## YOUR FIRST STEPS IN WARSAW

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RESIDENCE PERMIT</td>
<td>6</td>
</tr>
<tr>
<td>2. MONEY</td>
<td>7</td>
</tr>
<tr>
<td>3. ACCOMMODATION</td>
<td>8</td>
</tr>
<tr>
<td>4. PUBLIC TRANSPORTATION, CITY BIKES, AND TAXI</td>
<td>9</td>
</tr>
<tr>
<td>5. GETTING AROUND THE CITY</td>
<td>10</td>
</tr>
<tr>
<td>6. GET CONNECTED - MOBILE &amp; INTERNET</td>
<td>11</td>
</tr>
<tr>
<td>7. SHOPPING</td>
<td>12</td>
</tr>
<tr>
<td>• Groceries</td>
<td>13</td>
</tr>
<tr>
<td>• Clothes</td>
<td></td>
</tr>
<tr>
<td>• Electronics</td>
<td></td>
</tr>
<tr>
<td>7. WARSAW ATTRACTIONS</td>
<td></td>
</tr>
</tbody>
</table>

## FIRST STEPS AT THE UNIVERSITY

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. USEFUL INFORMATION</td>
<td>14</td>
</tr>
<tr>
<td>• Wi-Fi</td>
<td>14</td>
</tr>
<tr>
<td>• Student ID</td>
<td>15</td>
</tr>
<tr>
<td>• Student’s facilities</td>
<td>16</td>
</tr>
<tr>
<td>• Mentoring Program</td>
<td>16</td>
</tr>
<tr>
<td>• Insurance</td>
<td>16</td>
</tr>
<tr>
<td>• Session</td>
<td>17</td>
</tr>
<tr>
<td>• Holidays in Poland</td>
<td>17</td>
</tr>
<tr>
<td>• Organization of the Academic Year</td>
<td>18</td>
</tr>
<tr>
<td>2. RESOURCES AND TOOLS: WHERE TO LOOK FOR INFORMATION</td>
<td>20</td>
</tr>
<tr>
<td>• Timetable</td>
<td>20</td>
</tr>
<tr>
<td>• Platon Educational Platform</td>
<td>21</td>
</tr>
<tr>
<td>• USOSweb</td>
<td>22</td>
</tr>
<tr>
<td>• Library</td>
<td>23</td>
</tr>
<tr>
<td>3. VISTULA LANGUAGE SOLUTIONS &amp; LEARNING</td>
<td>24</td>
</tr>
<tr>
<td>• TOEIC</td>
<td>24</td>
</tr>
<tr>
<td>• TELL ME MORE – ROSETTA STONE</td>
<td>24</td>
</tr>
<tr>
<td>• Educational materials</td>
<td>24</td>
</tr>
</tbody>
</table>
We are happy to welcome you to Vistula, the most internationalized universities in Poland! Together with students from over 86 countries, we create a unique learning environment.

This guide will provide you with answers to the most frequently asked questions. We will help you to take the first steps at the Universities!

We are happy that you are here!
Vistula Team

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### 4. OFFICES AT THE UNIVERSITY: WHERE TO LOOK FOR HELP

<table>
<thead>
<tr>
<th>Office</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean's Office</td>
<td>25</td>
</tr>
<tr>
<td>Bursar's Office and Debt Collection</td>
<td>27</td>
</tr>
<tr>
<td>International Office</td>
<td>31</td>
</tr>
<tr>
<td>Ambassador Programme</td>
<td>32</td>
</tr>
<tr>
<td>Erasmus+ Programme</td>
<td>33</td>
</tr>
<tr>
<td>Career Office</td>
<td>33</td>
</tr>
<tr>
<td>Scholarships Office</td>
<td>34</td>
</tr>
<tr>
<td>Ombudsman for Students with Disabilities</td>
<td>35</td>
</tr>
<tr>
<td>Student Council</td>
<td>36</td>
</tr>
</tbody>
</table>

### 5. DEVELOP YOUR PASSIONS AND INTERESTS

<table>
<thead>
<tr>
<th>Activity</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student's Clubs At The University</td>
<td>37</td>
</tr>
<tr>
<td>Student Activities Department</td>
<td>37</td>
</tr>
<tr>
<td>Vistula Alumni Association</td>
<td>38</td>
</tr>
<tr>
<td>Sport</td>
<td>38</td>
</tr>
</tbody>
</table>

### 6. UNIVERSITY AUTHORITIES: WE ARE HERE FOR YOU!

<table>
<thead>
<tr>
<th>Authority</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ombudsman</td>
<td>39</td>
</tr>
</tbody>
</table>

### 7. POLISH MOST IMPORTANT PHRASES

<table>
<thead>
<tr>
<th>Phrase</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to Vistula University and Vistula School of Hospitality!</td>
<td>37</td>
</tr>
</tbody>
</table>
Soon, you will have a chance to find out about the many attractions and opportunities that the capital city offers to students! You will discover the most iconic places, the best theatres, atmospheric cafes, pubs and historic parks that you can visit together with new friends from the University! Here is some useful information that will help you find your feet in Warsaw. They will help you make the most of your student life!

**YOUR FIRST STEPS IN WARSAW**

Map legend:
- Pubs
- Cinemas
- Sport
- Theatres
- City Malls
- Sport

---

**VISTULA UNIVERSITY, VISTULA SCHOOL OF HOSPITALITY**
3 Stokiosy, St.

**MŁOCINY MALL**
15 Zgupowania AK Kampinos, St.

**WESTFIELD ARKADIA MALL**
82 Aleja Jana Pawła II

**MURANÓW CINEMA**
5 Władysława Andersa, St.

**KWADRAT THEATRE**
138 Marszałkowska St.

**ZŁOTE TARASY MALL**
82 Aleja Jana Pawła II

**ATLANTIC CINEMA**
33 Chmielna, St.

**NATIONAL STUDIUM**
1 Aleja Poniatowskiego

**GRAND THEATRE**
3 Plac Teatralny

**KINOTEKA CINEMA**
1 Plac Defilad

**CLUBS AT MAZOWIECKA ST.**
Mazowiecka, St.

**WARSAWIANKA-AQUA PARK**
4 Merliniego, St.

**MOKOTÓW MALL**
12 Wołoska, St.

**PUBS AND CLUBS**
Nowogrodka/Parkingowa

**22 Nowy Świat St.**

**20 Nowy Świat St.**

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4
RESIDENCE PERMIT

Students from abroad are required to have a valid visa or other document entitling them to stay and study in the Republic of Poland.

