

ERDISU of Trieste Services Chart

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PRESENTATION

This publication represents a slightly updated version of the first ERDISU of Trieste Services Chart.

The reasons behind the Body's choice to adopt this instrument remain valid: usefulness and efficiency, with particular attention to students, in order to improve services offered with respect to the right to higher education, opportunities that Public Administration offers and the offering of the services outlined in the Chart.

With this in mind, the overall format was kept and while a minimum of continuity is essential, efforts have already been made to verify the effectiveness of the Chart and what areas need improvement.

The updated Chart includes modifications as a result of last October's Regional Conference on the Right to Higher Education, in addition to internal evaluations on the general outline, and outcomes.

In the hope that the response will significantly grow with time, a model suggestion form has also been included, which students are kindly invited to utilize in order to help us improve the Chart.

Our wish is that advocating the Right to Higher Education will not only be appreciated in its entirety by the students of the University of Trieste and the Giuseppe Tartini Music Conservatory, but that it will also serve as a mechanism for economic, social and cultural development in the community and Region.

Marco Vascotto
President

MAIN LEGAL REFERENCES

- National Law No. 241 of 7 August 1990, “New regulations on administrative procedure and the right to access Administrative documents” and subsequent amendments and integrations;
- National Law No. 390 of 2 December 1991, “Regulations on entitlement to higher education” and subsequent amendments and integrations;
- Directive of the President of the Council of Ministers, 27 January 1994, “Principles governing public services”;
- Regional Law No. 7 of 20 March 2000, “Consolidation Act regulating administrative procedure and right to access” and subsequent amendments and integrations;
- National Law No. 328 of 8 November 2000, “Framework Law for the implementation of an integrated system of social interventions and services”;
- Decree of the President of the Council of Ministers, 9 April 2001, “Uniformity of treatment on entitlement to higher education”;
- Regional Law No. 12 of 23 May 2005, “Regulations on entitlement to higher education”.

THE RIGHT TO HIGHER EDUCATION AND ITS ADVOCATES

If we were to ask what the “right to higher education” is, we would first note Article No. 34 of the Constitution, which establishes that all competent and deserving students have the right to pursue the highest levels of education, regardless of their financial means.

We would also ask if the Constitution conceives the right to higher education as a system of assistance providing accommodation, scholarships and restaurant services.

The first implementation of the Constitutional Law certainly focused on such characteristics, yet the right to higher education has changed with time, shifting from the traditional concept of basic student needs to a wider spectrum of services focused on academic and social integration.

Thus, new services have been introduced, such as educational and vocational guidance, cultural activities, international mobility and much more.

The mission of the current Regional Bodies for supporting the right higher education is to enable academic fulfilment without obstacles.

After the advocacy was transferred from the competence of the State to the competence of the Regions, the Autonomous Region of Friuli Venezia Giulia established the Regional Bodies for supporting the right to higher education (ERDISU) both in Trieste and Udine, with Regional Law No. 55 of 1990.

On 9 June 2005, Regional Law No. 12 of 2005, “Regulations on entitlement to higher education”, came into force, thus abrogating the previous Law and ultimately regulating higher education interventions within the regional area.

The ERDISU are judicial persons of public law having administrative, managerial and technical autonomy, as well as their own property and accounting system. They are placed under the supervision and control of the Autonomous Region of Friuli Venezia Giulia.

The recipients of ERDISU services are mainly students enrolled at the University of Trieste, as well as the Tartini Conservatory and at the SISSA - International School for Advanced Studies.

The main principles that lay the foundations for activity are detailed in Article No. 2 of the Constitutive Law.

Rights:

- to remove social and economic barriers that limit the access to academic education, with special regard for competent and deserving students;
- to reduce academic desertion by fostering interventions that help students to become integrated in the University community and in the social environment.

Opportunity:

- to enhance quality through student services.

The ERDISU mission, therefore, is to organize and manage an integrated system of services and interventions so that all students can overcome obstacles to higher education and excel in their studies.

ORGANIZATIONAL STRUCTURE

The Bodies of ERDISU are:

1. **the President:** appointed by Decree of the President of the Region upon deliberation of the Regional Executive, on the basis of a proposal by the Regional Minister for higher education and upon prior advise of the Rector of the University. The President is the legal representative of ERDISU and summons and presides over the Board of Administration.

