

جامعة الأخوين
AL AKHAWAYN
UNIVERSITY

**INTERNATIONAL
STUDENT
HANDBOOK
2015- 2016**



**Office of International Programs
Al-Akawayn University in Ifrane**



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STUDENT
HANDBOOK
2015- 2016**

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W elcome international, exchange, study abroad, ISEP, and CCIS students!

It is a pleasure to welcome you to Al Akhawayn University in Ifrane (AUI). I look forward to meeting you and assisting you this coming semester or semesters so that your experience will be a rich and rewarding one.

This handbook is an attempt to help you prepare for and enjoy your stay both at AUI and in Morocco. Many suggestions of those who have come before you have been incorporated into this handbook. You, too, will be asked to contribute to this handbook at the end of your semester.

Please be sure to keep this handbook with you as it contains vital information that you will need during your stay at AUI and as you prepare to leave.

The orientation session that is scheduled during the registration period is important and covers the more cultural, social, and behavioral aspects that could not be covered in this handbook.

This handbook is not exhaustive and the regular AUI student handbook contains the policies and procedures by which you are also bound while at AUI.

Should you have any questions, please do not hesitate to contact us in the Office of International Programs.



Mrs. Amy Fishburn
Office of International Programs
Al-Akhawayn University in Ifrane

The University



Al Akhawayn University is located in the resort community of Ifrane, nestled in the Middle Atlas Mountains. The region is known for its beautiful forests, mountains, lakes and waterfalls. Located just 60 kilometers from the historically rich imperial cities of Fez and Meknes, Ifrane is easily accessible by car, bus and taxi.

The architecture of the campus complements the distinctive building style of Ifrane with high-pitched tile roofs designed to move the large quantities of heavy, wet snow each winter. The campus covers approximately 50 hectares of rolling wooded terrain and is about 1600 meters (5000ft) above sea level.

Founded in 1993 by Royal Dahir (decree bearing law), Al Akhawayn University in Ifrane (AUI) opened its doors to students in January 1995 on a completely modern and networked campus. The University is coeducational, residential and primarily undergraduate but has rapidly growing graduate programs. The outlook is international and tolerance is promoted and expected of students, staff, and faculty belonging to over 25 nationalities who live and work together.

With nearly 2039 students enrolled, the majority are full time and live on campus. The student population has been in all 18 years balanced approximately at 51% female and 49%

male. There is an increasingly international character to the student body with over 160 students of 28 nationalities on campus in study abroad and exchange programs in regular semester, or attending the intensive Arabic and North African Studies summer program

Al Akhawayn University offers Seven undergraduate degrees from among the three schools: Science and Engineering, Business Administration, and Humanities and Social Sciences. Ten graduate degrees are offered in addition to executive education and special programs for continuing education. All courses are delivered in English.

Academic life is rigorous but highly personalized: the student faculty ratio is 13 students for each full time faculty member. All faculty members have offices and maintain a minimum of 9 office hours per week for easy access by students. Because the average class size is 17, students have ample opportunity to question, respond, and interact with the professor and classmates.

The faculty is composed of over 130 highly qualified professionals, most with PhDs or doctorates. Highly international, about 40% of full-time faculty members are Moroccan and the other half are international representing over 15 nationalities



Information about Morocco the

The Kingdom of Morocco is a country in northwest Africa. It has a long coastline on the Atlantic Ocean that reaches past the Strait of Gibraltar into the Mediterranean Sea. It borders Algeria to the east, though the Algerian border is closed, Mauritania, and the Atlantic Ocean to its south and west. The full Arabic name of the country translates to The Western Kingdom. Al-Maghreb (meaning The West) is commonly used in Arabic.

Morocco has a population of approximately 31,689,265 and covers an area of 710 850 square kilometers. Morocco is divided into 16 regions 72 provinces and 17 wilayas.

The country is a Constitutional monarchy with a legal system based on Islamic law and French and Spanish civil law. Most Moroccans are Sunni Muslims (98.8%) of Arab, Berber, or mixed Arab-Berber stock. There are small Christian (1.1%) and Jewish (0.2%) communities. The official language of Morocco is Arabic but French is widely spoken along with Berber Dialects.

Money, Banks and Currency Exchange

The basic unit of currency in Morocco is the Dirham (Dh). There are approximately 8.5 DH to \$1U.S. and 11 DH to €1 but as with all currencies, there are fluctuations. Check with your bank to obtain the current exchange rate.

The Dirham is divided into 100 Centimes. Coins in circulation come in denominations of 1, 2, 5 and 10 Dirhams and 5, 10, 20 and 50 centimes. Bills come in denominations of 20, 50, 100 and 200 Dirhams.

Please be informed that the Moroccan Dirham is a controlled currency. It is illegal to import or export Dirhams. Upon leaving Morocco, you can reconvert only up to 50% of the Dirhams for which you must produce exchange receipts at the bank of the airport. As you change money, keep your exchange receipts.

Banking

There are 4 banks now in Ifrane, the “Banque Populaire”, the “BMCE”, the “Crédit Agricole” and the “Attijariwafa” are located in

the



town center. Banks can handle foreign currency buying but not selling. They can cash traveler's checks and cashier's checks in a foreign currency. It is possible to get a cash advance with your VISA or MASTERCARD credit or debit card in the bank at the counter.

All international currency transactions have a cost. You will need to make a decision about what form of currency is best for you. Exchange students at AUJ for one semester do not need to open a bank account. Some combination of credit card, cash and traveler's checks is normally sufficient.

Opening Hours

Monday through Friday:

From 8:30 to 15:30

(Closed for lunch from 13:00 to 13:30)

Credit Cards and Bank Machines

There are ATMs in Ifrane and around Morocco that will dispense cash. There is also an ATM on campus. However, these machines can only dispense cash in Dirhams. Make sure you have international privileges on your credit card and the appropriate PIN number. Bank ATM cards usually have a transaction fee. Make sure you understand the fees associated with your credit card for cash transactions.

Credit cards are not widely accepted in small establishments in Morocco. However, you can use a MasterCard or Visa card in places such as hotels, gas stations, travel agencies and some large shops in main cities like Rabat, Casablanca, Marrakech, Agadir, Tangier, Fez and Meknes.

Traveler's Checks

Traveler's checks are a safe means of carrying currency. But they come at a cost. Traveler's checks must be changed at a bank and there is a transaction fee per check. Not all banks will provide this service. Traveler's checks have both a fee to buy the check and one to cash the check. In Morocco, traveler's checks can only be cashed at a bank. If you decide to bring Traveler's checks think carefully of the denomination of the check before you buy.

Time

The time zone in Morocco is GMT (Greenwich Mean Time). GMT has traditionally been in effect year round in Morocco. Daylight savings time usually comes into effect on June 1st.

Morocco is 5 hours ahead of Eastern Standard Time in the U.S.A and 2 hours ahead of European Standard Time (Except in Daylight Savings during summer, when Morocco is 4 hours

ahead of Eastern Standard Time and 1 hour ahead of European Standard Time.