The period of the document validity should cover at least the whole semester of studies, including the exam session and additional examination session.

Students of the last semesters should also take into account the dates of diploma exams (in accordance with the academic year organization).

A visit to the country of residence during the academic year for the purpose of applying for a visa, does not give grounds for justifying the student's absence during classes, tests or the exam session, that is why, they should apply in advance for the extension of the document entitling them to stay on the territory of the Republic of Poland. Only those students who have no financial obligations to the University and whose student status is regulated are eligible for extending their right to study.

The links below will help you navigate to the relevant website - the Office for Foreigners, where you can gain more detailed information on the legalization of stay and study in the Republic of Poland.

In Polish:

In English:

In Russian:
Currency in Poland is złoty. Approximate rate* to:

- 1 $ = 3,85 PLN
- 1 € = 4,31 PLN

For exact exchange average rate check any Polish bank’s website. For example: www.nbp.pl (Narodowy Bank Polski)

*Retrieved in September 2019

What you can buy with about 5 PLN in Warsaw:
- 3 single reduced fare tickets for public transport
- 1 cheeseburger at McDonald’s
- 1 kg of bananas

What you can buy with about 10 PLN in Warsaw:
- Cafè latte at any coffee chain
- 4 loaves of bread
- Hair shampoo

What you can buy with about 50 PLN in Warsaw:
- Two discounted (student) tickets to the cinema
- Two-course meal in moderately cheap restaurant
- Train/bus ticket to another big city (e.g. Kraków)

In Warsaw there are plenty of ATM’s and currency offices (KANTOR).

If you are staying in Poland for a longer time, consider creating here a new bank account.
ACCOMODATION

If you need to find a flat in Warsaw, we will be happy to help you! Although the University does not have its own dorm, we cooperate with several private student houses.

For some accommodation options see, for example, hosteluv.com.pl, and ansabdorm.pl

If you prefer to find a flat on your own, see:

- https://vk.com/warsawishere.realestate
- "Accommodation in Warsaw (ESN official group)" - a Facebook group you should join.
- gumtree.pl
- gratka.pl
- otodom.pl
- olx.pl

Do you want to cut down the accommodation cost?

Rent a flat with your colleague from the University!
Together, it will be cheaper and a lot more fun!
Warsaw has an excellent and efficient public transport - ZTM. You can move around the city quickly and easily travelling by bus, tram and metro. Vistula University is located just next to the Metro Stokłosy station. This ensures an immediate access to the whole city.

Public transport tickets:

- tickets can be bought in vending machines (at bus stops), in kiosks and some means of transport. A 20-minute ticket with a student discount costs PLN 1.70. **Note: the discount is only available upon presentation of a valid student ID**;
- long-term, i.e. 30-day or 90-day tickets are the most cost-effective option, you can also obtain a Young Varsovian Ticket at each ZTM point. Tickets can also be encoded on your student ID. For more details see: [ztm.waw.pl](http://ztm.waw.pl)
- unused tickets can be returned to the ZTM passenger service points.

Use the “jakdojade.pl” application

The most accurate and popular search engine of public transport connections.
GETTING AROUND THE CITY

You can get to the University or any other place, using alternative solutions:

Veturilo - a city bike rental offering:

- regular bicycles;
- electric bicycles;
- children's bicycles;
- tandems.

The stations are located throughout Warsaw: veturilo.waw.pl/mapa-stacji

Important! If you do not have a PESEL number, register in a language other than Polish.

Taxify, Uber, iTaxi, MyTaxi - cheap car travels are an alternative to taxis.

Download the Uber application to your smartphone and travel around the city without cash payment.

For more details on taxi rides see: taxify.eu, uber.com, itaxi.pl, mytaxi.com

Panek – rent a car for several hours or days - ipanek.pl

Download Google Maps App on your smartphone.

Discover the most interesting places in Warsaw and get to know how to reach them!
You can purchase a SIM card in the malls, kiosks, or most convenience stores.

After the purchase you need to register the SIM Card at the official operator's store, so make sure to have your passport with you.

The cheapest option is to buy a prepaid card and turn on one of the data packages each telecom offers. When buying a SIM card directly at the telecom's store, ask for a special bonus for a SIM card registration or for an offer for the new client.

Major Polish telecommunication companies:

- Orange
- Play
- T-Mobile
- Plus
- Virgin
- Nju

Internet on Mobile?

All above telecommunication companies can offer you a mobile internet connection. Ask chosen telecom for their prices. Most of them have their own mobile apps.
Biedronka is considered to be one of the cheapest stores with good quality food. The nearest Biedronka to the University campus is located on aleja Komisji Edukacji Narodowej 85. The other store that can also be found easily in all the residential areas is Żabka.

If you prefer big supermarkets, here are some of the closest ones to the University:

- **E.Leclerc**: 15 Ciszewskiego, St.
- **Lidl**: 103 Pileckiego, St.
- **Auchan**: 427 Puławska, St.
- **Carrefour**: 12 Wołoska, St.
- **Tesco**: 14 Aleja Komisji Edukacji Narodowej, St. *(open 24 hours)*
- **Intermarche**: 8 Bacewiczówny, St.

**ATTENTION**: on most Sundays shops could be closed.

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**SHOPPING IN WARSAW - CITY MALLS**

In any malls around the Warsaw you can find everything you need: clothes (popular brands like H&M, Zara, House, Cropp, Mango, New Look), electronics (go to Saturn, RTV Euro AGD, Media Markt), groceries, and more.