2. **the Board of Administration:** appointed by Decree of the President of the Region upon deliberation of the Regional Executive, and on the basis of a proposal by the Regional Minister for higher education.

The Board of Administration sets the general guidelines of administrative and managerial activity, verifies implementation and is composed of:

- **the President;**
- **the Rector of the University of Trieste;**
- **three Student Representatives;**
- **four Regional Representatives.**

The Vice-President is elected internally by the Board of Administration.

Attendance at sessions, although without the right to vote, includes:

- **the Director of ERDISU, as Secretary;**
- **the Board of Auditors.**

3. **the Board of Auditors:** supervises the overall financial control of the Body, and verifies the cash on hand at least every trimester.

ERDISU carries out its activity in accordance with the Regional Plan for interventions in order to implement the right to higher education, which is valid for three years, and along with objectives established by the yearly Regional Conference.

Moreover, it must provide services according to the following principles:

- Transparency;
- Publicity;
- Quality;
- Inexpensive;
- Efficiency and Effectiveness.

CHART PRESENTATION

About

The ERDISU of Trieste Services Chart is meant to be a useful instrument for reporting and improving services offered.

The purpose is to provide a modern model of services capable of pursuing student user satisfaction.

Developing an interactive dialogue between ERDISU and students is an essential foundation for the constant improvement of services offered, by which ERDISU can be facilitated in the implementation of its commitments. The Services Chart is the natural instrument of such a dialogue, through which the fulfillment of student needs becomes an ERDISU commitment, and student expectations are guaranteed by ensuring that the proposed standards are respected.

With this Chart, and with respect to quality and transparency principles, ERDISU aims to provide student users with a document that contains a description of all services offered, which support purely educational activity, and deeper knowledge, which may very well be considered a valuable guide within the university environment.

Objectives

The main objectives of the Chart are the following:

- **to inform students about the various services provided by the ERDISU, including detailed descriptions of the contents and characteristics;**
- **to commit the Body itself to maintaining the services currently provided, and improving them in time as per the changing needs of users;**
- **to periodically assess user satisfaction level.**

The Body commits itself to:

- surveying student levels of satisfaction with the services provided;
- analyzing possible deviations from expectations;
- defining plans for improving the quality of the production and provision of services, if necessary;
- improving, if possible, the present standards.

The Chart is not only a means for implementing a service, but also a proposal for improvement!

Contents

- access modalities and service quality standards;
- user protection instruments.

Validity

- Annual

Where to find

- ERDISU of Trieste, Salita Monte Valerio, 3;
- ERDISU of Gorizia, Via Mazzini, 4;
- all student Residence halls;
- all University canteens
- on-line at www.erdisu.trieste.it

Fundamental Principles

The Chart contents are inspired by the Principles of the Public Services Provision, contained in the Decree of the President of the Council of Ministers dated 27 January 1994. The principles are:

EQUALITY: ERDISU endeavours to guarantee uniformity of treatment and to follow the principles of equality outlined in the Italian Constitution.

The activity aims to protect both directly, by serving the general public, and indirectly, by outreach to disabled persons and students belonging to weak social sectors.

ERDISU commits itself to ensure equality of treatment in providing services to students enrolled at the University of Trieste, at the Tartini Conservatory, and at the International School for Advanced Studies of Trieste.

IMPARTIALITY: ERDISU follows principles of objectivity, neutrality and impartiality in its relationship with users.

The provision of services is continuous, regular and without interruptions.

PARTICIPATION: The Body ensures the provision of services according to the conditions stated in the present Chart.

Hence, users:

- have the right to access information held by ERDISU, according to the conditions stated in legal regulations in force;
- have the power to make complaints, remarks and requests, as well as to offer suggestions for improving the service.

EFFECTIVENESS and EFFICIENCY: the Body pursues the objective of a progressive and continuous improvement of service effectiveness and efficiency, adopting the technological, organizational and procedural solutions most suited to the goal.

COMPETITIONS

Who can apply:

- students enrolled at the University of Trieste;
- students enrolled at the Giuseppe Tartini Music Conservatory;
- students enrolled at the International School for Advanced Studies.

Competition Announcements

Competition Announcements regard various services:

- scholarships;
- accommodation services;
- contributions towards accommodation costs;
- contributions for international mobility;
- grants for degree thesis.