Language

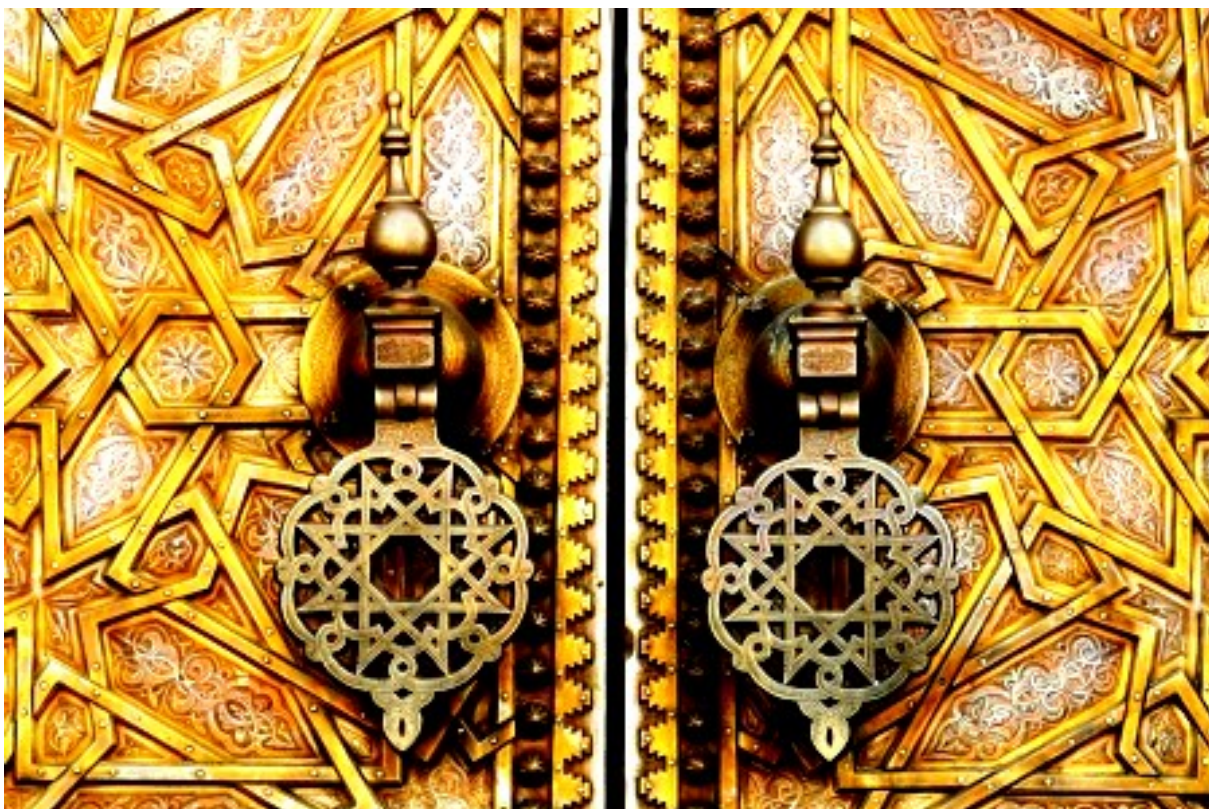
Most Moroccans speak the Moroccan dialect called Darija, while the classical Arabic called Fus'ha is the official language. French is the second language and is widely used in commerce especially in central and southern Morocco. In northern cities like Tangier and Tetouan, Spanish is common. There are also three regional dialects of Berber in Morocco, but these are spoken less frequently. One of these Berber dialects, Tamazight, is used in Ifrane and throughout the Middle Atlas Mountains.

Local Weights and Measures

Morocco uses the Metric system. Distance is measured in kilometers (1 mile = 1.6 km). Meat, fruit and vegetables are sold in kilograms. (2.2 pounds = 1 kilogram).

Electricity

Electricity in Morocco is the same as in Europe: 220 Volts at 50 cycles. If you bring any personal electrical equipment, make sure you have an international voltage regulator/transformer. Voltage transformers are available in Ifrane. The electrical sockets in Morocco take round pins like those in France, not the



flat pins of the U.S.A. Plug adapters are available in Ifrane but you may want to bring some international plug adapters.

Online Sources of information about Morocco

General Information:

<http://en.wikipedia.org/wiki/Morocco>
<http://www.bbc.co.uk/news/world-africa-14121438>
<http://www.visitmorocco.com/index.php/eng>

For Travelers:

<http://www.lonelyplanet.com/morocco>
<http://wikitravel.org/en/Morocco#b>
<http://www.guardian.co.uk/travel/morocco>

Transportation inside Morocco:

<http://www.ctm.ma/> (The national bus schedule)
<http://www.oncf.ma> (The train schedule)

Current News Sources in English:

<http://www.morocconewline.com/>
<http://www.arabicnews.com>
<http://moroccoworldnews.com/>

Languages of Morocco:

<http://www.sil.org/ethnologue/countries/Moro.html>
<http://www.ethnologue.com/>

[show_country.asp?name=MA](http://www.al-bab.com/maroc/cult/music.htm)

Moroccan Music:

<http://www.al-bab.com/maroc/cult/music.htm>

<http://moroccanmusic.com/>

Arabic Sites

The following sites explain Islamic art, architecture including calligraphy:

<http://islamicart.com/>
<http://sakkal.com/>

Learning Arabic online:

<http://i-cias.com/babel/arabic/index.htm>
<http://www.dilap.eu/>

Guidebooks

There is no single guidebook that will provide you with all of your needs. Of the guidebooks, perhaps the best all around is titled '*Morocco*' and is part of the Knopf guide series. It has useful general information, history, numerous pictures and illustrations. It does not have much information on places to stay and therefore '*The Rough Guide*' or '*The Lonely Planet Guide to Morocco*' are useful and fairly accurate.



Academic Regulations



Regular Semester and Summer Session Course Load

A normal course load per semester is five courses (17 credit hours). As international, exchange, study abroad, or transient students, you may choose to enroll only in four courses to leave time for traveling and discovering Morocco. In the summer session, the maximum number of courses allowed is two (up to 7 credit hours.)

Adding and/or Dropping Courses

You may Add/Drop courses during the Add/Drop period specified in the academic calendar (generally the first four days of class in regular term and the first two days of class in summer). First of all, you need to obtain the course Add/Drop form from the OIP. You must have the permission of your advisors, Mrs. Amy Fishburn and the undergraduate coordinator, to add or drop a course unless the course(s) being added was/were included in the registration form under "Alternate Courses." Adding and/or dropping courses is not official until you pay all applicable tuition and fees to the University and your completed Add/Drop form has been received by the Enrollment Services.

After the Add/Drop period, you may drop one or more courses with the grade of "W" up to the 40th day of regular semester and up to 18 days of the summer semester. However, no refund will be given. Beyond that time, instructors have the responsibility for determining the grade based on classroom performance up to the time of the student's request to withdraw and must assign either a grade of "WP" (if passing) or "WF" (if failing.)

Class Attendance and Absence Policy

Attendance has been shown to be a key factor in academic success. Any absence, regardless of the reason, will prevent the student from getting the full benefit of the course. Therefore, students should recognize the advantages of regular and punctual class attendance, accept it as a personal responsibility, and apprise themselves of the consequences of poor attendance.

Policy: Absences are controlled by faculty members. The number of absences for whatever reason (except as indicated in points 1.1, 1.2 and 1.3) is taken into account in the final grade.

1. Excused Absences

Students may be authorized by instructors to be absent from class for institutional reasons as specified. However, the instructor may deny the student permission to be absent if the student's academic performance is not judged to be satisfactory. Once approved, these absences should not count in the student's absence record. Instructors should be informed before the absence to agree with the student on a suitable time and manner for a make up should it be necessary. A maximum of **three** of these absences per semester could be authorized.

1.1 External Events: The student must submit a completed and signed form from the Office of Student Activities to the instructor prior to any absence. Examples of these absences include participation in university-sponsored sports, cultural or other events as a University representative.

1.2 Field Trips: as part of a class requirement or as authorized by a Dean: the Dean's assistant of the school offering or authorizing the trip should sign the absence re-

quest form.

1.3 Serious Illness: In case of protracted illness or emergency condition necessitating hospitalization, students must send necessary justifications by fax to the VPSA Office within 48 hours. If necessary, the VPSA Office will then inform faculty of the situation. All absences need to be recorded by faculty until the student returns. Students must submit all medical documentation justifying their absences to the University Health Center for validation.

Note: Extended Illness may lead to the semester not being validated

No other exception will be authorized. Students should be prepared in case they have to be absent for personal or family reasons.

2. Impact of absences on grades.

Each unauthorized absence shall result in one grade being deducted from the class participation grade up to the maximum allowable absences as defined below.