**Here is some of the most popular malls:**

- **Mokotów Mall**: 12 Wołoska, St. *(the closest large mall to the University campus)*
- **Złote Tarasy**: 59 Złota, St.
- **Blue City**: 179 Aleje Jerozolimskie
- **Atrium Reduta**: 148 Aleje Jerozolimskie
- **Westfield Arkadia Mall**: 82 Aleja Jana Pawła II
VISTULA RIVER

Warsaw offers a range of attractions set by the Vistula river. You can chill out on the urban beach beneath the Poniatowski bridge, which offers lots of sports opportunities during the long summer days. There are many clubs and bars by the river bank with live music, dancing spaces and unique atmosphere. Visit also newly opened Vistulan Boulevards where you can find many food trucks, pubs, and chillout zones.

COPERNICUS SCIENCE CENTER

A one of a kind science museum standing on the bank of the Vistula river: it contains over 450 interactive exhibits that enable visitors to single-handedly carry out experiments and discover the laws of science for themselves. The Centre is the largest institution of its type in Poland and one of the most advanced in Europe.

PALACE OF CULTURE AND SCIENCE

See the whole Warsaw from the top of one of its greatest buildings. The extensive sightseeing terrace which surrounds the top tower is the only public-admission terrace placed so high (114 m) in Warsaw. It is on the 30th floor. The terrace can be reached within just 19 seconds by taking an elevator. The 30th floor interiors include the Gothic Hall, an in-house gallery, and a coffee place.

Find more Warsaw attractions for you:
warsawtour.pl/en
We’ve managed to collect the most important information that you may find useful during your studies. If you have any doubts or want to learn more, please visit our website: vistula.edu.pl or vistulahospitality.edu.pl

**WI-FI**

You can enjoy fast-running free Wi-Fi across the whole university building.

To sign in, select the AVistula network.
The current password is: AVistulaV1
STUDENT ID

Each student who has submitted all the documents required in the recruitment process, settled the required payments and provided the current address of residence in the Republic of Poland, is entitled to receive a student ID card.

Students can collect it at the dean’s office at the beginning of the academic year, based on another valid ID document.

A student ID card is a gateway to discounts. Fare reductions are the highest of them - when purchasing a train ticket you will receive a **51% discount**. With a valid student ID you will pay less for the cinema, theatre, museum, galleries and concert tickets. Swimming pools, gyms, fitness clubs and admission to sporting events are also cheaper for students, additionally, you can get a discount at many restaurants and bars. Some financial institutions, such as banks offer attractive bonuses or student accounts on preferential terms.

You can also encode ZTM long-term tickets in your ID. Take your card with you and apply for hologram at the various ZTM support points throughout the city-such as the one in Centrum metro station.
STUDENTS’ FACILITIES

At the university, students have access to:

- buffet;
- cafe (on the third floor);
- vending machines with snacks and cold and hot drinks;
- a quiet work room;
- ATM;
- tuition fee deposit;
- reading room;
- digital libraries;
- public computers with internet access (in the main hall);
- free Wi-Fi;
- surface and underground parking;
- Careers Office (room 117);
- Medical Office (room 24);
- Psychologist’s Office (room 24).

MENTORING PROGRAM

The program is part of a student support system aimed at facilitating integration of new students in the environment of the Vistula University. It helps enhance their development and encourages them to use their full potential in both the academic and social aspect.

Mentors support, teach and lead – they set an example for new students and help them find the right direction of development.

Do not hesitate to seek help and advice of experienced mentors! Who knows, one day you may become one of them.

For more information see: vistula.edu.pl/en/student-life/vistula-mentoring/

INSURANCE

If you need to get your insurance, you can do it in one of the several insurance agencies around of the university. Contact your Mentor for more information.

You can find more information here: vistula.edu.pl/en/student-life/vistula-mentoring/
## EXAM SESSION

### THE FORM OF THE EXAMS

Exams can take place in written or oral form or as a practical task. The form of the exam is determined by the lecturer and this information is provided to the students at the first classes.

### TERMS

The student is entitled to two free exam dates. Exams are scheduled in the dates provided for the exam session schedule. It is also allowed to take examinations earlier, on the last classes provided in the class schedule. If the exams are not passed in the first two dates, the student may apply for a conditional inclusion of the higher (next) semester on the list of students. The condition for obtaining a conditional entry is to obtain a positive decision of the Dean on the application that the Student should submit by the USOSweb. The conditional entry is associated with additional fees. A student who does not pass the exams on the required dates and does not pass the conditional exams, by way of a decision, can be removed from the list of University students.

## HOLIDAYS IN POLAND – DAYS OFF 2019/2020

Please remember that during these holidays all the stores, institutions and workplaces are closed, and there are no classes at the University.

<table>
<thead>
<tr>
<th>Date</th>
<th>English Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 1</td>
<td>All Saints’ Day</td>
</tr>
<tr>
<td>November 11</td>
<td>Independence Day</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas</td>
</tr>
<tr>
<td>December 26</td>
<td>Second Day of Christmas</td>
</tr>
<tr>
<td>January 1</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>January 6</td>
<td>Epiphany</td>
</tr>
<tr>
<td>April 12</td>
<td>Easter</td>
</tr>
<tr>
<td>April 13</td>
<td>Easter Monday</td>
</tr>
<tr>
<td>May 1</td>
<td>Labour Day</td>
</tr>
<tr>
<td>May 3</td>
<td>Constitution Day</td>
</tr>
<tr>
<td>May 31</td>
<td>Pentecost</td>
</tr>
<tr>
<td>June 11</td>
<td>Corpus Christi</td>
</tr>
<tr>
<td>August 15</td>
<td>Assumption of the Blessed Virgin Mary</td>
</tr>
</tbody>
</table>
ORGANISATION OF THE ACADEMIC YEAR

