

جامعة الأخوين  
AL AKHAWAYN  
UNIVERSITY

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International Student Handbook  
of  
Al Akhawayn University in Ifrane (AUI)  
**Office of International Programs**  
**2007 - 2008**

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## **Welcome international, exchange, study abroad, 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 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 social/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 me in the Office of International Programs.

Amy Fishburn  
Director  
Office of International Programs

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## 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 automobile, 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 1250 students enrolled, the majority are full time and live on campus. The student population has been in all 12 years balanced approximately at 52% female and 48% 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

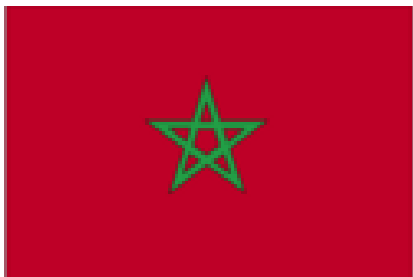


Al Akhawayn University offers eight undergraduate degrees from among the three schools: Science and Engineering, Business Administration, and Humanities and Social Sciences. Seven graduate degrees are offered in addition to executive education and special programs for continuing education. All courses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

Academic life is rigorous but highly personalized: the student faculty ratio is 11 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 110 highly qualified professionals, most with PhDs or doctorates. Highly international, about half of full-time faculty members are Moroccan and the other half are international representing over 15 nationalities.

## Information About Morocco



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 as 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 7.5 DH to \$1 U.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 2 banks now in Ifrane, the “Banque Populaire” and the “BMCE” located in the town center. Both banks can handle foreign currency buying but not selling. It can cash traveler’s checks and cashier’s checks from 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 AUI 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 8:15 a.m. to 15.45p.m.

### **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. However, there is a strong chance that Morocco will put a form of Daylight savings time into effect in the summer of 2008.

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://maghreb.net/countries/morocco/>  
<http://www.mbendi.co.za/cymocy.htm>  
<http://www.travelnotes.org/Africa/morocco.htm>  
[http://www.mincom.gov.ma/english/e\\_page.html](http://www.mincom.gov.ma/english/e_page.html)

### For Travelers

<http://tayara.com/club/mrocbdl.htm>  
<http://i-cias.com/index.htm>  
<http://www.mendicott.com/meta-guide/morocco/ma.asp>

### Distance Finder for Morocco

[http://lexicorient.com/morocco/z\\_distances.htm](http://lexicorient.com/morocco/z_distances.htm)

### Transportation inside Morocco

<http://www.ctm.ma/> (The national bus schedule. This website is under construction)  
<http://www.oncf.ma> (The train schedule)

### Current News Sources in English

<http://www.moroccotimes.com>  
<http://www.morocco-today.com/>  
<http://www.arabicnews.com>  
<http://www.maroc.ma/portailinst/Ar>

### Languages of Morocco

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

### Moroccan Music

<http://almashriq.hiof.no/base/music.html#songs>  
<http://www.maroc.net/>  
<http://www.arabmusic.us/>

### Images of Morocco

<http://geogweb.berkeley.edu/GeoImages/Miller/millerone.html>

### Arabic and Middle Eastern Resource links

<http://wings.buffalo.edu/sa/muslim/umma/lang.html>  
[http://www.sas.upenn.edu/African\\_Studies/Country\\_Specific/menu\\_Moroc\\_doc.html](http://www.sas.upenn.edu/African_Studies/Country_Specific/menu_Moroc_doc.html)

### Arabic Sites

The following sites explain Islamic art, architecture including calligraphy.

<http://islamicart.com/>  
<http://www.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 somewhat accurate.

## Academic Regulations

### Regular Semester and Summer Session Course Load

A normal course load per semester is five courses (15 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 Enrollment Services. You must have the permission of your advisors, Mrs. Amy Fishburn and Dr. Ben Cox, to add or drop a course unless the course(s) being added was/were included in the registration form under "Alternate Courses." The adding and/or dropping of 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 40<sup>th</sup> day of regular semester and up to 18 days of the summer. 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 in 1.1, and 1.2 below. However, the instructor may deny the student permission to be absent if the student's academic performance is not judged to be adequate. 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:** student must submit a completed and signed form from the Office of Student Activities to the instructor. 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 request form.