3. Ceilings before a WF is assigned

When a student exceeds the ceiling given below, the instructor may sign an administrative withdrawal form:

3.1 For classes which meet twice a week, this ceiling is set at 5 absences

3.2 For classes which meet three times a week, the ceiling is set at 7 absences.

3.3 For classes which meet five times a week, the ceiling is set at 7 absences.

4. Pre-authorized absences

Notification of planned absences using the Absence Request Form available at the Student Activ-

ities Office must be delivered to the instructor to be signed and dated.

Once notified of a planned absence, the instructor should inform the student of the deadline for completion of any missed assignment or examination where applicable. Make-up examinations, if necessary and acceptable to the instructor, shall be at a time and place mutually agreed upon by the instructor and student.

Although students are responsible for keeping track of their absences, faculty are responsible for recording absences in the system. Faculty generally configure the system so that a warning e-mail will be automatically generated and sent to students after a certain number of absences has been reached.

During the Add and Drop period, no absence is accepted in a course; all add and drop activities should be done outside class time.

In case of a late registration, students assume full responsibility for their absences as recorded from the first day of classes

5. Administrative Withdrawal

When a student has exceeded the maximum number of absences. The instructor has the right to drop a student from a course with “WF” grade. Special hardship cases for Medical reasons, as stated in above, may be referred by the Vice President for Academic Affairs to the Dean /Directors for consideration.

The “Administrative withdrawal form” must reach the Registrar’s Office at least 5 days prior to the first day of final exams.

Cheating and Plagiarism

Cheating and plagiarism are serious academic offenses and will have serious consequences. Because the university’s aim is to foster a spirit of trust and a high standard of integrity, com-





plete honesty is required of students in the presentation of all phases of course work. This applies to quizzes, examinations, daily reports, lab work, term papers and any other assignments.

All students are required to sign the Pledge of Academic Honesty at registration.

General Grading Policy

Grades are based on the four-point GPA system according to demonstrated performance and skill levels.

A+, A, A-: indicates excellent achievement has been demonstrated.

B+, B, B-: indicates high achievement.

C+, C: indicates acceptable performance.

C-: Indicates the lowest passing grade.

D+, D: Not acceptable in the major, minor, core courses. A “D” may be accepted in an elective only once in the student’s undergraduate studies.

F: indicates failure either on a letter grade basis or on a Pass/Fail basis

Letter Grades	Grade Point	Percentage
A+	4.00	97 - 100
A	4.00	93 - 96
A-	3.67	90 – 92
B+	3.33	87 - 89
B	3.00	83 - 86
B-	2.67	80 - 82
C+	2.33	77 – 79
C	2.00	73 - 76
C-	1.67	70 - 72
D+	1.33	67 - 69
D	1.00	60 – 66
F	0.00	Below 60

All Academic Regulations are in the AUI catalog

All Students admitted to AUI are bound by these regulations.



Student Life



Housing Services

Housing Services provide the Al Akhawayn Community with quality housing at a reasonable cost. It manages a residential area of 21 dormitories, 17 of which are for students. Some faculty and staff reside on campus in buildings 28, 29, 30, and 31. The remaining staff and faculty members reside in town or in off campus university housing. Students may not visit staff or professors and their families in the University residences on or off campus without first receiving permission from the Office of the Vice President for Student Affairs.

All students are housed in a single or double room and provided with the following: a wardrobe, a desk, a chair, and a twin size bed. All Exchange, Study abroad and Transient students are issued a mattress pad and a set of sheets, a pillow and blanket (ask housing if you need more blankets). The en-suite bathroom is equipped with a shower.

Please note that the numbering of floors is according to the European system i.e. the ground floor is followed by the 1st floor.

Room Check-in

At check-in you will be given a key to your room as well as the keys to your desk and wardrobe. Before asking for the keys, you need note the number on the lock. In case you lose the key to your room, report the loss to the

Housing Services immediately. The replacement cost of a new lock and key is 300 Dhs.

Room Check-out

You must contact a Housing staff member to check-out and this should be scheduled approximately 2 to 3 days in advance of leaving campus. The Clearance form at the back of this manual needs to be filled out prior to leaving AUI. If you are leaving on a weekend, schedule check-out by Wednesday at the latest. The Housing Officer will inspect the room for damages. Once the check-out form has been completed you can go to the Office of Business Services to collect your housing deposit refund.

Upon leaving you must leave your room key at the front desk in Building 38. If you do not return it, your housing clearance will not be completed until the key is returned or a lost key fee of 300 Dhs is paid.

Housing Deposit Refund

Housing deposit refunds cannot be made more than 48 hours prior to departure from campus (Wednesday at the earliest if you are leaving on a weekend). You must have checked out of your room and taken the form from the Housing Services to the Business Office. If you are staying on campus for a second semester, your housing deposit will not be refunded until the end of the second semester.

Maintenance and Cleaning

Student rooms are cleaned once every two weeks free of charge. If you need additional cleaning, this service may be purchased, at the Business Office, for 25Dhs or at the Housing Services during weekends and outside working hours of the Business Office. Give the receipt to the Housing Officer in Building 38 to process your request.

Maintenance requests such as electricity, plumbing and woodwork, should be reported to your Hall Director or call 700.

The emergency numbers for weekends and nighttime are 555 for men, 3333 for women.

Emergencies

In case of emergency (illness, injury, etc.) during the day, contact the University Health Center in Building 26 extension 2057.

After hours men should call 555 and women call 3333 and a housing officer will respond.

Visitation and Guest Policy

The dormitories at AUI are strictly segregated by sex. There is no visitation of the opposite sex in the residences at any time. Students are also not allowed to host overnight guests other than family. (A request can be made to Housing for room or apartment rental)

For a family visit, you are responsible for booking a room or apartment on campus if one is available. Please check with Housing for availability and current housing rates. It is a good idea to book well in advance due to a number of continuing education programs.

Restaurant Service

Students have the choice of three different self-service restaurants. These restaurants are open to students 7 days a week.

The first is the MOROCCAN AND INTERNATIONAL RESTAURANT. This features Moroccan Tajines every day and Couscous on Fridays as well as a wide choice of cuisine from around the world.

The second restaurant is a GRILL where you can order the meat or sausages of your choice to be grilled in front of you!



A PIZZERIA is the third restaurant and is located upstairs. It takes just six to eight minutes for the pizza of your choice to be ready. This restaurant will also feature a daily special of Italian cuisine.

A CAFE situated in the ground floor of building 2 serving hot and cold drinks, pastries and cold sandwiches.

OPENING HOURS:

Breakfast is served from 6:30 until 10:00

Lunch is served from 11:30 until 14:30

Dinner is served from 18:30 until 21:00

Café is open from 8:00 until 2:00

Snacks are served in the self-grill from 15:00 until 18:30 and from 21:00 until 23:00.

The Campus Store

The Campus Store has a small selection of groceries like milk and fruit juices, cereals, pastas and canned food, ice cream, chocolate and other snacks, and toiletries. It also has office supplies - pens and pencils, erasers, highlighters and blank CDs as well as AUI merchandise.

Regular semester hours:

Monday – Friday: 9:00 – 19:45

Saturday & Sunday: 12:00 – 14:00 & 14:30 – 19:00

Mid-Semester break hours: Monday – Friday, 9:00– 13:00 & 14:00 – 17:30

Laundry Service

There is a self-service laundry room on the ground floor of Building 36 with token-operated washers and dryers. Tokens are sold in the campus store at 7 DH each for self-service machines. Students must provide their own laundry detergent and fabric softener,

these can also be purchased from the campus store.

The self-service laundry users will have to move their wet clothes to the dryers and fold the dry clothes by themselves. It takes around 30 minutes to wash a load of clothes and 45 minutes to dry a load. Heavy cotton clothes or towels will require at least two dryer cycles in order to fully dry. Each cycle in each machine costs one token. Therefore, you probably need between 3 or 4 tokens to wash and dry a 5-kilo load of clothes.

Another laundry is available in the ground floor of Building 38.