ORGANISATION IN THE AUTUMN SEMESTER 2019/2020

FULL-TIME STUDIES

- Semesters: 1, 3, 5 – Bachelor Programs: 01.10.2019 – 16.02.2020
- Semesters: 1, 3, 5, 7 – Engineering Programs: 01.10.2019 – 16.02.2020
- Semesters: 1, 3 – Master Programs: 01.10.2019 – 16.02.2020
- Examination session: 27.01.2020 – 31.01.2020
- Retake examination session: 10.02.2020 – 14.02.2020
- Other days off: 01.11.2019; 11.11.2019

PART-TIME STUDIES

<table>
<thead>
<tr>
<th>Session A</th>
<th>Degree</th>
<th>Bachelor in Economics</th>
<th>Bachelor in Finance and Accounting</th>
<th>Bachelor in Management</th>
<th>Engineer in Computer Engineering</th>
<th>Engineer in Civil Engineering</th>
<th>Bachelor in Tourism and Recreation</th>
<th>Bachelor in Graphic Design</th>
<th>Engineer in Architecture</th>
<th>Bachelor in Journalism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>1, 3, 5</td>
<td>1, 3, 5</td>
<td>1, 3, 5</td>
<td>1, 3, 5, 7</td>
<td>7</td>
<td>1, 3, 5</td>
<td>1</td>
<td>1, 7</td>
<td>1, 3, 5</td>
<td></td>
</tr>
</tbody>
</table>

Date of session A
- Examination session: 01-02.02.2020
- Retake examination session: 15-16.02.2020

<table>
<thead>
<tr>
<th>Session B</th>
<th>Degree</th>
<th>Master in Economics</th>
<th>Master in Finance and Accounting</th>
<th>Master in Management</th>
<th>Bachelor in Philology</th>
<th>Master in Computer Engineering</th>
<th>Master in Tourism and Recreation</th>
<th>Bachelor in Dietetics</th>
<th>Master in Graphic Design</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>1, 3</td>
<td>1, 3</td>
<td>1, 3</td>
<td>1, 3, 5</td>
<td>1, 3</td>
<td>1, 3</td>
<td>1, 3, 5</td>
<td>1, 3</td>
<td></td>
</tr>
</tbody>
</table>

Date of session A
- Examination session: 08-09.02.2020
- Retake examination session: 15-16.02.2020

Academic Year Calendar may change. Current information is available on the website: vistula.edu.pl or vistulahospitality.edu.pl and in the Dean’s Office (room 108).
Organisation of the Academic Year

Organisation in the Spring Semester 2019/2020

Full-time Studies

- Semesters: 2, 4, 6 – Bachelor Programs: 17.02.2020 – 29.05.2020
- Semesters: 2, 4, 6, 8 – Engineering Programs: 17.02.2020 – 29.05.2020
- Semesters: 2, 4 – Master Programs: 17.02.2020 – 29.05.2020
- Examination session: 01.06.2020 – 05.06.2020
- Retake examination session: 15.06.2020 – 19.06.2020
- Holidays: 22.06.2020 – 30.09.2020
- Other days off: 10.04.2020 – 14.04.2020; 01.05.2020

Part-time Studies

### Session A

<table>
<thead>
<tr>
<th>Degree</th>
<th>Bachelor in Economics</th>
<th>Bachelor in Finance and Accounting</th>
<th>Bachelor in Management</th>
<th>Engineer in Computer Engineering</th>
<th>Engineer in Civil Engineering</th>
<th>Bachelor in Tourism and Recreation</th>
<th>Bachelor in Graphic Design</th>
<th>Engineer in Architecture</th>
<th>Bachelor in Journalism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>2, 4, 6</td>
<td>2, 4, 6</td>
<td>2, 4, 6</td>
<td>2, 4, 6</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4</td>
</tr>
</tbody>
</table>

- Examination session: 20-21.06.2020
- Retake examination session: 04-05.07.2020
- Holidays: 11-12.04.2020, 02-03.05.2020, 30-31.05.2020
- Saturdays: 22.02.2020, 07.03.2020, 21.03.2020, 04.04.2020, 25.04.2020, 16.05.2020, 06.06.2020, 07.06.2020
- Sundays: 23.02.2020, 08.03.2020, 22.03.2020, 05.04.2020, 26.04.2020, 17.05.2020, 07.06.2020, 21.06.2020

### Session B

<table>
<thead>
<tr>
<th>Degree</th>
<th>Master in Economics</th>
<th>Master in Finance and Accounting</th>
<th>Master in Management</th>
<th>Bachelor in Philology</th>
<th>Master in Computer Engineering</th>
<th>Master in Tourism and Recreation</th>
<th>Bachelor in Dietetics</th>
<th>Master in Graphic Design</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4, 6</td>
<td>2</td>
<td>2, 4</td>
<td>2, 4</td>
<td>2, 4</td>
</tr>
</tbody>
</table>

- Examination session: 27-28.06.2020
- Retake examination session: 04-05.07.2020
- Holidays: 11-12.04.2020, 02-03.05.2020, 30-31.05.2020
- Saturdays: 29.02.2020, 14.04.2020, 28.03.2020, 18.04.2020, 09.05.2020, 23.05.2020, 13.06.2020, 27.06.2020
- Sundays: 01.03.2020, 14.03.2020, 29.03.2020, 19.04.2020, 10.05.2020, 24.05.2020, 14.06.2020, 28.06.20
2. RESOURCES AND TOOLS: WHERE TO LOOK FOR INFORMATION

You can find your class timetable at: usosweb.vistula.edu.pl

If you have any questions about your timetable, send an e-mail to the Planning Department: plan@vistula.edu.pl

If you do not see your classes (or there are too many of them), please contact the Dean's Office.
PLATON EDUCATIONAL PLATFORM

Platon (platon.vistula.edu.pl) is an educational platform that will replace Moodle in the new academic year. It is a modern tool of didactic support available for every student and lecturer at Vistula University, who can use it to upload and keep educational materials, e.g. presentations, films, links, tests or surveys, as well as additional information, such as the conditions for completing the course. Moreover, Platon helps to monitor the students’ individual progress of study.

The platform is correlated with the University USOS system and allows you an easy and direct access to all materials provided by lecturers.