The announcements are published every year, normally in July with the exception of the Dissertation research and development and international mobility competitions, which are published during the latter part of the year.

The competitions are published on the ERDISU website, www.erdisu.trieste.it, on the Official Bulletin of the Autonomous Region of Friuli Venezia Giulia, as well as in the main national newspapers. They are also published for the Official Register of the ERDISU, which is available at the management offices. Copies are also available at the ERDISU offices, at canteens, halls of residence and university common areas.

Students must fill out the electronic form on the website, www.erdisu.trieste.it, to enter the competition; they must also provide the single substitute declarations required. Properly completed application forms may be submitted:

- directly to the ERDISU offices;
- at the Conference Hall of the ERDISU, during opening hours – please check the website for further details: www.erdisu.trieste.it;
- by registered mail with return receipt. Postmark will be considered as proof of mail date, as long as ERDISU receives the letter within 15 days after the deadline.

1. SCHOLARSHIPS

Who can apply:

- students enrolled in a degree course, specialization course, doctorate course at the University of Trieste;
- students enrolled at the Giuseppe Tartini Music Conservatory of Trieste.

Financially disadvantaged students who meet precise economic (income and assets) and merit criteria can apply, thus being given the possibility to attain the highest levels of education. The criteria are listed every year in the specific public competition announcement.

Eligibility of students is determined on the basis of the Equivalent Economic Status Index (ISEE – Indicatore di Situazione Economica Equivalente) and the Equivalent Assets Index (ISPE – Indicatore di Situazione Patrimoniale Equivalente).

These indicators refer to the family of the applicant (the applicant, and all family members, even if not related by consanguinity).

Applicants may refer to the national C.A.F. (Tax Help Centers) to obtain the certificates that they need to prove their income and asset situation. C.A.F., adhering to the agreement between the ANDISU (National Association of Bodies for Supporting the Right to Higher Education) and the National Council, provide free assistance. Furthermore, every year from July to September, various C.A.F. offices are open at the Conference Hall of the ERDISU in order to facilitate the process for foreign students.

Please check the website for further details on free C.A.F. assistance at www.erdisu.trieste.it.

Scholarships are awarded on the basis of a rank-ordered list. As far as the first academic year is concerned, rankings are based on students' income, while for second and subsequent years, they are based on merit – provided that income is lower than the threshold value indicated in the public competition announcement.

Students considered eligible in the rankings are entitled to exemption both from the regional tax on the right to higher education and from university tuition fees.

Scholarships are paid out in two instalments: the first, within 31 December, and the second, when the requirement of 20 credits is met by 1st year students, and within 30 June, for students enrolled in second and subsequent years or in a research doctorate course.

Amounts may vary depending on the students' status, that is to say distant residents, commuters or local residents.

With this in mind, it is worth remembering that:

distant resident students are those whose homes are in municipalities or localities distant from the municipalities where their course is held, so that they need to find and pay for accommodation through private or public structures;

commuter students are those whose homes are in municipalities or localities that allow for daily travel to and from the municipalities where their course is held;

resident students are those who reside in the municipalities where their course is held.

Foreign students

Foreign students from non-EU countries who meet the income and merit criteria are also entitled to enter the competitions and ranking lists, but are required to submit the particular documentation outlined in the competition announcement.

PLEASE NOTE: in order to enter the competition, **non-EU students may not utilize self-certification to prove their income and asset situation.** They must provide

documentation issued by the competent authorities of the country where the income has been earned. Therefore, non-EU students are advised to contact the Italian Embassies in their country of residence well in advance. In case of difficulties as a result, for example, of political unrest, competent diplomatic or consular representatives may also be contacted for the necessary documentation.

Scholarships for disabled students

ERDISU annually reserves scholarships for disabled students whose percentage of disability is not lower than 66%. The grant is regulated by the public competition announcement, and scholarships are distributed in one instalment by 31 December of each year.

Service Funding

The global fund allocated for scholarships consists of:

- revenues from the regional tax for the right to higher education as per Article 26 of Regional Law No.12 of 2005;
- supplementary national funding for the right to higher education;
- supplementary regional funding for scholarship payment;
- ERDISU ordinary funds deriving from the Autonomous Region of Friuli Venezia Giulia.

