upeace.org)

# MAP OF CIUDAD COLON



## APPENDIX B Useful resources and information

### Payment Options

#### a. Wire Transfer

Name of Bank: BANCO NACIONAL DE COSTA RICA  
Address: Avenidas 1 y 3, Calle 4  
San José, Costa Rica  
Beneficiary: Universidad para la Paz  
Account Number: 100-02-130-600013-0  
Swift Code: BNCRCRSJ

**Note:** When paying the tuition amount via a wire transfer, students are responsible for all related bank fees. They must make sure that their payment includes all banks fees related to the transfer.

If paid by wire transfer, students must provide the following details:

- Name of the student
- Date of the transaction
- Name of the bank the transfer was sent from
- Sender
- Bank number or reference number for this transaction
- The name of the intermediary banks

There may be additional charges applied by Banco Nacional and/or other intermediary banks related to wire transfers. UPEACE needs to receive the total amount due. Any other charges must be covered by the student.

#### c. Credit card

UPEACE offers the possibility of using an on-line credit card payment system, certified by *VISA* and *Mastercard Secure Code*. Students are able to access this system through the following link: <https://student.upeace.org/financial/tuitions>

All payments processed through this system are effective. UPEACE will not assume the responsibility for any incomplete or incorrect payments processed.

VISA and Mastercard debit or credit cards are accepted. American Express and/or Diner's Club credit or debit cards beginning with number three are not accepted. Any fees related to credit card payments will be reflected on the payment receipt as a balance to be paid by the student. It must be noted that UPEACE does not receive credit card payments from corporate credit cards, in which the cardholder's name is anonymous.

**c. Certified Check or Money Order in US dollars:** Personal checks are not accepted.

**d. Cash:** In dollars or the equivalent in colones.

## Access to the library private databases

- The library has a selection of on-line databases available to students. These databases can only be accessed on campus from the following address: <http://www.upeace.org/library/private/>
- The sites are password protected and can be accessed with the student's login and password.

If students need help accessing the private databases, they may contact Soraya Murillo [smurillo@upeace.org](mailto:smurillo@upeace.org) at the Library.

### Readers from previous years

A collection of past readers is maintained in the reading room of the Library. These readers might be taken by students without checking them out at the Library desk. Note that some of them have been underlined or are missing pages due to past usage.

### Books donated to the Library

Through donations by students, faculty and staff the Library has been able to accumulate an assorted number of fiction and non-fiction books which can be found in the Library on the shelves near the computers. Students are welcome to swap or loan these without checking them out.

### Email information

Each student is assigned a UPEACE email address for life long use and allotted 10GB of storage space in their student e-mail inbox, which they can access through the steps outlined below:

The e-mail system is web based. It can be accessed at <http://outlook.com>

The student e-mail address follows the following format: [login@master.upeace.org](mailto:login@master.upeace.org)

For example, John Doe's e-mail address would be [jdoe@master.upeace.org](mailto:jdoe@master.upeace.org)

The initial user name is **student** and the initial password is **Peace12**. The system will ask you to change the password the first time you log in.

The new password must have at least six (6) characters; it must also have upper and lower case letters, as well as numbers. It cannot be one's name.

### File Storage

Students have 25 GB of online file storage. They can access it via the mail page: <http://outlook.com> by going to the Office menu on top of the page and choosing "My Documents". They can also access it by going to <http://skydrive.live.com> and logging in with their UPEACE mail address and password.

### General Recommendations:

It is recommended that students:

- Always use antivirus software
- Store their files on student's network drive when using UPEACE computers
- Make regular backups when using their laptops
- Do not use floppy disks which tend to rapidly deteriorate in the very humid climate conditions of Costa Rica
- Do not share passwords
- Be careful with USB units and external drives. Many students have lost or damaged the information on their USBs
- Always logout before leaving the Technology Learning Centre so that other students can access the same computer

# Checkout/Reservation Process for Audio Visual Equipment

Responsible Party	Action Required
Staff, Faculty or Student	AV equipment must be reserved on-line using the form available on the staff and students' intranet pages (attachment A). In the case of external use, this form should be accompanied with the <b>"Request Equipment for External Use"</b> form (attachment B), available in the forms folder of "Público" or with the Administrative Assistant of each Academic Department. A printed copy of all required forms, properly completed, should be provided to AVU for processing.
AVU Staff	Once the request is confirmed and entered into the checkout system, AVU staff will send a confirmation e-mail.
Staff or Faculty	Reviews this confirmation and reports any discrepancies.
AVU Staff	Examines equipment prior to check-out, noting any existing problems.
AVU Staff	Examines equipment upon return, noting any new problems.