To log in to Platon, all you need is a password and a USOS login. The login site also contains detailed instructions on how to navigate the platform.

PLATON PLATFORM WEBSITE:
platon.vistula.edu.pl

E-LEARNING DEPARTMENT
ROOM 328A, 321

TECHNICAL SUPPORT
In case of problems, please contact us at: elearning@vistula.edu.pl

Download the user manual
USOSweb

Access to the USOSweb system - the student receives detailed guidelines for logging in (login, password) to a private e-mail address.

In case of problems with logging in or in case of technical problems, the student should contact the IT department by e-mail: icthelp@vistula.edu.pl.

In the USOSweb system, the student has access to the following information:

- evaluations;
- payments;
- applications/decisions;
- class schedule;
- scholarships;
- passing semesters;
- the course of studies;
- ECTS credits;
- registration for specialties and elective courses;
- news;
- contact for lecturers and employees;
- diploma.

LIBRARY (ROOM 34)

Vistula University's library is a friendly space where you will find:

- over 800 journals, with over 60 in subscription;
- access to over 100 000 books;
- 11 commercial full-text databases;
- over 20 computer workstations with free access to the Internet;
- great studying environment.

That is exactly what you need to prepare for the exams!

To borrow books from the library you need to register first. To do that, please present the library staff your Student ID and your personal ID or passport.

If you wish to browse library's collection, visit the website: vistula.edu.pl/en/students/library/
Monday 9 a.m. – 5 p.m.
Tuesday 9 a.m. – 5 p.m.
Wednesday 9 a.m. – 5 p.m.
Thursday 9 a.m. – 5 p.m.
Friday 9 a.m. – 5 p.m.
Saturday 9 a.m. – 5 p.m.
Sunday closed

*opening hours may be subject to change
TOEIC

TOEIC is an exam assessing the skills of listening and reading comprehension with understanding.

The test questions concern real-life work settings in an international environment. TOEIC is the most common exam, recognized by employers around the world. You can prepare for it on TELL ME MORE platform. For more information visit: vls.edu.pl

TELL ME MORE – ROSETTA STONE

TELL ME MORE is an e-learning platform that helps you learn a foreign language quickly and effectively. You can practice spelling, reading, grammar and speaking at any time!

The password and login for this platform will be sent via e-mail with the website address and the scoring matrix. Support, and information: tmmsupport@vistula.edu.pl

EDUCATIONAL MATERIALS

At the beginning of your classes, lecturers offer several study sources such as: Textbooks, Books, E-books, Online Courses. For some classes, it is obligatory to buy such sources but in general, teaching materials are provided by the lecturers. Our faculty will provide you with detailed information specified for each course.
4. OFFICES AT THE UNIVERSITY: WHERE TO LOOK FOR HELP

DEAN’S OFFICE (ROOM 108)

There is a ticket system at the Dean’s Office.

1. Step one

Collect the ticket from either the machine next to the Dean’s Office or the one next to the Security Desk.

2. Step two

Enter the Dean's Office, once the number of your ticket is displayed on the monitor above the door.

You may also check the queue online at: webqms2.pl/vistula
The Dean’s Office is an administration and information centre for students of all faculties at Vistula University and the Vistula School of Hospitality. It consists of two units:

1. **Front Office** – the first line of direct student service (room 108);
2. **Back Office** – administrative and office support.

### With what the Front Office will help you?  
**Comprehensive direct student service including:**

- issuing various types of certificates;
- issuing protocols for conditional credits and program differences;
- issuing new ID cards;
- extending the validity of the card;
- payment control;
- issuing diplomas;
- issuing of stored documents;
- answering to the student’s doubts about the learning cycle;
- accepting diploma thesis;
- issuing study cards and generating them via USOSweb at the student’s request;
- acceptance of resignations and further service.

### How will the Back Office help you?  
**Duties related to student service:**

- promotion for the next semesters;
- crossing students off the list;
- assessing student’s applications and transferring to the Dean;
- forwarding the response to the student’s application;
- solving difficult situations through individual conversations or instructions;
- e-mail correspondence with the student;
- caretaking of student’s record;
- ordering cards through the ID card system;
- issuing certificates based on documentation;
- issuing archival documents;
- issuing duplicates.

**IMPORTANT!**

Remember all matters are first handled by Front Office employees.
**USOS SYSTEM**
Every student receives account login to USOS system and detailed information can be seen about payments (and individual bank account number). All fees are calculated and registered on the account of each student.

*You can also apply directly to the bursar’s office to find out about the fees – commitments and overpayments.*

**forms and deadlines of payments (optional)**

- one-time fee (per year) – paid by 15th of September (enrollment for the winter semester) or by 15th of February (enrollment for the spring semester);
- semester fee – paid 2 times: first – by 15th of September, the second – by 15th of February.

**Payments**
The student shall pay to the individual bank account number assigned by the Student Office - as agreed in EUR or PLN or through cash deposit machine (only in PLN) located on the ground floor (near the Security Desk).

There is a cash register located at the room 118. There you can make payments in EUR or larger payment in PLN (starting from 4 000 PLN).
PAYMENTS

VISTULA UNIVERSITY

Fees should be paid to the individual student account number. You can also pay to the general account number below:

**Bank**: ALIOR BANK  
Address: Łopuszańska 38 D, 02-232 Warszawa  
Swift: ALBPPLPW  
IBAN: PL

**Account**: 49 2490 0005 0000 4520 8418 9996  
- fees in PLN on the territory of Poland

**Account**: 58 2490 0005 0000 4600 1686 2929  
- fees in EUR

VISTULA SCHOOL OF HOSPITALITY

Fees should be paid to the individual student account number. You can also pay for the general account number below:

**Bank**: ING BANK ŚLĄSKI  
Address: Malczewskiego 45, 02- 622, Warszawa  
Swift: INGBPLPW  
IBAN: PL

**Account**: 48 1050 1025 1000 0023 5997 2268  
- fees in PLN on the territory of Poland

**Account**: 80 1050 1025 1000 0023 6803 7145  
- fees in EUR

BANK COMMISSION

When you make payments in your bank, first ask the bank about the amount of commission for transfer. You need to add the amount of commission to your transfer. Otherwise your transfer will not be full, bank will charge a part of fee or other kind of payment.