Opening Hours

Laundry of Building 36

Monday till Friday	7:30-00:00
Saturday & Sunday	9:00-17:00
Tuesday closed	

Laundry of Building 38

Monday till Saturday	9:00 -17:00
Sunday closed	

Campus Transportation

A shuttle bus runs between the University, bus stop between the Globe and the Front Gate, to downtown, the Marché, the Annex Residences by the Ifrane School and back.

Tickets can be purchased at 2dh per ride at the Campus Store. The bus schedule is subject to change on weekends, holidays, during the month of Ramadan, or at times when fewer students and staff are on campus, e.g. Freshmen Orientation.

The OIP will email the current shuttle schedule as it becomes available.

Vehicle Regulations

Due to government regulations and the bureaucracy involved, it is not common for exchange students to purchase a vehicle for the duration of their stay in Morocco.

Car rental services are available in Fez as well as Meknes and previous exchange students have successfully rented cars for longer trips over short vacations and weekends.

Students, for example from Europe, who arrive in Morocco with their own cars, are subject to the University's vehicle and parking regulation. To view these regulations please visit the AUI website.

Postal Services

The University has a Post Office located in Building 33 with post office boxes for students. Other services include sending or receiving money orders, sending registered and/or rapid mail, telegrams, and the sale of telephone card. Hours of operations are:

Monday through Friday from 8:30 am to 3:30 pm (with a lunch break from 12.30 to 13.00).

Timing for overseas mail:

Letters usually take:

To and from the U.S.: 15 to 20 days.

To and from Europe: 10 to 15 days.

Packages can take:

To and from the U.S.:

By Airmail: 20 days to 1 month

By Ship: up to 2 months

To and from Europe: 15 days

Express Courier Services

ChronoPost is the express service available through AUI Post Office. It is less expensive than DHL, FedEx and UPS services and is just as reliable. You will be issued a tracking number for all transactions. DHL, FedEx and UPS are all now reasonably fast (4 to 5 days minimum) and reliable courier services to Morocco. The university has a contract with the UPS office in Casablanca and therefore UPS mail is delivered directly to AUI. However, DHL is based in Fez and **does not deliver to Ifrane**. You should be notified and need to go to Fez to pick up your package. The FedEx and UPS main offices are in Casablanca.

Address to use for courier services (UPS, FedEx, DHL, ChronoPost, etc.):

Mail can be sent to the following address:
(Note: do not use the P. O. Box!!!)

Your name, c/o Office of International Programs

Al Akhawayn University in Ifrane (AUI)

Avenue Hassan II , Ifrane 53000 Morocco

Telephone

Each room is fitted with a telephone from which you can make internal calls and receive incoming calls. Unfortunately it is not possible to make international calls from AUI phones. There are phone services available at the post office.

Fax

Fax services are available at the Business Office and cost 5Dhs/page in Morocco, 20Dhs/page to Europe and 40Dhs/page to the USA. To receive faxes, you can communicate the fax N° to the OIP: +212 05 35 86 21 48.

Activities

The primary objective of the AUI Student Activities Office is to encourage extra-curricular and recreational opportunities for students. It develops entertainment programs for the benefit of the AUI community and empowers students become involved in the AUI and local community. For details of this semesters activities contact the Student Activities Office.

Clubs

There are currently over 40 active student organizations at AUI. These clubs range from humanitarian, leadership and cultural organizations to dance, language, business, computer science, theater and other groups. Students initiate and organize the activities within their respective clubs while faculty and staff act as club advisors.

Athletic Facilities

AUI has some of the best athletic facilities in the country. The sporting complex includes a soccer field and a track that are used for official and intramural team sports. There is also a multi-purpose room (used for aerobics, salsa, martial arts, etc.), an indoor gymnasium, a

weight room, an Olympic size swimming pool, and three outdoor tennis courts.

The Office of Student Activities provides a wide range of sports equipment and games such as basketballs, ping-pong paddles and tennis rackets. You are welcome to check out this equipment

All students can sign up for intramural competitions that are organized every semester by the Office of Student Activities. They are fun and informal opportunities for exercise and relaxation and are designed to accommodate various skill levels, experiences and interests.

You may also become a member of one of AUI's nine official teams. Some AUI official teams are men's and women's basketball, soccer, and volleyball. A higher level of skill is required for these teams than for the intramural competitions and each coach organizes a competitive selection process. Being a part of an official AUI team requires commitment, integrity and a desire to learn. Adil Kamane knows everything about sports on campus and is the man to see about trying out for a team.

Pool hours are co-ed except for two hours per day when it is reserved exclusively for women. The schedule is subject to change on weekends and holidays. A swim cap is required. In order to use the pool, you must check-in and leave your cashwallet identification card at the gym desk.

For the current pool schedule and regulations please visit the AUI website under "Student Affairs" in the "Athletics" section, or call ext. 2015.



Other Events

Movies

Films are shown every week. They are either played on the large screen in the auditorium in Building 4 or broadcast in the residence halls through the Room Run program.

Parties

Professional DJs are hired for campus parties. Sometimes held in the open-air, the music usually starts at around 9:00p.m but the action really starts only around 11 p.m. or midnight.

Talent Show

At the end of every semester, AUI students demonstrate their personal or group talents at the AUI Talent Show, which takes place in the main auditorium. This is definitely one of the most popular events of the semester. International students should never miss it!

Library

Resources in English at Al Akhawayn University' library are among the best in Morocco and in the region. The number of titles in print is





70,000 and growing. The subscription to electronic collections has grown rapidly so that there are over 1 million full-text articles in over 4500 journals. His Majesty King Mohamed VI honored the library by lending it his name, an unprecedented distinction in Moroccan academia.

Opening hours:

Monday – Thursday:	from 08:00 to midnight
Friday:	from 08:00 to 18:00
Saturday:	from 12:00 to 18:00
Sunday:	from 14:00 to midnight

Please note that opening hours at the library may change during holidays or be extended during exam periods. You should be informed of changes over e-mail. Also, be prepared to be asked to leave the library 15-30 minutes before its official closing time.

General Library Policies

Noisy conversation and other disturbing behaviors are forbidden within the library. Smoking, eating, drinking and use of cell phones are not permitted inside the library. Library materials, equipment and furniture should not be damaged or defaced. Patrons will be required to pay replacement costs of lost or damaged library materials. Security officers and library staff are required to enforce these policies.

Circulation Policies

A student may borrow up to 12 books for 21 days. Renewal is allowed if the item is not reserved by another patron. Up to 3 multimedia items can be checked out for 14 days. Periodicals and newspapers are only available for consultation in the library

Fines for late books

Books returned late will incur a 10 Dhs overdue fine per item per day.

Fines for lost books

Lost books will incur a charge of the replacement cost plus a 200 Dhs handling fee.

Photocopying Services

There are photocopy machines around campus at the library and the computer labs. Students should use their printing account details in order to print and make copies. The cost is 40 Centimes per page.

What to Bring

Personal Documents to Bring

You will need at least 12 passport-sized photographs for your identification cards and residency permits. These should be taken in Ifrane once you arrive to ensure you get the correct size.

Bring copies of your health and immunization

records if you have not already submitted them with your application. If you are under special medical treatment, bring the prescription medicines that you use clearly marked in the containers from your pharmacy. Almost all common drugs are available in Morocco but they will likely be manufactured for the European market and the brand names may be unfamiliar. Bring your favorite occasional medicines for allergies, or other mild ailments.

Solutions and cleaners for contact lenses are hard to get so bring a six month supply with you. Distilled water is available in pharmacies if you have soft lenses.

Bring your driver's license and an international driver's license if you plan to rent a car.

Linens Provided by Housing

Sheets, blankets and pillows are provided for exchange and study abroad students.

Personal items to bring

You should bring towels as they are not supplied in the dormitories. Also, lower end hotels in Morocco may not supply towels so you might need one when traveling.

All personal hygiene products are locally available: Q-tips, many kinds of shampoo, deodorant, etc. Toilet paper is supplied in the bath-

rooms every two weeks. More can be purchased in the Campus Store.