**1.3** In case of protracted **illness** or emergency condition necessitating hospitalization, students may **exceptionally** appeal to the Vice President for Student Affairs so as not to be dropped from a course. However, extended illness may lead to the semester not being validated.

No other justification will be accepted. 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 limit set in section 3 below when a WF is assigned.

## **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 10 absences.

## **4. Pre-authorized absences**

Notification of planned absences using the Absence Requests Form available at the Student Activities Office must be delivered to the instructor, with permission signed and dated by the instructor.

Once notified of 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 students.

**4.1** Each week an email will be generated from the system to all students informing them about their absence record. The Dean of Student Affairs or his representative will monitor the system and call in students with an attendance problem and direct them to the proper assistance service.

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

**4.3** 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 according to the mentioned ceiling (except as stated in points 1.1 and 1.2); the instructor has the right to drop a student from a course with a “WF” grade. Special hardship cases as stated in 1.3 above may be referred by the Dean of Student Affairs to the Dean/Director’s appreciation.

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

## General Grading Policy

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

- A** indicates excellent achievement has been demonstrated
- B** indicates high achievement
- C** indicates acceptable performance
- D** indicates the lowest passing grade (at AUI a grade “D” which usually requires the student to repeat the course)
- F** indicates failure either on a letter grade basis or on a Pass/Fail basis

Letter Grades	Grade Points	Percentages
A	4.0	90-100
B	3.0	80-89
C	2.0	70-79
D	1.0	60-69
F	0.0	Below 60

## 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, complete 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.

**All academic regulations are in the catalog.  
All students admitted to AUI are bound by these regulations.**

## Student Life

### Housing Services

Housing Services provides 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 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 1<sup>st</sup> floor.

#### Room Check-in

At check-in you will be given a key to your room. The keys to the desk and wardrobe can be obtained from the housing office. 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 300Dhs.

#### Room Check-out

You must contact a Housing staff member to check-out and this should be scheduled approximately 48 hours in advance of leaving campus (Ask the OIP for the departure clearance handout). 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.

You must also schedule a time for your departure from campus with a Housing Staff member so that you return your key. If you do not return it, your transcript may be withheld until either the key is returned to AUI or 300 DH is paid.

#### Housing Deposit Refund

Housing deposit refunds cannot be made more than 48 hours prior to departure from campus (Wednesday at the latest if you are leaving on a weekend). You must have checked out of the room taking the document 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.

Maintenance requests such as electricity, plumbing and woodwork, should be reported to your Hall Director or to the Housing Services in Building 26. 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.

**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 have the possibility to book a room or apartment on campus if 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**

The university offers 3 self-service restaurants and a coffee shop for the AUI community.

**The Moroccan and International Restaurant**

This restaurant serves a variety of Moroccan Tajines every day and couscous is also available on Fridays. In addition to Moroccan specialties, the Moroccan and International restaurant offers a variety of international cuisine.



Hours of Operation

**Monday – Friday**

Breakfast: From 6:30 a.m. to 10:00 a.m.  
Lunch: From 11:30 a.m. to 2:30 p.m.  
Dinner: From 6:30 p.m. to 9:00 p.m.

**Saturday**

Breakfast: From 6:30 a.m. to 10:00 a.m.  
Lunch: From 11:30 a.m. to 2:30 p.m.

**Sunday**

Breakfast: From 6:30 a.m. to 10:00 a.m.  
Dinner: From 6:30 p.m. to 9:00 p.m.

**The Grill**

You can order the meat or sausages of your choice and it is grilled in front of you. It's fresh and hot, and available with salads, fries and various other accompaniments.



Opening Hours:

Everyday From 11:30 a.m. to 11:00 p.m.