Loss of Scholarship Benefits

Students who do not meet the requirements specified by the pertinent statutory regulations and benefit from the aforementioned service as a result of false declarations made by themselves or relatives, will lose the right to scholarship benefits. Therefore, particular attention must be given to the announcements and, in particular, the possibility of transferring to another university, lack of merit requirements or discontinuing studies.

**For further information please contact: 040 3595205 – 511 or
send an email to: dirittoallostudio@erdisu.trieste.it**

ERDISU commitments towards students:

- respect of all time limits indicated in the public competition announcements regarding benefits allocation;
- extended secretary office hours, if necessary, when approaching application deadlines;
- timely examination of applicant documentation; in the case of missing information or errors, a 30 workday deadline will be furnished for the necessary corrections;
- punctual allocation of benefits.

2. ACCOMMODATION SERVICES

Who can apply:

- students enrolled at the University of Trieste;
- students enrolled at the “Giuseppe Tartini” Music Conservatory.

Access modalities:

In order to accomplish its institutional tasks, ERDISU makes use of its own structures, which are directly run by ERDISU, structures run by contractors and structures which have an agreement with the Body.

Accommodation service is provided to non-resident students through competition based on the income and merit requirements indicated in the specific public competition announcement.

Accommodation in Trieste:

Student Residence Hall E4 – “Casa B”

- Built in 1979. Partially renovated.
- Address: Salita Monte Valerio, 3 - 34127 Trieste (Central University Campus).
- Telephone: 0403595111.
- Capacity: 131 beds. 2 rooms equipped for disabled students whose percentage of disability is not lower than 66%.
- Accommodation typology: single rooms, en-suite bathrooms with showers on all 7 floors. 2 elevators, facilities for disabled people.
- Polyfunctional halls are available on the floors (TV hall, study halls, library – offering a wide range of newspapers – etc.).
- Reception service directly provided by ERDISU.

Student Residence Hall E3 – “Casa A”

- Built in 1973. It has been completely renovated.
- Address: via Fabio Severo, 154 - 34127 Trieste (Central University Campus).
- Telephone: 040-3595600.
- Capacity: 252 beds – 6 rooms especially equipped for disabled students whose percentage of disability is not lower than 66%.
- Accommodation typology: single rooms sharing a toilet and shower for every two rooms; single rooms with en-suite toilets reserved for disabled students; rooms are arranged on 6 floors. There is also a ground floor, and 2 basement floors served by 3 elevators – one of them is reserved exclusively to disabled people.
- Facilities for disabled are provided.
- Polyfunctional halls available on the floors (TV halls used for different purposes over the year, 1 PC suite).

- A polyfunctional hall is located on one of the basement floors (it can be used as a cinema, theatre, or for conferences, dance classes, intercultural initiatives etc.).
- Reception service directly provided by ERDISU.

Student Residence Hall E1 E2 – “Casa E”

- Built in 1962. The building is being completely restored and, at present, is closed for remodeling.
- Address: Via Fabio Severo, 150 - 34127 Trieste (Central University Campus).
- Telephone: 040-3595500.
- The premises are composed of 2 communicating blocks sharing an entry hallway.
- Previous Capacity: 140 beds.

Monthly fees

INCOME	MONTHLY FEE/ SINGLE ROOM
From € 0 to 12,372.72	€ 80.00
From € 12,372.73 to 18,559.08	€ 105.00

Housing complex “Urban”

- Is made up of 9 recently renovated buildings.
- Address: via Sporcavilla and via dei Capitelli.
- Telephone: 040/3223561/6484.
- Accommodation typology: 60 small flats arranged as one-room flats for one or two people, or as two-room flats with single or twin rooms. All flats are completely furnished and have independent heating.
- Capacity: 80 beds, 9 of which are reserved for disabled students whose disability percentage is not lower than 66%.

Monthly fees

INCOME	MONTHLY FEE		
	One-room flat	Two-room flat	Double room
From € 0 to 12,372.72	€ 90.00	€ 75.00	€ 60.00
From € 12,372.73 to 18,559.08	€ 120.00	€ 100.00	€ 80.00

Accommodations at Polo di Gorizia:

- Palazzo de Bassa .

- Address: via Mazzini 4, 34170 Gorizia.
- Telephone: 0481/550171 (reception) 0481/5502170 (administrative offices).
- Accommodation typology: 45 beds in completely renovated single and double rooms.
- 2 beds are reserved for disabled students in specially equipped rooms.
- Kitchenettes are available on each floor.