DELAY MEANS INTEREST

Book-keeping has payment due dates. The fee should be on the account of the University at the latest on the due date. After the terms, there occur delays and the University charges statutory interest for late payment.

The University may also stop issuing the certificates or holograms to student ID – until the time the student has settled overdue payments.
**NO PAYMENTS WITHIN DUE TIME – DEBT COLLECTION IS COMING**

The University charges statutory interest for late payment.

The University tries to settle overdue payments amicably (e-mails, calls for payments). When it can’t result in success, the University takes legal steps.

*In case of a delay in payment – the student may be crossed out from the list of students, which results in termination of the contract (please read the contract carefully).*

**I RESIGN FROM STUDIES. WHAT SHOULD I DO?**

Student may resign from education at the University at any time. Resignation should be made in writing (submitting of resignation letter to the Dean's Office in person or by USOSweb system).

**I AM CROSSED OUT FROM THE LIST OF STUDENTS. WHAT PAYMENTS SHOULD I MAKE?**

The payments should be done according to the contract.

**READMISSION TO THE UNIVERSITY**

The student who resigned or is crossed out from the list of students may apply for readmission, only after he/she makes all the overdue payments.

**WHY DO I HAVE SO BIG DEBT?**

The University has *an annual* student settlement.

The fact that you do not attend the classes does not mean you do not need to pay (we do not check the presence or absence of the student for calculating fees). Till resignation or deletion of the student – the student is obliged to pay for all the payments.

**SOMEBODY ELSE PAYS FOR MY STUDIES (FAMILY / THE COMPANY)**

Please remember, when you pay on the bank account, in the title of the transfer to write your name, surname and student ID number. We are not able to check for whom the company X has paid. We also do not know your family members.
**DEAN’S LEAVE**

During the dean’s leave, the Student do not pay the fees (the dean’s leave should be accepted by the Dean – signed appropriate petition).

**LIBRARY**

The Library adds penalty for keeping books over 30 days. The fine amounts to 1 PLN for each book for every day of delay.

**CHANGE OF PERSONAL DATA**

If the student has changed the post or e-mail address, it is asked to inform the Dean’s Office. The University sends different letters to the students. It is important for us to have up-to-date contacts with the students.

**OPENING HOURS***

Monday, Tuesday, Thursday :
11 a.m. - 3 p.m.

Wednesday: closed

Friday: 11 a.m. - 2 p.m.

Saturday, Sunday: closed

*opening hours may be subject to change

Contact Details:
kwestura@vistula.edu.pl
INTERNATIONAL OFFICE (ROOM 122)

International Office helps students obtain information on accommodation, legalization, nostrification, and the “Ambassador” program.

AMBASSADOR PROGRAM (ROOM 122)

University is a great place, isn’t it? You can improve yourself here both scientifically and socially, you meet new friends, discover new ideas, and collect memories. It is such a unique experience for each student, that it is difficult to grasp it on the pages of a website or booklet.

And here is your role! As a student of our University, you are a valuable contact for those who want to learn more - both about the studies and our University.

As an Ambassador, you can share your experience at the University with others, and provide them with the know-how.

Thanks to friendly online chats you can make everyone want to feel part of our University community.

**Being an Ambassador, you will:**

- represent the University on the Unibuddy platform;
- answer questions from candidates regarding learning, and student life;
- help others find the right information and contact details of individual departments / staff at the university;
- check your account every day, and answer questions in a timely manner;
- run chats and build friendly relationships with candidates, asking questions, and getting involved and interested;
- provide a real insight into your university experiences through chat, blogs, and movies.

**OPENING HOURS**

Monday – Friday: 10 a.m. 4:30 p.m.

*opening hours may be subject to change*
Successful Ambassador:

- is a communication master who likes to create interesting content about the university;
- is flexible and willing to respond quickly and effectively to questions;
- is responsible, open and honest in communication;
- is active in interactions with students - encourages them to continue the conversation;
- is a role model for other students;
- has a mature and professional approach to conversations - especially to difficult questions.

As an Ambassador, you will gain valuable experience that might prove useful in the future. There are also other benefits, for example, you:

- get a discount for studies,
- receive reference letters, key in the process of job application;
- obtain cinema tickets and discounts for events in the city;
- receive t-shirts, badges, and many other useful gadgets;
- take part in meetings with pizzas, and beverages;
- develop good relations with professors, and other university staff;
- go on free trips in Poland, and abroad.

If you are interested, please visit us at the International Office, room 122 (2nd floor) or email us to: student.support@vistula.edu.pl

PROGRAM COORDINATORS:

Yershat Kumar
y.kumar@vistula.edu.pl
📞 +48 22 4572337

Yevhenii Lytovchenko
y.lytovchenko@vistula.edu.pl
📞 +48 22 4572337

Opening Hours*:
Monday – Friday: 9 a.m. - 4.30 p.m.
*opening hours may be subject to change
Study abroad – Erasmus+ Program

At Vistula University you have the opportunity to take part in the EU Erasmus+ program, which enables students to study abroad. Depending on the university, studies abroad can last one or more semesters.

- Study at one of the 60 partner universities in Europe.
- Gain experience during internships in a foreign company.
- Raise your language competence level.
- Get a monthly grant of up to EUR 500 for studies and up to € 600 for an internship.

Find out who can take part in the program and what requirements he/she must meet!
Please check: vistula.edu.pl/en/students/erasmus/

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CAREER OFFICE (ROOM 116 AND 117)

This is the place where you realize the value of establishing the first business contacts during your studies.

We can provide you with:
- interesting job offers, practices, and internships;
- help in writing a professional CV;
- help in preparing for an interview;
- professional career counselling;
- interesting trainings and workshops;
- competence tests;
- ... and more!