**The Pizzeria**

Besides pizzas, this restaurant also features an Italian daily special.

Opening Hours:

### **Monday – Friday**

Lunch: From 11:30 a.m. to 02:30 p.m.

Dinner: From 06:30 a.m. to 09:00 p.m.

### **Saturday and Sunday**

Dinner: From 06:30 p.m. to 09:00 p.m.

#### **The Café**

The café is place for socializing and games where you can also find a variety of hot and cold drinks, pastries and sandwiches.

#### Opening Hours:

Everyday From 08:00 a.m. to 01:00 a.m.

### **The Campus Store**

The Campus Store has a small selection of groceries and snacks like cereals, different types of pastas and canned food, ice cream and chocolate other snacks. It also has office supplies - pens and pencils, erasers, highlighters, floppy disks and blank CDs.

#### Opening Hours:

Monday to Friday: From 9:00 a.m. to 6:00 p.m.

Saturday and Sunday: From 11:00 a.m. to 4:00 p.m.



### **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.

### **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 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.

## **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.

## **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**

The English resources of the Al Akhawayn University library are among the best in Morocco and the region. The number of titles in print is 70,000 and growing. The subscription to electronic collections has grown rapidly such that there are over 1 million full-text articles in over 4500 journals. His Majesty, Mohamed IV, honored the library by lending it his name, an unprecedented distinction in the Moroccan academy. The library now has a wireless internet system.

### Opening Hours:

Monday – Thursday: From 08:00 a.m. to Midnight  
Friday: From 08:00 a.m. to 6:00 p.m.  
Saturday: From 10:00 a.m. to 7:00 p.m.  
Sunday: From 12:00 a.m. to Midnight

Please note that the Library opening hours 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 6 books for 15 days. Renewal is allowed if the item is not reserved by another patron. Up to two periodicals can be checked out for 48 hours but they are not renewable. However, some recent issues of various periodicals are only available for consultation in the library



#### **Fines for late books**

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

#### **Fines for lost books**

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

#### **Photocopying Services**

The Library has a photocopy service. Generally, priority is given to materials on reserve, non-circulating items and other library periodicals. No cash payments will be accepted so you must use your cash wallet for making copies. The price is 40 centimes per page.

### **Laundry Service**

There is a laundry room on the ground floor of Building 36 with token-operated washers and dryers. Another laundry is also available in the ground floor of Building 38. Tokens are sold in the campus store at 7 DH each.

#### Opening Hours

Laundry of Building 36

Monday till Sunday            7:30-----> 24:00

Tuesday closed

Laundry of Building 38

Monday till Saturday        9:00 -----> 17:00

Sunday closed

The 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.

Because of the limited number of washers and dryers, you may have to wait until the day after you dropped your clothes off to pick them up.

### **Postal Services**

The University has a Post Office located in building 33 with post office boxes for regular students. Other Services include: send or receive money orders, send registered and/or rapid rail, telegrams, and the sale of telephone cards

#### Opening Hours

Monday through Friday        from 8:30 am to 3:30 pm

Lunch Break: from 12.30 to 13.00  
The employees assigned are from Barid Al Maghreb (the Moroccan National Postal System)

**Timing for overseas mail:**

Letters usually take:

To and from the U.S.: 4 to 14 days.

To and from Europe: 3 to 10 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

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

Mail can be sent to the following address:

Name

Office of International Programs

Al Akhawayn University in Ifrane (AUI)

Avenue Hassan II PO Box 104 Ifrane 53000 Morocco

Note: do not use the P. O. Box!!!

**ChronoPost**

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.

**Express Courier Services**

DHL, FedEx and UPS are all now reasonably fast (3 to 4 days minimum) and reliable courier services to Morocco. The university has a contract with UPS office in Casablanca and therefore UPS mail is delivered to AUI. FedEx is delivered directly to the Office of International Programs. 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. FedEx and UPS main offices are in Casablanca.