Packing and Getting your Things to Morocco

Packing your clothing into a suitcase or a backpack has proved sufficient for previous exchange and study abroad students. A backpack makes traveling around Morocco much easier. It is not recommended to ship personal effects or clothes because it takes too long. When sent by ship, packages can take up to 2 months to arrive and tracking can be problematic.

Clothing

On-Campus Dress

The dress code on campus is casual, like on most North American and European university campuses. You will find many female students who dress in modern, international styles alongside others who wear more conservative

clothes and head scarves. Clothing is usually clean and neat, not torn or grungy.

Note: No one ever goes barefoot although sandals of every kind are worn in warm weather.

Off-Campus Clothing

Morocco is changing rapidly and in Casablanca





and Rabat, there are Moroccan women who wear the latest European fashions. While the most female students adopt certain fashions on campus, they know what is appropriate off campus and in more conservative environments.

The rule of thumb is that if you dress conservatively off campus you will attract far less attention to yourself. Wearing more conservative clothing will make you feel more comfortable and you will be less of a target for unwanted attention.

If you wear tight, revealing or short clothing, there is a good chance of getting more attention than you would like including sexual harassment.

Ifrane can get cold in the winter season, which lasts from November to April. The average January temperature is 5° C. The rooms in the residence halls are generally warm.

Buildings in around Morocco are not well heated – even restaurants and coffee shops. Students coming in winter should bring warm clothes. You will need a coat, hat, gloves. Thermal underwear is highly recommended.

It generally snows between November and March and rains throughout the year. Heating varies in some classrooms so layers of long underwear are again highly recommended. Some areas between classroom buildings can have standing water. Melting snow creates vast quantities of slush so waterproof footwear is needed and can be purchased locally.

There really won't be many occasions to wear very formal clothes, but you should have something besides jeans and t-shirts to wear if invited to dinner at a friend's home.

Arriving and Getting to Ifrane

As part of a study abroad or exchange program, students can be met at the Fez airport or train station. You must complete the on-line arrival information form once you have been provided with links so that the OIP can arrange your pick-up.

Pickups are only from Fez airport or train station and costs 200 Dhs per student.

Once you arrive on campus, you will be given a packet including your room key, ID card, maps, orientation schedule, and other information.

Please note that transportation cannot be guaranteed by AUI the end of the semester. However, grand taxis, busses and trains are readily available and can be arranged upon request.

Information Technology Services

Connecting to the Internet

Computer labs are available on campus for completing assignments and searching the Internet. You can also access the internet from your dorm room so you might want to bring your laptop with you. This is a good idea as all the computer keyboards in Morocco are

AZERTY or 'French'. This means that they have a few different key positions and it will take some time and effort to adjust your typing. Make sure you have an appropriate international voltage converter/power supply for your laptop

To connect to the university local area network and thus to the internet you can either connect to the recently installed wireless network which covers the entire campus or you can connect using an Ethernet cable in your room and in the library.

For further information and technical assistance, contact the ITS Help Desk extension: 666.

The Phone System

AUI has a sophisticated phone system which can operate both analogue and digital phones. Over 1200 connections are available in campus offices, dorms, and the library. This allows an external caller to reach his/her AUI correspondent without going through an operator, simply by dialing: +212 535 86- followed by the desired 4 digit extension number.

Satellite Television

The University has several satellite dishes allowing reception of 19 international television channels including BBC World, CNN, Eurosport, RTM, TF1, TV5, MBC1, MBC2, MBC3, MBC4, M6, Al Jazeera, Al Arabiya, MTV, and others. The last channel called the Room Run channel is reserved for internal showing of films and events on campus. Recent and classic movies are shown in Building 4 and again on Room Run each week.

Internet, Electronic Mail, & Telephone Security Information

All members of the Al Akhawayn community have access to the internet and are provided with their own e-mail accounts. **All students are issued e-mail accounts that must be checked regularly because important announcements and information are posted frequently to these accounts and not to personal accounts** ² If you have problems accessing your account it is essential that you contact ITS or the OIP to get it fixed.

Telephone System Security

Every phone call, even internal, is logged for accounting purposes. Access to the phone system is a privilege and can be revoked in case of misconduct. If you have a problem with your phone extension, please notify Housing Services, who will report it to ITS. There is no telephone directory of students because of previous misuse.

Paying Bills & Making Purchases

Statement of Charges

A statement of charges will be prepared for each international student. Upon arrival you will have one week to settle the charges through the Business Office. Payment can be made following one of these three options:

Option 1

Western Union is the best way to transfer money quickly and reliably. A bank wire transfer takes 3 to 4 weeks and can be hard to trace. For payment by Western Union, please go to www.westernunion.com and use your credit or debit card. When sending Western Union money orders, please send the money order to this address:

Mrs. Samira Rhioui
Business office
Al Akhawayn University
Ifrane, Morocco.

Western Union will give you an MTCN number that you should communicate to us by email to OBS@au.ma or s.rhioui@au.ma. The Business Office staff will then go to any Western Union representative and pick up the money to credit your student account.

Option 2

Payment via Credit card:

This can be done by VISA or MASTERCARD only. If you have any other kind of credit card you will have to go to bigger banks in Fez or Meknes to make a cash advance.

Please request forms to be used for payment by credit card before you arrive.

Option 3

Payment by bank check or cashier's check (cheque)

The university does not accept personal checks. In some cases cashier's checks or Traveler's checks can be accepted. Please check with AUI's Business Office beforehand.

Mandatory charges for every student

Exchange agreements vary by institution but all students will be expected to pay a refundable room deposit of 1000 Dhs for a double room or 2000 Dhs for a single room.

The purchase of textbooks is mandatory and an advance of 3000 Dhs will also appear on your Statement of Charges.

Textbooks

Textbooks are obtained through the university bookstore. Students take their class schedule provided by Enrollment Services and approved by your advisor to the bookstore where the manager will provide the textbooks appropriate to the classes listed on the class schedule. All classes added and dropped will be taken into account. By midterm, the actual cost of your textbooks will be reconciled with the advance and a new Statement of Charges with either a debit or credit will be issued. In most cases you can expect a credit depending on the classes you take.

Textbooks are mandatory. If you do not pick up your required textbooks you will still be charged for them. The Campus Store does not buy used books. If you do not want to take your books with you on departure you may want to leave them to the AUI library or to the university which will donate used books to other Moroccan institutions.

Restaurant Cash Wallet/ID Card

Most exchange students are under bilateral agreements that include tuition, housing in a double room, and meals and therefore receive 7000 Dhs in spending power on the cash wallet. This money is intended to be used on meals at the restaurants only. The card can be used for other purchases on campus, the copy center and the library for fines for which students should add their own money. Exchange or study abroad students who pay for meals directly to AUI under their institution's exchange agreement can choose a smaller plan of

4600 Dhs of spending power.

Individual Responsibility for Budgeting

Cash is not used on campus except at the Post Office. You must carefully manage the amount on your card. Make sure you place additional funds on your card to cover other purchases such as school supplies, merchandise from store and student activities etc.

If you paid your meal plan directly to AUI, at the end of the semester (48 hours before room checkout), any remaining money on your cash card can be refunded. If you paid for a meal plan at your home institution under an exchange agreement, the remaining cash on your card of the original 7000 Dhs cannot be refunded.

Health Insurance

Our University has an agreement with Assurance RMA Al Watanya for medical assistance and with Isaaf Mondial for technical assistance. Please note here that all reimbursements made by these companies are in Moroccan Dirhams.

Reimbursement Rates

Reimbursement up to 100% of emergency surgical and hospitalization expenses;
Reimbursement up to 80% of medical and pharmaceutical and expenses.

Annual Reimbursement Ceiling:

The upper limit of reimbursement per person, per illness and per year is 40,000.00 Dhs.

Health and Immunization Records

Students must complete health forms at AUI to be kept on file in the Health Center.