**Note:** AV media equipment is available for checkout during normal UPEACE office hours (8:00 am – 4:30 pm, Mon-Fri during the academic year). Equipment should be returned or picked up no later than 3:45 pm to allow time for inspection and processing.

## Printing

Students have access to black and white printers in the Technology Learning Centre. All printing must be paid for in advance, for which a pre-payment system is available. The minimum amount for the pre-payment is ₡10,000 (ten thousand colones) or its equivalent in US dollars. The payment should be made in coordination with the photocopy operator at Copias Activas. Students must remember to ask for the receipt.

Whenever users log in into a computer in the Lab or in the Library, their printing balance will be displayed. Likewise, printing can be performed directly in the Copias Activas office, where students must pay in cash. Documents can be provided to Copias Activas on USB keys or CDs.

## On Campus photocopying services (Copias Activas)

### Photocopies

The costs for black and white photocopies, two-sided black and white copies, color copies and two-sided copies are to be paid in cash to the photocopy operator.

### Readers and Books

Students will be able to buy their readers and books for each course at Copias Activas. Each Academic Department should inform students at least one day in advance that the reader is available at the photocopy center. In order to reserve a reader, the student must make a pre-payment and pay the balance upon collection of the reader.

## **Scanning and Fax services**

The photocopy operator will inform students about costs, which will vary according to destination. If the student wishes to receive personal faxes, s/he may use (506) 22-49-41-58 and pay the cost at Copias Activas.

Questions concerning these services must be directed to Copias Activas at: [copias@upeace.org](mailto:copias@upeace.org)  
Comments about the quality of the printing service provided by Copias Activas should be made by email to the Chief of Operations, Warner Masis: [wmasis@upeace.org](mailto:wmasis@upeace.org)

## Career Advice Consultation

Students may make appointments to discuss options and review resumes and cover letters with:

Dr. Christine Oatis  
 Career Officer  
 Department of Academic Administration  
 Email: [coatis@upeace.org](mailto:coatis@upeace.org) or phone: (506) 2205 9069

### UPEACE Career Services, 2011 - 2012

For more information, and to schedule confidential consultations on campus, please contact Dr. Christine Oatis-Skinner at [coatis@upeace.org](mailto:coatis@upeace.org)

Workshop Sessions to be offered at UPEACE (dates and location to be announced by email)

- Clarifying Values, Interests and Vision
- Functional Skills Analysis: Identifying Transferable Skills
- Developing Connections: Creating a Professional Network
- Resume/Cover Letter Development: Focusing for Results
- The Internship Search Process: Researching and Creating Options
- UN-NCRE\* Examination Information Session

Note: The above workshops will be offered during one-hour morning sessions and repeated in afternoon sessions to accommodate class schedules.

### Important Career Information for 2011-2012

\*The United Nations National Competitive Recruitment Examination, (UN-NCRE) will be held on the UPEACE campus on Wednesday, 7 December 2011. This examination is held to identify young professionals (less than 32 years of age) from under-represented countries who are interested in career paths within the UN system. For more information and to apply to be a candidate for the examination, go to: <https://careers.un.org/lbw/home.aspx?viewtype=NCE&lang=en-US> (Please note that the deadline for registering is by 10 September)

The 4<sup>th</sup> Annual UPEACE Internship Information Fair will be held on campus on Thursday 17 February, 2012.

"Professional Development Opportunities Bulletins", featuring information on positions of potential interest, internships and scholarships are emailed to UPEACE students and alumni.