Monthly fees

INCOME	MONTHLY FEE	
	Single room	Double room
From € 0 to 12,372.72	€ 80.00	€ 52.00
From € 12,372.73 to 18,559.08	€ 105.00	€ 90.00

ERDISU commitments towards students:

- Modalities regarding accommodation service provision will be respected as regards indications provided in the competition announcement.
- In case of necessity, there will be extended opening hours of the secretary offices when approaching deadlines for submitting accommodation requests.
- Periodical hygienising of the shared spaces in the residence halls will be carried out.
- Cleaning, reception and surveillance services will be provided regularly and continuously, according to the modalities established for every residence hall.
- Bed linen will be changed regularly according to the modalities established in every residence hall.
- Maintenance will be carried out quickly as regards small notified damages.

User satisfaction level will be evaluated annually through questionnaires.

Quality factors analysed will be the following:

- Global quality standard offered;
- Personnel courtesy;
- Kitchenettes cleanliness;
- Bed linen change service;
- Serene and livable place;
- Quality/cost ratio;
- Hygiene and cleanliness of the environment;

- Clarity and completeness of information provided;
- Kitchenettes equipment;
- Computer halls.

Info:

Residence Halls (Central University Campus): 40/3595302

Urban and Palazzo de Bassa in Gorizia: 040/3223561

or send an e-mail to dirittoallostudio@erdisu.trieste.it.

3. CONTRIBUTIONS TOWARDS ACCOMMODATION COSTS

Who can apply:

- students enrolled at the University of Trieste;
- students enrolled at the “G. Tartini” Conservatory

ERDISU activity is not limited to acquiring availability of residence structures.

Every year, in addition to the competition for the assignment of ERDISU accommodation, two public competition announcements for the contribution towards accommodation costs are issued. They are meant to support students who rent a housing unit in town on their own.

All non-resident students enrolled at the University of Trieste and at the G. Tartini Conservatory who meet the income and merit criteria specified in the public competition for accommodation can apply.

In order to obtain the contribution, students must have signed a contract according to the regulations of National Law No. 431 of 1998, and be the contract holders.

Documentation regarding lodging characteristics and rent is also required through substitutive declaration (affidavit).

Two different competitions for the contribution towards accommodation costs are held:

- **€ 1,200.00 per year:** to students considered eligible for income and merit and who do not benefit from ERDISU lodgings because of lack of availability, following the specific application for the competition.
- **€ 600.00 per year:** to students who meet the income and merit criteria – the latter are lower than those required to access the scholarship competition.

Info: telephone 040/3595205

Or send an e-mail to dirittoallostudio@erdisu.trieste.it

ERDISU commitments towards students:

- Time limits indicated in the public competition announcements regarding benefits assignment will be respected.

4. GRANTS FOR DEGREE THESIS

Students who meet the income and merit criteria stated in the competition announcement for scholarships and who intend to spend a study period abroad or in Italy (except for Veneto, Trentino Alto Adige and Friuli Venezia Giulia) to carry out research or development activities on degree topics can apply for a grant.

Grants for degree thesis are reserved to students enrolled in the penultimate year of their degree course up to the first year after the legal duration of the course.

The amount of the grant is:

€ **1,600.00** for study periods abroad;

€ **800.00** for study periods spent in Italy except in Veneto, Trentino Alto Adige, Friuli Venezia Giulia.

Applications must be submitted before the study period is completed and must be accompanied by a report written by the professor who has assigned the thesis topic.

Info: telephone 040/3595335

or send an e-mail to: dirittoallostudio@erdisu.trieste.it.

ERDISU commitments towards students:

- Time limits indicated in the public competition announcements regarding benefits assignment will be respected.

5. CONTRIBUTIONS FOR INTERNATIONAL MOBILITY

Students, including those enrolled in a research doctorate course, who are beneficiaries or eligible in the scholarships competition have the right, once during every course, to a contribution integrating the international mobility grants assigned within EU and non-EU mobility programmes. Students must be eligible for scholarships in the academic year during which they participate in the programme, and their study or training period must be academically recognised in terms of credits within their own course in Italy.

The contributions amount to € 500.00 per month for a maximum of ten months with an additional reimbursement for travel expenses up to maximum € 100.00 for European countries and up to a maximum of € 500.00 for non-European countries.