Additional Insurance for Worldwide Coverage

The insurance offered by AUI is valid only during the academic period. This begins with the first day of registration and lasts until the 31st May. It is required to have another form of worldwide coverage that is valid for any time the student will be at the school before or after the academic period. Some schools already have this requirement and proof will have to be provided. Proof of any other additional medical insurance from your home country also needs to be provided.

Procedures for Reimbursement

Insurance reimbursement forms can be obtained from the Health Center in Building 26. Make sure to take one form with you when you visit a doctor outside AUI.

The form must be completely filled in, signed and stamped by the doctor and the pharmacy for prescribed medications. It should include all details, including all dates of treatment.

Be sure to sign the form on the front and attach all inserts (instructions) of the medications prescribed along with the box.

This form should be submitted to the Insurance Office in Building 26 as soon as possible and within 2 months of receiving the medication. You will be given or sent a receipt. Claims submitted after 3 months of the date of the consultation or treatment cannot be reimbursed.

Please note that it takes 4 to 6 weeks to process reimbursements. To get your refund on time, please do not keep all of your reimbursement claims until you are ready to leave AUI.

Health Center

Infirmery and Medical Staff

AUI has 4 doctors who rotate shifts and are available at the Health Centre in Building 26, Monday through Friday from 9:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 6:00p.m.

Nurses are on duty from 24 hours a day, 7 days a week. The nurses do not speak English. However, Hall Directors are available 24 hours a day and can report all cases of health incidents to the doctor on duty.

If you are sick

If you are sick, please inform your Hall Director or the Health Center immediately. If your sickness is severe, be sure to get in touch with the OIP at ext. 2010. The housing personnel will be glad to help you with translating in the infirmary as the doctors speak passable but limited English. Do not wait to report your illness to your Hall Director at night when you have been ill during the day!

If you are sick at night or on the weekend:

Male student emergency number # 555, Female student emergency number # 3333, Health Center's number # 2057

Medical Emergencies

There is a clinic in Fez for the emergency treatment of students who require immediate hospitalization. Total Coverage "prise en charge" of 100% by the health insurance is given in the case of illnesses requiring immediate hospitalization. In this case, ONLY an AUI doctor, or in his/her absence the Housing Officer on duty, determines what an emergency is and whether the student should be transferred to a clinic and can call for an ambulance.

Dental Emergencies

There are several dentists in Fez and Meknes. There is an American-trained dentist in Fez for regular and emergency care. Please check with the OIP if you need more information.

Counseling

Al Akhawayn University offers confidential counseling services to all students. AUI counselors provide personal, academic, career and crisis counseling. They assist students with challenges related to their academic studies, study skills, making better decisions, improving relationships, increasing confidence and establishing future goals. Students have a professional counselor:



The counselor can also be reached at counselor@au.ma or through their private emails listed above.

Additionally, Dr. Jallal Toufiq, the Director of the Arrazi University Psychiatric Hospital in Rabat comes to the AUI campus Friday afternoons and Saturday mornings to provide psychological counseling as needed. To make an appointment with Dr. Toufiq please contact him at J.Toufiq@au.ma.

For more information, please consult our website at <http://www.au.ma/DSA/counseling/counseling-counselors.htm>

Religious Services

For Muslims there is a mosque on campus that is open for prayer. The Imam or his assistant is always on duty.

For Christians, AUI has provided an apartment in the off-campus housing for religious services and special events. There is an ecumenical service on Sunday evenings at 6:00 p.m. organized by the Rev. Karen Smith. Rides to church services are provided at 5:45 at the main roundabout. Please look for announcements on campus and check your e-mail. There are Roman Catholic churches in Azrou and in all major cit-

ies, but these services are in French. The only English language Roman Catholic Church is in Casablanca.

For Jews, meetings can be arranged if there is an interest. A Torah was donated by the Maimonides Foundation who held a conference at AUI in 1997. There are synagogues in both Fez and Meknes. Get in touch with the OIPD for a contact in Fez.

The End of Your Stay and Getting Ready for Departure

Departure Clearance

Departure clearance is the process of clearing any debts or credits between Al Akhawayn University and the international student before leaving the campus and Morocco. It is important that students follow this procedure carefully. If you do not clear university services, your transcripts may be withheld until the account is settled. In order to properly clear immigration procedures, you must surrender your residency card or its receipt at the border when you leave Morocco.

Please use the form at the back of this manual



Clearance includes:

Library Services

Housing Services

Business Office Clearance

Clearance Policy

In general a student may clear university services a maximum of three working days in advance of departure. For example if a student is leaving on Sunday, then he/she must clear their accounts on the preceding Thursday or Friday. Any charges incurred after the checkout will be assessed and transcripts will be withheld until the account is settled.

The student needs to print out the “Final Clearance” form (the form is also available at the end of this handbook) and pass through the three departments: Library, Housing, and the Business Office in order to clear his/her status at AUI.

Step 1: Library Services Clearance

Library services may be cleared a few days earlier. You must take the form to the Library to get it signed. The Office of International Programs will inform the library through an email of the names and identification numbers of students leaving the institution one week before the end of classes. The student will be notified by email about his clearance status. The student does not need to process this information if his status is clear. In case of any fine or damage, the student will be asked to pay at the library through his/her cash wallet; in the case of insufficient funds in the cash wallet, the library director indicates the amount due for payment to the Business Office on the final clearance form. The student is expected to pay that amount to the Business Office.

Food services clearance (automatic processing thus you do not have to visit their office)

The Office of International Programs will inform Restaurant Services of the names and identification numbers of students leaving the institution one week before the end of classes. Restaurant Services will clear any outstanding fees or charges and send the information to the Business Office for processing. The student does not need to process this information.

Step 2: Housing Services Clearance

The student should arrange an appointment with Housing Services to undertake a pre-checkout. Housing services personnel and the student will jointly complete the checkout form and acknowledge any fees or charges assessed.

Prior to actually checking out with a staff member, the student must remove trash, clean the floors and generally clean the room. Unless these conditions are met, a student will not be allowed to check out.

At the prearranged check out time, the student and the housing officer will inspect the student's room for cleanliness, furnishings, damages and any discrepancies between the room's conditions at checkout time compared to its condition at the time of check-in. The student will be given the opportunity to explain any discrepancies. .

It is very important that this clearance be done thoroughly. It will be assumed that any discrepancy between check-in conditions as noted on the check-in form and the checkout condition of the room is the responsibility of the student and appropriate charges will be assessed.

Students who do not properly check out of AUI are subject to the following charges and fines:

Belongings left inside rooms: 500 Dhs

Un-defrosted and dirty refrigerators: 100 Dhs

Lost key: 300 Dhs

If there are no damages, housing services will clear your status.

If there are damages, housing services will indicate in the final clearance form to the business office the amount due for payment. Accordingly, the business office will deduct this amount from the student's housing deposit.

Returning Your Key

Before leaving campus for the last time, deposit your key at the front desk of Building 38.

Step 3: Business Office Clearance

The Business Office will receive the clearance form from the student and post any amounts

that are due. Once all fees and charges have been processed, the Business Office will provide any refunds that may be due to the student (this refund will be in Dirhams). At this point the student's card will be blocked for . It is also possible for students to buy 'tickets' for food at the cafeteria (by item) or fixed price tickets (fifty Dhs) for lunch or dinner and fixed price tickets for breakfast (15 or 25 Dhs) to cover them until they leave campus. Students will be refunded based on the housing pre-checkout. Any damage undertaken after the pre-checkout will result in the withholding of the transcript. Transcripts will not be issued until all the fees are paid.

Customs and Immigration Clearance

Clearing Customs and Immigration is a normal international procedure. Students must abide by all laws of the host country as well as the laws of their native land. Moroccan law requires students to surrender their residency papers (Carte de Séjour or receipt for the Carte de Séjour) at the border right before departure if they are not planning to return to Morocco after 3 months maximum. Failure to present this document upon departure can lead to arrest as an illegal alien

Transcripts

One official transcript will be issued to your home institution or study abroad provider within 30 days from the end of the semester.