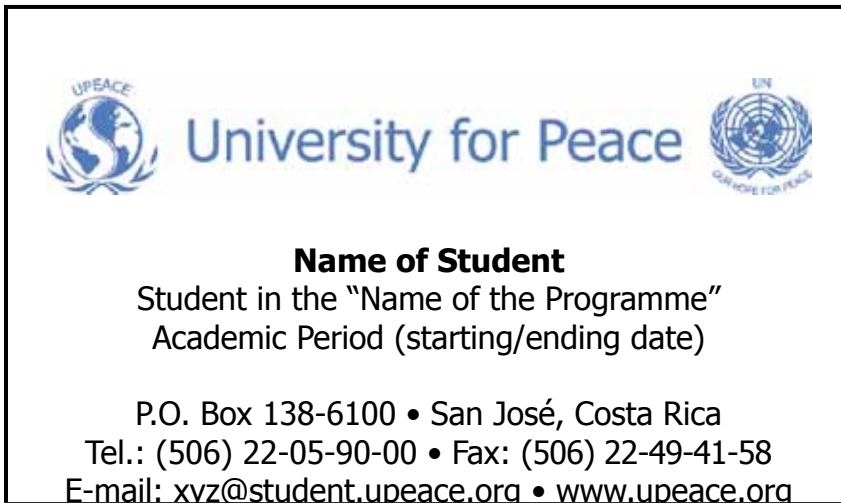
The UPEACE Career Development Webpage can be accessed at: [www.upeace.org/career](http://www.upeace.org/career)

## Use of UPEACE Business Cards

If students wish to use business cards with the UPEACE logo, they must follow the format below with the logo of the University for Peace, having previously obtained the authorization of the Head of Academic Administration.

Students will be responsible for the printing and cost of the business cards.

### Student business card format and printing instructions:



1. The UPEACE logo should always be used with all its components (UPEACE logo, U.N. logo, University for Peace and Universidad para la Paz in the middle), as it appears in the sample.
2. Below the name, it should be clearly indicated that the user of the card is a student in a specific University for Peace academic programme.
3. The academic period of enrollment should also be indicated.
4. The University for Peace institutional telephone number, 22-05-90-00, may be used on the card, although students should be aware that messages will be taken by the receptionist and sent to their mail boxes located in the DAA. Each student will be responsible for regularly taking his or her messages.
5. The fax number on the card is the one of Copias Activas. Students will have to pay Copias Activas to receive faxes.

## Editing Assistance

Students may contact Ross Ryan, UPEACE English Language/Journalistic Editor.  
Email: [rryan@upeace.org](mailto:rryan@upeace.org)

## UPEACE Website as a Resource

There is a great deal of information available on the UPEACE website. For example, the Student Intranet can be accessed through the drop-down menu under Quick Links on the homepage. There are links to academic forms, the career development web pages, and additional grant and fellowship links.

## Costa Rican Currency

The national currency of Costa Rica is the colón. Information about the exchange rate US\$-colones may be obtained from the following website:  
[http://www.bccr.fi.cr/flat/bccr\\_flat.htm](http://www.bccr.fi.cr/flat/bccr_flat.htm)

## Weather

The dry season in Costa Rica usually begins in December and ends in April. The rainy season begins in May and ends around the end of November. The average temperature in the UPEACE area ranges between 20 and 25 degrees Celsius.

During the rainy season, it is usually sunny during the morning hours, at which time light clothes with short sleeves are recommended. It usually rains during the afternoon, and the temperature may drop a little, so students are encouraged to be prepared for these conditions as well. A light sweater and an umbrella are necessary.

## What to Wear

On school days, students usually dress casually. During the dry season, lighter clothes are usually worn as the temperature rises. Events like presentations, UPMUNC and graduation require more formal wear (suit/tie, dresses, traditional formal attire).

## Important Telephone Numbers

This list contains some useful telephone numbers that you may need while in Costa Rica. UPEACE has a 24 hour, 7 days a week emergency line\* for assistance to students and staff.

<b>Emergency</b>	<b>911</b>
<b>*UPEACE Emergency line</b>	<b>8310 6060</b>
<b>Red Cross Ciudad Colón</b>	<b>2249 1126</b>
<b>Dr Moreno</b>	<b>8991 8394</b>
<b>Ciudad Colón Police</b>	<b>2249 1037</b>
<b>Ciudad Colón Medical Center</b>	<b>2249 1116</b>
<b>Hospital Clínica Bíblica</b>	<b>2257 5252</b>
<b>University for Peace</b>	<b>2205 9000</b>
<b>Dentists (Ciudad Colón)</b>	<b>2249 4751</b>
<b>Taxi Office- Ciudad Colon</b>	<b>2249 2078</b>

The UPEACE emergency line, 8310-6060 is available to provide information during emergency situations. This number is available 24 hours a day, 7 days a week including Holidays. However, in Costa Rica sometimes cell phone service is temporarily down due to weather conditions or location. In case this number cannot be contacted, please call the UPEACE main number 2205-9000, which will be answered by a Security Officer during off hours. They will then contact someone who can provide assistance.