Log in to the Career Office portal and complete a competence test: e-kariera.vistula.edu.pl

Do you want to know more?
Please visit us at: vistula.edu.pl/en/students/career-office/

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OPENING HOURS*

Monday – Friday: 10 a.m - 4 p.m.
Opening hours may be subject to change
SCHOLARSHIPS (ROOM 207)

Vistula University offers a wide student support system that will allow you to reduce your study costs. You can apply for non-returnable financial assistance (from the state budget) in the form of:

- a social scholarship;
- social scholarship increased due to the place of residence;
- Rector’s scholarship for the best students;
- special scholarship for people with disabilities;
- Minister’s scholarship for outstanding achievements;
- allowance in case of a random event.

Applications must be submitted in accordance with the scholarship schedule.

Firstly via the USOSweb system in the COMMON SECTION - Applications tab. Once application is submitted online, please print, sign and submit it to the Scholarship Department together with the required documentation:

- personally during the working hours of the Scholarship Department;
- it in the application box at the door of the Scholarship Department (room 207, 3rd floor);
- send a registered letter to the University address with the following note: Scholarship Department.

For more information see: vistula.edu.pl/en/students/scholarships

OPENING HOURS*

Tuesday – Thursday: 11 a.m. - 3 p.m.
plus selected weekends

*opening hours may be subject to change

Contact Details:
p.kaleta@vistula.edu.pl
+48 22 45 72 321
Vistula University and the Vistula School of Hospitality are universities without language, cultural or interpersonal barriers. We make every effort to ensure that the atmosphere at our University promotes integration of students of different nationalities, cultures and religions, regardless of their state of health.

Our modern campus has been fully adapted to the needs of people with disabilities. Both the main entrance and entrances to the lecture halls have been purposefully designed to allow for comfortable passage, among others, on wheelchair.

The building is equipped with lifts (the lift card is available at the Ombudsman for Persons with Disabilities, room 207), and restrooms for the disabled.

Students with disabilities can apply for additional support such as:

- scholarships;
- didactic assistant;
- alternative forms of obtaining credits for a subject;
- equipment equalizing the chances for study.

For information visit our website Student – Students with disabilities: vistula.edu.pl/en/students/disabled-students

**OPENING HOURS**

**Tuesday – Thursday:** 11 a.m. - 3 p.m.  
Plus selected weekends

*Opening hours may be subject to change

**Contact Details:**

p.kaleta@vistula.edu.pl

📞 +48 22 45 72 321
STUDENT COUNCIL (ROOM 31)

The Council represents the interests of the student community before the University authorities. Its role is to make sure that your voice is well-heard, and that you are treated seriously.

The Student Council:

• takes care about the rights of students and supervises the fulfilment of obligations arising from the student’s status;
• provides information on the University life;
• organizes events, competitions, conferences.

Do not hesitate, contact the Council members to ask them questions, and share your ideas or fears:

• personally in room 31;
• by an e-mail to: samorzad@vistula.edu.pl or a message via Instagram vistulasc;
• by placing a message in the box in front of the Council room - you do not need to provide contact details.

If you want to join the Student Council of Vistula University or the Vistula School of Hospitality, please contact us. The elections are run in October. Have an impact on the life and future of the University!
STUDENT’S CLUBS AT THE UNIVERSITY
(ROOM 307)

If you want to actively participate in the student social life, we offer a wide range of clubs for you. Join a selected group and develop your passions and hobbies!

Vistula University Student Clubs and Organisations:

1. Vistula Alumni Association
2. European Students Association
3. Asian Students Association
4. African Students Society
5. Asia-Pacific Students Association
6. Middle East Students Association
7. Activities Club
8. Academic Choir
9. Colours of Music Club
10. Social Club
11. Academic Club “2B”
12. Academic Club of International Relations
13. Academic Club of Diplomacy
14. Academic Club of Culinary Tourism
15. Academic Club of Hospitality
16. Academic Club of Game Design
17. Academic Club of Dietetics
18. Project Center Club
19. Vistula Live
20. Experimental Graphic Art Club
21. Architecture and New Media Student Club
22. Academic Sports Association

STUDENT ACTIVITIES DEPARTMENT
(ROOM 119A)

This is place where you can settle all matters related to:

- Student Clubs
- Student Societies
- Mentoring Program
- Event Organization.

OPENING HOURS*

Monday – Friday: 9 a.m. - 5 p.m.
Thursday: closed

*opening hours may be subject to change
Vistula Alumni Association

The Alumni Association serves to maintain and nurture the ties of Graduates with the University. Everyone who has a degree of Vistula University or Vistula School of Hospitality can join the group of Club members.

Graduates are our pride, that is why we want to stay in contact with them and establish lively, and lasting partner relationships. They can still play an important role in our University, share knowledge and experience, and at the same time derive pleasure and satisfaction from it. Our graduates form a wonderful, multicultural family.

Please visit vistula.edu.pl/en/students/student-life/science-clubs and learn more about their activities.

SPORT

We provide the best conditions for both intellectual and physical development at the University. We have a sports hall with the area of over 6,000 m², where you can perform your favourite sport (such as volleyball, basketball, football).

CONTACT DETAILS

Head of Physical Education and Sport Department
Jerzy Szyszko
j.szyszko@vistula.edu.pl
room 64 (next to the gym)
6. UNIVERSITY AUTHORITIES: WE ARE HERE FOR YOU!

The role of the Ombudsman is:

- promote fairness, justice, high ethical standards, and the alternative dispute resolution methods in the academic world;
- help in resolving conflicts at the University reported by Students, academics, and administration staff.

Ombudsman ensures CONFIDENTIALITY, NEUTRALITY, AND IMPARTIALITY.