**Telephone**

Apart from the *Téliboutique* in the Post Office, there are public telephones with lines that call off campus in the restaurant, building 4 and building 33(next to the Post Office). These phones are accessible between 6:00a.m. and midnight. Please note that these telephones only take pre-paid cards (télécarte) that can be purchased at the university's campus store.

*Kalimat*, a service offered by Ittisalat Al Maghreb (IAM), is a prepaid calling card that can be used to call outside or inside Morocco from any telephone. *Kalimat* Cards are sold in increments of 25DH, 50DH, 100DH or 200DH at the university Campus Store, but you cannot buy more than one a day.

From your room on campus, there is a special code that must be dialed in order to access the *Kalimat* service: \*2881. Call the help desk (Ext: 666) to activate your dorm account and have the ability to use the card from the phone in your dorm. For any additional information on how to use the card from the phone in your dorm, you can contact the ITS department at 2404.

**Fax**

Fax services are available at the Business Office and costs 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-(0)35 86 21 48.

## What to Bring

### Personal Documents to Bring

It is a good idea to bring at least 12 passport sized photographs all the same as these will be needed to build your identification cards and residency permits. If not, this can be made in Ifrane.

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. 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. Driving in Morocco can be difficult for newcomers.

### 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 bathrooms 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. The backpack makes traveling around Morocco much easier. It is not recommended to ship personal effects or clothes by post because it takes too long. When sent by ship, packages can take up to 2 months to arrive.

### Clothing

#### On-Campus Dress

The dress on campus is casual like most North American and European universities. 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 is generally 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. So students coming in winter should bring warm clothes. You will need a coat, hat, gloves. Long 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.

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 arrival information form and return it to the Office of International programs at least one month prior to your arrival.

The pickup fee for Fez Airport or train Station is 200 Dirham 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.

## **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 must have an Ethernet card installed in your computer. A modem will not allow you to connect to the AUI local area network.

Network cards and cables are not available for sale on campus or from ITS. To connect your computer to the AUI local area network you will also need an RJ 45 (Ethernet) cable which is available in Ifrane. The Library and some parts of campus have wireless access.

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 35 86- followed by the desired 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 hollywood films 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.



#### **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, which 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 and will be sent to them before their arrival so they know what they are supposed to pay. Upon your arrival you have one week to settle charges through the Business Office. Payment can be made following one of the three options mentioned below.

#### **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](mailto:OBS@au.ma) or [s.rhioui@au.ma](mailto: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 the 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 DH for a double room or 2000 DH for a single room. The purchase of textbooks is mandatory and an advance of 3000 DH 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 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 the 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 DH in spending power on the cash wallet. This money is intended to be used on meals at the restaurant. The card can be used for other purchases on campus, the copy center and the library for fines. Students should add their own money for additional spending. Exchange or study abroad students who pay for meals directly to AUI under their institution's exchange agreement can choose a smaller plan of 4000 DH 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.

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 which is a medical and vehicle assistance organization. Please note here that all reimbursements made by these companies are in Dirhams.

### **Reimbursement Rates**

Reimbursement up to 100% of emergency surgical and hospitalization expenses;  
Reimbursement up to 80% of medical, pharmaceutical and hospitalization 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 doctor's office.

### **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 last day of final exams. 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 of the medications prescribed along with the price tag on each box.

Turn in this form to the Insurance Office in Building 26 as soon as possible, where you will be given or sent a receipt. Note that claims submitted after 3 months of the date of the consultation or treatment cannot be reimbursed.

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

## Health Center

### Infirmiry and Medical Staff

AUI's doctors, Dr. Mounia ASLAF and Dr. Mohamed OUCHANI rotate shifts and are available in the infirmiry in building 26, Monday through Friday from 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00p.m.

Nurses are on duty from 8:00 a.m. to 8:00 p.m., Monday through Friday and from 9:00 a.m. to 12:00 p.m. on Saturday. The nurses do not speak English. However, the Hall Directors are available 24 hours a day & 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 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 infirmiry 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

#### Medical Emergencies

There are clinics in Fez and Rabat 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 following cases:

- Illness requiring immediate hospitalization, or
- Injuries caused by accidents that may or may not require hospitalization.