## Mail

It is recommended that students use the UPEACE mailing address for personal mail, or shipping of personal items (always use certified mail). Students should instruct friends and relatives to address mail as follows:

### University for Peace

Student Name  
c/o Department of Academic Administration  
University for Peace  
P.O. Box 138-6100  
San José, Costa Rica  
Central America

For courier companies such as DHL or FEDEX please use the following address:

### University for Peace

Student Name  
c/o Department of Academic Administration  
El Rodeo de Mora, Ciudad Colón  
San José, Costa Rica  
Tel: (506) 22-05-90-00

**Note:** Most of the time, the use of certified (change to courier) mail may involve customs or duties,

and complicated paperwork

A limited amount of mailboxes with keys are available to students, on a rolling basis, who request these at the DAA. A \$10 deposit will be made upon request, and should the student lose the key, a \$10 replacement fee is charged. Remittance of the key and cleaning of these mailboxes at the end of the academic year will be included on the Graduation Checklist.

Students are responsible for regularly checking with the (omit: the) DAA office for mail.

There are also a limited number of lockers available for students. These lockers will be assigned on a first-come-first-serve basis, and students are responsible to (change to: for) provide (change to: providing) their own lock and keys. Cleaning of the locker at the end of the academic year will be included on the Graduation Checklist. (omit: repetition)

## **Sending via DHL**

To request DHL services, students must go to the UPEACE reception desk and ask for a written cost estimate. Then go the Finance Unit, pay the cost and finally bring the receipt back to the Reception. The package will be processed.

- Make sure to provide the right information about: Physical address (DHL does not deliver to P.O. Boxes)
- Phone number (include area code)
- Contact name and email

UPEACE will not be held responsible with any problem the student may encounter with DHL and will not refund any fees.

## **Transportation**

UPEACE offers transportation from Campus to Ciudad Colón and back, according to the schedules provided during Orientation and updated throughout the year. This is also an outsourced service.

DAA, the Reception Desk, and the Security Booth will have the updated bus schedules posted. However, students are responsible for checking their emails to learn about schedule changes.

### **Notes:**

- Departure times are to be respected.
- Students must arrive 5 minutes earlier than the scheduled departure times
- All buses are properly identified with the UPEACE logos
- Staff buses will only transport students if seats are available thus priority will be given to members of the staff and students are expected to wait for the student buses

In case of any questions or suggestions, contact the Chief of Operations by email at: [wmasis@upeace.org](mailto:wmasis@upeace.org)  
Rules for bus transportation

1. No dogs are allowed on buses
2. No liquor, smoking or drugs are permitted on board
3. Avoid entering the bus soaking wet or with muddy clothes and shoes, make efforts to respect the property of the bus company.
4. Drinking and eating are not permitted on the bus

## Cafeteria

The cafeteria services are offered by a concessionary. The campus cafeteria is open during working hours (8:00 am to 4:30 pm) Monday through Friday.

It offers:

- Breakfast: served from 8:00 to 10:00 am
- Snacks
- Bakery
- Sandwiches
- Lunch: served from 11:30 am to 1:00 pm

Every day, Monday through Friday, there is a different choice of menu and it is posted weekly on the student intranet.

The Cafeteria also offers vegetarian and vegan options. If students want the vegan option, they must inform the Cafeteria staff early in the morning.