If you need transcripts for future use such as applying to graduate school, be sure to pick up some order forms from the Enrollment Services and discuss how to order and pay for extra transcripts. You may even pre-pay for transcripts before you leave. It is recommended to pay via Western Union. Please refer to the university website for more details on this matter.

Transportation (optional)

University Transportation

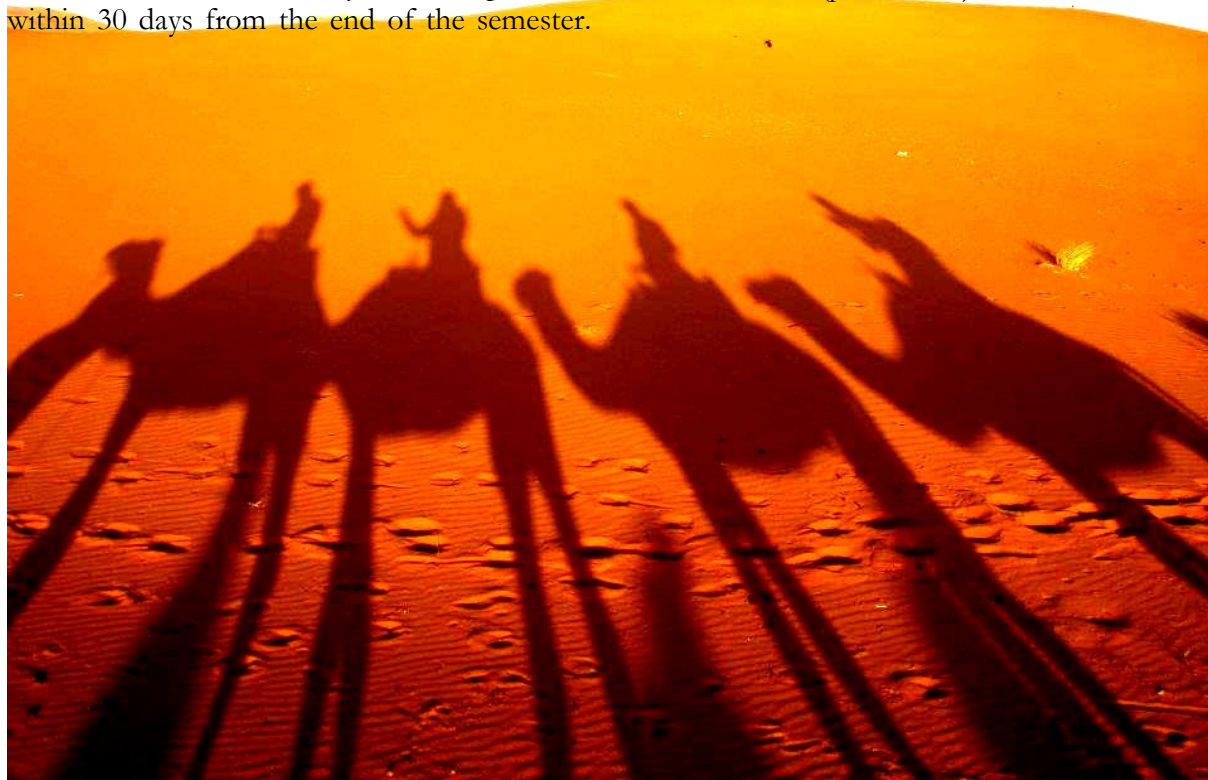
Use of university transportation is an optional service to international students and cannot be guaranteed. If an international student wants to reserve university transportation, he/she must do the following:

- A. Book a van by sending an email to OIP.
- B. At least one week in advance of departure, the student must take the reservation form from OIP, get it signed by the OIPC and then take it to the Business Office in order to make the payment.

Charges:

Casablanca Airport

Grand Van: 2640 Dhs (per vehicle); Small Van: 1650 Dhs (per vehicle)





South of Morocco

Casablanca Train Station

Grand Van: 2520 Dhs (per vehicle); Small Van: 1575 Dhs (per vehicle)

Rabat Airport

Grand Van: 1600 Dhs (per vehicle); Small Van : 1000 Dhs (per vehicle)

Rabat Train Station

Grand Van: 1680 Dhs (per vehicle); Small Van: 1050 Dhs (per vehicle)

Fez Airport

Grand Van: 480 Dhs (per vehicle); Small Van: 300 Dhs(per vehicle)

Fez Train

Station Grand Van: 560 Dhs (per vehicle); Small Van: 350 Dhs (per vehicle)

The grand van is able to accommodate a minimum of 6 people and a maximum of 15.

The small van can accommodate up to 5 people.

The university makes every effort to ensure transportation is available as scheduled. However, the university is not liable for any delays or cancellation of transportation.

Local Transportation

Students also have the option of reserving a grand taxi. It costs 300 Dhs per taxi for Fez Airport and approximately 1300 Dhs per taxi to Casablanca Airport. Cell phone numbers of some of the grand taxis can be taken either from the main gate (ext: 2165) or from OIP

(ext: 2010).

Air ticket verification

Students should verify their reservation 2-3 days prior to departure.

Culture Shock

For almost anyone, adjusting to a new society is an exciting but sometimes challenging process. The resulting adjustments are often referred to as “Culture Shock” and can be difficult to deal with. Keep in mind that this is a perfectly normal reaction for someone who is taken from his/her familiar environment and



Toubkal Summit

placed in a foreign setting. You are not alone in experiencing these adjustments. While everyone responds differently, there are typically three stages most people go through in adjusting to a new culture.

1st phase: You will probably go through an initial period of excitement and exhilaration. During this phase you will frequently do and observe things that are new to you, giving you a sense of adventure. You will constantly be reminded that you are in a different culture and that you are many miles from home.

2nd phase: Before long, as you get into the daily routine of living in Morocco, this sense of adventure and excitement starts to wear off. You may find that life on campus can be quite ordinary. During this second phase, you may start missing your friends and family at home. Rather than enjoying all of your new experiences, you may find yourself disgruntled or disappointed with the country and its people. During this adjustment phase, you may have to work hard to keep a positive attitude and to keep up with your daily routines. It is helpful to know that for most people the second phase doesn't last very long.

3rd phase: Hopefully, the second phase will soon give way to the third phase, which is characterized by a more realistic adjustment to Moroccan culture. Once the values and char-

acteristics of the people become more comprehensible and seem more familiar to you, day-to-day life will become easier. It is during this that you will immerse yourself in the culture in ways that would never be possible if you were here only as a tourist for a couple of weeks. Take advantage of the opportunity!

If you find that you are having problems with culture shock, speak to the Director of the Office of International Programs, the Counselors, your professors, or the staff of AUI. All of these groups are very willing to listen. Our hope is that during your stay here you will acquire a degree of cultural competency that is part of the adaptation process.