Ombudsman of Vistula University:
Marek Grela, PhD
m.grela@vistula.edu.pl

Ombudsman of Vistula School of Hospitality
Zdzisław Rapacki, PhD
z.rapacki@vistula.edu.pl
### YOUR FIRST STEPS AT THE UNIVERSITY

#### 7. THE MOST IMPORTANT POLISH PHRASING

<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>POLISH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good morning</td>
<td>Dzień dobry [dʑɛn ’dɔбри]</td>
</tr>
<tr>
<td>Hello (on phone)</td>
<td>Halo / Słucham [’xalɔ] / [’swuʃam]</td>
</tr>
</tbody>
</table>
| How are you?             | Jak się Pan(i) miewa? (frm) [’jakɛz’pani’mʲeːva]  
|                           | Jak się masz? (inf) [’jakɛz’maʂ]           
|                           | Jak tam? (vinf) [’jaktam]                   |
| Reply to ‘How are you?’  | Bardzo dobrze, dziękuję. A Pan(i)? (frm) [’bɔrdʐɔ’dɔbrɛdʑɛ ’kuiʃ  apani]  
|                           | Bardzo dobrze, dziękuję. A Ty? (inf) [’bɔrdʐɔ’dɔbrɛdʑɛ ’kuiʃ ’atli] |
| Welcome                  | (i) Witam / (we) witamy [vi’tami]           |
| I do not speak Polish    | Nie mówię po polsku [nʲe’muvʲe ’popɔlsku]    |
| Do you speak English?    | Czy mówisz po angielsku? [’zi’muvʲi poaŋ’ɡɛ’lsku] |
| My name is...            | Mam na imię... [’mamna’imʲeː ]              |
| Where are you from?      | Skąd Pan jest? (frm = m) [’skatpan’jest]    
|                           | Skąd Pani jest? (frm = f) [’skatpani’jest]  
|                           | Skąd jesteś? (inf) [’skat’jestes]           |
| I am from...             | Pochodzę z... [po’xoʃe zʲe’z]               |
| Nice to meet you         | Miło mi cię poznać [mi’lo mi tɕe’ pɔznatʲa] |
| Goodbye (Parting phrases)| Do widzenia (frm) [dɔvi’dʐɛnɛ]              
|                           | Do zobaczenia (inf) [do’ʐɔbatʃɛnɛ]         
|                           | Na razie (inf) [’na’raʃe]                  
<p>|                           | Cześć (inf) [’ʧɛɕ]                        |
| Good luck                | Powodzenia [pɔwɔdʐɛnɛ]                      |
| Have a nice day          | Miłego dnia [mi’leɡo ’dɲa]                |
| I don’t know             | Nie wiem [nʲe ’viem]                        |</p>
<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>POLISH</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand / I don't understand</td>
<td>Rozumiem / nie rozumiem [rɔˈzumʲem] / [ɲɛrɔˈzumʲem]</td>
</tr>
<tr>
<td>Can you repeat?</td>
<td>Czy możesz powtórzyć? [tʃiˈmoʒɛstopɔˈtuʐɨtə]</td>
</tr>
<tr>
<td>Can you write it down?</td>
<td>Czy możesz to zapisać? [tʃiˈmoʒɛstozaˈplisaŋ s]</td>
</tr>
<tr>
<td>Bon appetit / Have a nice meal</td>
<td>Smacznego [ˈsmatʂnəŋə]</td>
</tr>
<tr>
<td>Please, speak more slowly</td>
<td>Proszę mówić wolniej (frm) [proʃə muˈvʲeɲəjɛ] Mów wolniej (inf) [muˈvʲeɲe]</td>
</tr>
<tr>
<td>How do you say... in Polish?</td>
<td>Jak się mówi... po polsku? ['jakʃɛ muˈvʲi poˈlsku]</td>
</tr>
<tr>
<td>Excuse me</td>
<td>Przepraszam [ˈprɛprəʂam]</td>
</tr>
<tr>
<td>Sorry</td>
<td>Proszę [ˈproʃə]</td>
</tr>
<tr>
<td>Please</td>
<td>Ile to kosztuje? ['ile to koʃˈtujɛ]</td>
</tr>
<tr>
<td>How much is this?</td>
<td>Dziękuję (inf) [dʐɛ ‘kujɛ] Dzieki (inf) [dʐɛ ‘kujɛ]</td>
</tr>
<tr>
<td>Thank you</td>
<td>Proszę bardzo [proʃə ‘bɑrdʑa] Nie ma za co (inf) [ɲema ʒaŋɔ]</td>
</tr>
<tr>
<td>Reply to ‘thank you’</td>
<td>Milo mi cię poznać [miˈlɔ mi tɛʒ ‘poznatə]</td>
</tr>
<tr>
<td>Nice to meet you</td>
<td>Proszę mnie zostawić w spokoju! (frm) [proʃə mɲesɔˈstɔvʲiʃ sfspoˈkɔju] Zostaw mnie w spokoju! (inf) ['zɔstaf mɲefspsɔkoj]</td>
</tr>
<tr>
<td>Go away</td>
<td>Pomocy [pɔˈmɔci]</td>
</tr>
<tr>
<td>Help</td>
<td>Pożar / pali się [poˈzар] / [paˈɕiɕɛ]</td>
</tr>
<tr>
<td>Fire</td>
<td>Stop [stop]</td>
</tr>
<tr>
<td>I am a Student</td>
<td>Jestem studentem (male) / Jestem studentką (female) [ˈjɛstɛmˈstʌndɛntɛm] / [ˈjɛstɛmˈstʌndɛntkɔ]</td>
</tr>
<tr>
<td>How to get to...</td>
<td>Jak dotrzeć do... ['jɑkˈdɔtʂɛt s ‘dɔ]</td>
</tr>
<tr>
<td>Where is...</td>
<td>Gdzie jest...[ɡdʑɛjeʃt]</td>
</tr>
<tr>
<td>I’m lost</td>
<td>Zgubiłem się (male) / zgubiłam się (female) [zɡuˈbʲiɕmʲɨɕɛ] / [zɡuˈbʲiłamʲɨɕɛ]</td>
</tr>
</tbody>
</table>
GUIDE FOR STUDENTS

Keep calm and enjoy the handbook

Vistula University
Vistula School of Hospitality

3 Stoklosy, St., 02-787 Warsaw
(150 m from metro station - Stoklosy)