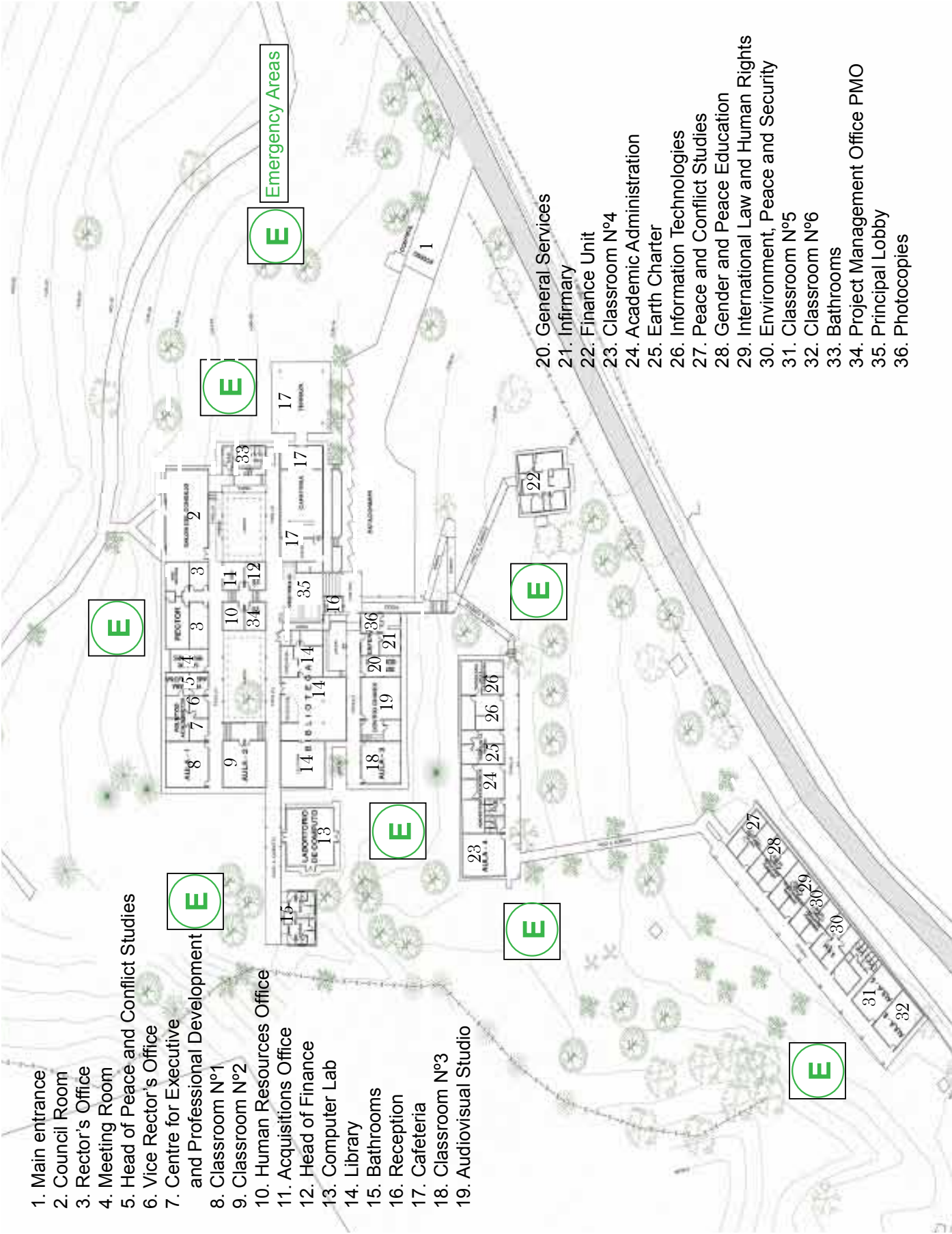
For those interested, there is a special **Lunch Card (12 lunches for the price of 11–get one free)**

A list of prices is displayed on the bulletin board at the entrance of the cafeteria.

**It is very important that students do not take cafeteria utensils or dishes out of the cafeteria.**

For environmental reasons, students should participate in the cafeteria recycling programme and bring their own mugs whenever possible. For special student events, students should bring their own plates and utensils as well.

# UPEACE Campus



- 1. Main entrance
- 2. Council Room
- 3. Rector's Office
- 4. Meeting Room
- 5. Head of Peace and Conflict Studies
- 6. Vice Rector's Office
- 7. Centre for Executive and Professional Development
- 8. Classroom N°1
- 9. Classroom N°2
- 10. Human Resources Office
- 11. Acquisitions Office
- 12. Head of Finance
- 13. Computer Lab
- 14. Library
- 15. Bathrooms
- 16. Reception
- 17. Cafeteria
- 18. Classroom N°3
- 19. Audiovisual Studio

- 20. General Services
- 21. Infirmary
- 22. Finance Unit
- 23. Classroom N°4
- 24. Academic Administration
- 25. Earth Charter
- 26. Information Technologies
- 27. Peace and Conflict Studies
- 28. Gender and Peace Education
- 29. International Law and Human Rights
- 30. Environment, Peace and Security
- 31. Classroom N°5
- 32. Classroom N°6
- 33. Bathrooms
- 34. Project Management Office PMO
- 35. Principal Lobby
- 36. Photocopies