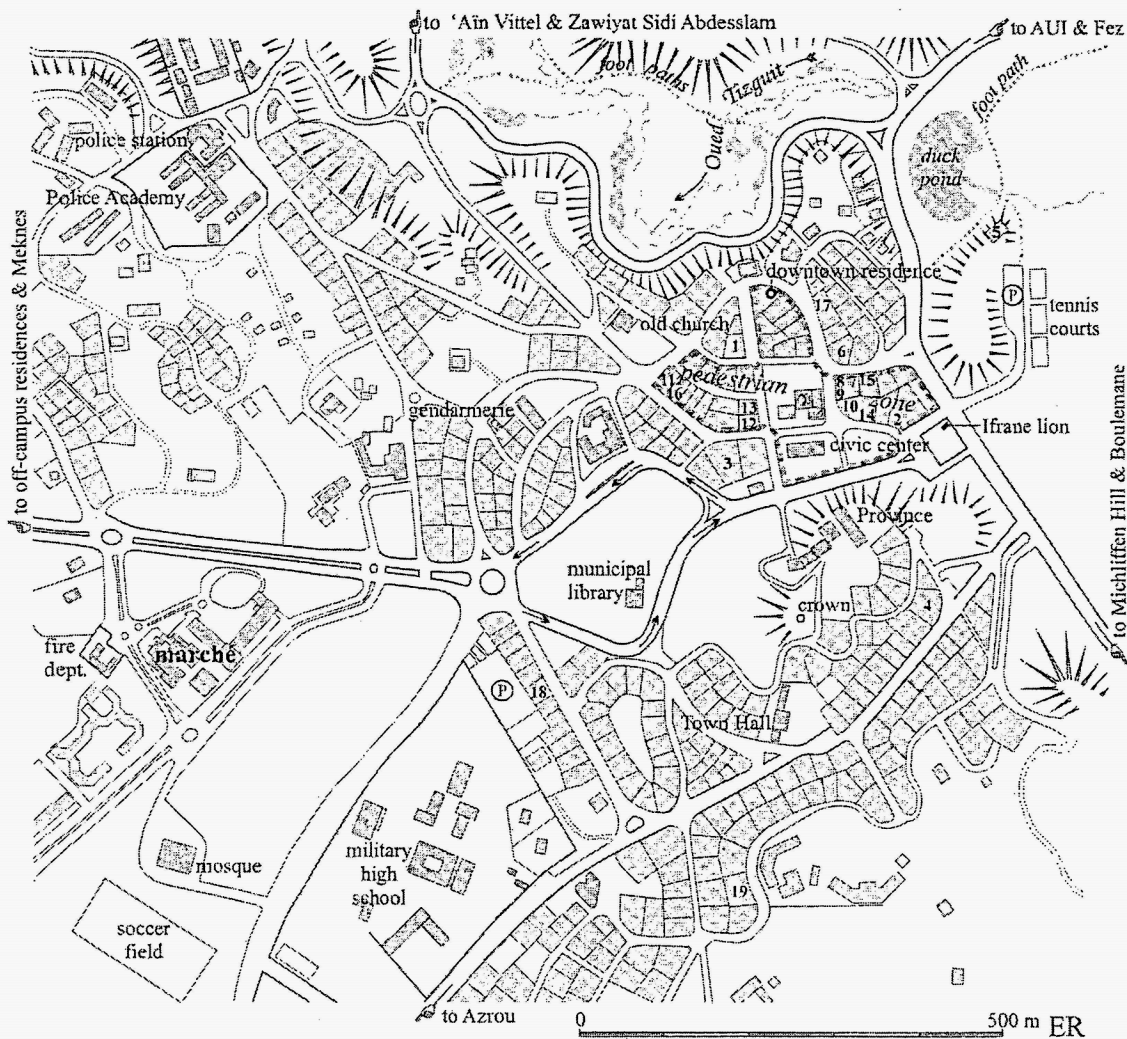
An important note to students who have spent time in other countries and experienced culture shock before: it can happen again! It is generally less difficult, but being in a new country like Morocco, even after visiting another North African one, provides a new culture and new behaviors to adapt to.



MOROCCO



IFRANE



Hotels

- 1 les Tillouls
- 2 Chamonix
- 3 le Grand Hôtel
- 4 Perce-Neige

Restaurants & cafés

- 5 Aguelmam
- 6 Croustillant
- 7 la Rose
- 8 Forest Restaurant
- 9 les Skieurs
- 10 la Paix
- 11 Beethoven

Banks & ATMs

- 12 Banque Populaire
- 13 Crédit Agricole
- 14 BMCE

Retail

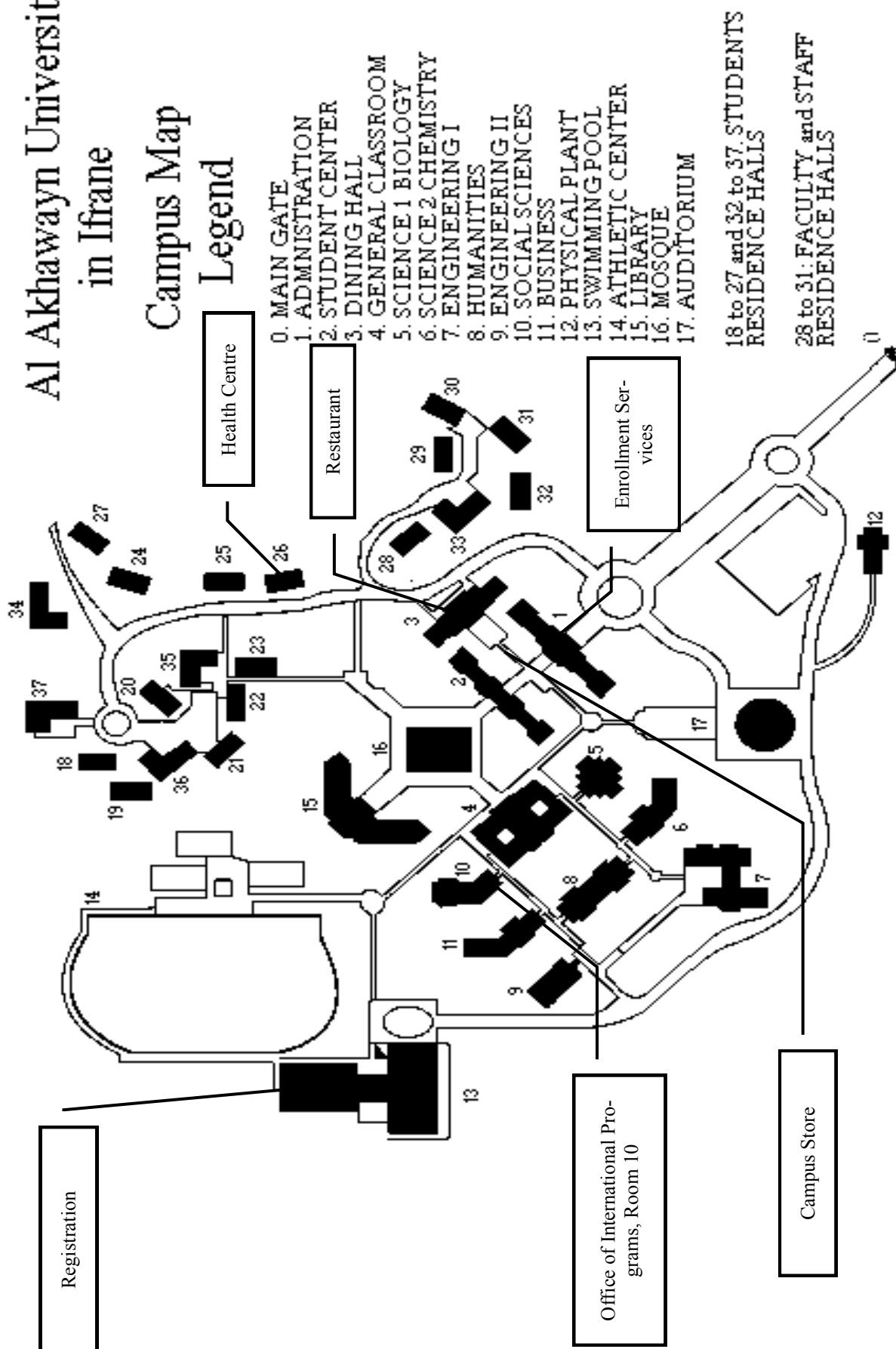
- 15 Michliffen Pharmacy
- 16 Pharmacie du Bowling
- 17 la Cigogne

Utilities

- ☐ Post office
- ☎ Maroc Telecom
- 18 ONE
- 19 ONEP
- Ⓟ parking

Al Akhawayn University in Ifrane

Campus Map Legend



Final Clearance

Full Name:

ID N°:

In order to obtain your housing deposit and be sure that your records are clear and without “holds”, the present form must be signed and stamped at each of the departments below.

Library

CLEARED NOT CLEARED A m o u n t s
due:.....

Authorized Signature and stamp: Date:
.....

Housing

CLEARED NOT CLEARED A m o u n t s
due:.....

Authorized Signature and stamp: Date:
.....

Business Office Final Clearance

Authorized Signature and stamp: Dat