The number of contributions assigned is determined by the funds available for the intervention.

There is a single, rank-ordered list for all faculties.

Info: telephone 040/3595335

Or send an e-mail to dirittoallostudio@erdisu.trieste.it.

ERDISU commitments towards students:

- Time limits indicated in the public competition announcements regarding benefits assignment will be respected.

COLLECTIVE SERVICES

1. RESTAURANT SERVICES

The service is provided to:

- Students enrolled at the University of Trieste;
- Students enrolled in specialisation courses at the University of Trieste;
- Students enrolled at Schools of Specialisation within the University of Trieste;
- Researchers at the University and Research Centres;
- Students enrolled in a research doctorate at the University or in a Ph.D course at the International School for Advanced Studies;
- Students enrolled at the “G.Tartini” Conservatory.

Students need a special magnetic card to gain access to the service. The card is issued at no cost by the Student Service Office, subject to submission of the specific application form containing the declaration related to family income and assets situation. Submission must be done through self-certification according to the Decree of the President of the Republic No. 445 of 2000 and subsequent amendments.

The cost of one full meal is covered by the students on the basis of their income situation. There are three income brackets:

- € 1.90 Bracket 1 (from 01/01/2009)
- € 3.30 Bracket 2 (from 01/01/2009)
- € 4.30 Bracket 3 (from 01/01/2009).
- € 7.70 Bracket 4.

Application forms can be submitted throughout the entire academic year.

The card is strictly for personal use, non-transferable and allows students one meal per shift (one breakfast, one lunch, and one dinner).

Any misuse may result in legal action.

Students are entitled to one meal amounting to their bracket.

ERDISU personnel reserve the right to perform random controls and are obliged to collect any cards being misused.

AVAILABLE STRUCTURES:

Hours of Operation can be found on Pages 61 and 62 or the Italian version of the Chart.

Structures in Trieste:

Central University Canteen

Open for Breakfast, Lunch and Dinner Monday to Friday, Saturday, Sunday and Holidays.

Address: Central University Campus - telephone: 040-3595400-5700156.

Recently renovated, the canteen offers: Grill, Pizzeria, Pasta, Crêpes, and Self-Service.

Capacity: Seating for 500 and Distribution of 4,000 meals per day on 7 distribution points.

Palazzo Vivante Canteen

Open Monday-Friday for Breakfast, Lunch and dinner.

Address: Largo Papa Giovanni XXIII

Structure: one hall and additional room with capacity of up to 114 seats.

Equipment: no. 1 self service distribution line.

Distribution: max 1,000 full meals per day.

SODEXHO ITALIA SPA is the contractor that runs the two Central canteens. Its registered office is in Milan, viale Stelvio no. 71.

Students enrolled at the Faculty of Medicine of the University of Trieste have access to the Cattinara Hospital canteen, Monday-Friday for Lunch.

Students who collaborate with societies and centres within the Area Science Park have access to the Padriciano and Basovizza canteens, Monday-Friday for Lunch.

Doctoral candidates of the SISSA have access not only to the SISSA canteen but also the International Centre for Theoretical Physics canteen – Miramare – and the guestrooms Adriatico canteen – Grignano – Monday-Friday for Lunch.

Gorizia structures:

Gorizia University Campus canteen

Opening hours Monday to Friday: Lunch

Address: via Alviano 18, 34170 Gorizia - telephone 0481 553653

Structure: one hall with capacity of up to 50 seats.

Equipments: cafeteria, snack bar, ready-to-serve dishes, salads.

Salesian Boarding School canteen (San Luigi boarding school, which has an agreement with the ERDISU)

Opening hours: Monday to Friday for Lunch and Dinner; Saturday and Sunday for Lunch.

Address: via don Bosco 48, 34170 Gorizia - telephone 0481 580811.

Pordenone University Campus structure

Canteen service is available at the Student Residence hall “A. Zanussi” (which has an agreement with the ERDISU)

Opening hours Monday to Friday for Lunch.

Address: Via Concordia Sagittaria 7, 33170 Pordenone - Telephone 0434 364584.

Portogruaro University Campus structure (which has an agreement with the ERDISU)

Opening hours Monday to Friday for Lunch.

Address: via Seminario 34/A, 30026 Portogruaro (VE)

Telephone 0421 280183.

ERDISU commitments towards students:

- Proposed menus will be respected;
- Waiting times will be relatively short (25 min.) even when all the seats are filled;

- Canteen opening and closing hours will be respected;
- Restaurant service will be guaranteed continuously according to annual planning;
- Meal quality and quantity standards – as contractually defined – will be guaranteed through internal and external controls;

User satisfaction level will be evaluated annually through questionnaires.

2. TRANSPORT COST ALLOWANCE

Students who live in the Student Residence Halls on the University campus and are enrolled in off-campus faculties, or students who live in the Urban housing complex can apply for a 50% refund on the full price of a bus pass, subject to submission of the latter.

Info : telephone 040/3595201

Or send an e-mail to : dirittoallostudio@erdisu.trieste.it – cara@erdisu.trieste.it

ERDISU commitments towards students:

- Refunds will be timely paid.

Generally speaking, students enrolled at the University of Trieste and advanced courses at the Tartini Conservatory, are given a free bus pass by the local transport authorities, after having presented the previous month's pass.

Info: tel 040 3595353

ERDISU commitments towards students:

- Clarity of information on website www.erdisu.trieste.it

3. ACTIVITIES

ERDISU promotes and supports cultural and recreational activities through direct interventions and financial contributions to University centres and associations. Student initiatives are supported as well. Cultural activities directly managed by the ERDISU include the theatre season ticket refund up to 50% off the price (lyric, symphonic and theatre seasons in all theatres of the city) – the initiative is reserved to eligible students who have applied. Cultural initiatives (exhibitions, debates and conferences, theatre and music activities, film shows, travels and cultural publications as well as various courses) are supported through financial contributions to student associations and centres, and are open to everyone.

Erdisu encourages, supports and promotes recreational and cultural activities regarding the generality of the students of the University of Trieste, through financial contributions. Cultural and recreational activities can be carried out either by non-profit student associations legally established and with a minimum of 90% student membership enrolled

at Trieste University, or by groups of at least 40 students of Trieste University who form a promoting organization and provide signatures to be held in the custody of the Erdisu.
Info: telephone 040/3595154

Or send an e-mail to: dirittoallostudio@erdisu.trieste.it – biblioteca@erdisu.trieste.it

ERDISU commitments towards students:

- Contributions will be timely paid.

4. LIBRARY AND AUDIOVISUAL SERVICES

A Library and newspapers service is available at the Student Residence hall E4 where university students can find national and international journals, magazines and newspapers. All the materials are property of the ERDISU.

Particular attention is given to European culture, society and economy.

Info:040/3595154

Or send an e-mail to: dirittoallostudio@erdisu.trieste.it. biblioteca@erdisu.trieste.it

Information about modality, typology and time scheduling of the services offered by Erdisu is available on-line – please check www.erdisu.trieste.it.

Job placement Services

A Job Placement Centre is in the planning stages, and will be a collaboration with the Centres of the Trieste Province.

Info: tel 040 3595 154 or send and email to: dirittoallostudio@erdisu.trieste.it

COMPLAINTS

A Service Chart must contain indications about complaints submission by student-users and ERDISU processing.

A complaint expresses a difficulty which needs an intervention to solve, but it also shows that students are interested in what happens in the environment.

Complaints are a resource, so it should be easy for students to make them. The processing should avoid defensive and non- functional attitudes, such as refusal or conflict. It should aim, instead, towards the analysis of any possible non-conformity with promised performances and quality standards, and, if they should prove to be true, to the removal of their causes or, in most serious cases, to redesigning the service.

Therefore complaints management should include periodical communication with students, conceiving it as a listening and participation occasion.

Complaint forms can be delivered personally or sent by mail to:

ERDISU – Servizio interventi diritto e opportunità allo studio universitario, Salita Monte Valerio, 3 – 34127 Trieste, or by e-mail: direttore@erdisu.trieste.it

A written answer will be provided within 30 days from the receiving date.

COMPLAINT FORM FACSIMILE:

COMPLAINT MADE BY:

Name and Surname _____

born in _____ on _____

Residing in _____ Prov. _____ Zip code _____

Address _____ no. _____

Telephone: home _____ mobile _____

Enrolled at:

University of Trieste

G. Tartini Conservatory

Sissa (International School of Advanced Studies)

other _____

Faculty _____

registration number _____ municipality where the course
is held _____

address _____