In both of these cases, ONLY the 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.

## 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 cities, 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 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**

Exchange and Study Abroad students at the end of their stay at AUI will need to go through a departure procedure which involves a simple form and acquiring signatures from 3 departments in order to proceed with any reimbursement and to ensure the transcript will be issued to the home institution in a timely manner. The form is available from the OIP and you need to visit Housing, the Library and then the Business Office. Please allow at least 3 working days for the reimbursement of the security deposit.

Degree-seeking students will go through a more complex clearance and degree audit for graduation.

### **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**

Transportation is NOT provided at the end of the exchange or study abroad program. OIP can help you with planning your departure and discuss the various options.

## 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 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.

*1<sup>st</sup> 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.

*2<sup>nd</sup> 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.

*3<sup>rd</sup> 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 characteristics 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!

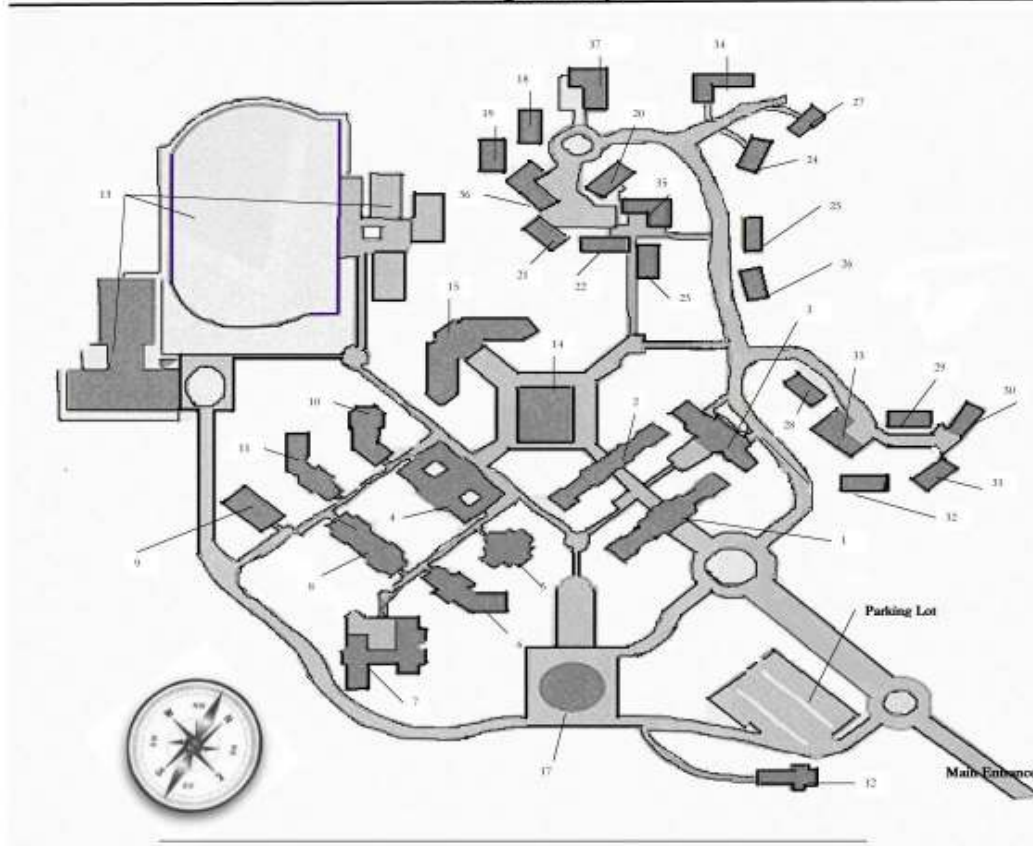
If you find that you are having problems with culture shock, speak to the Director of the Office of International Programs, the Counselors, your professors, or the staff of AUI. All of these groups are very willing to listen. Our hope is that during your stay here you will acquire a degree of cultural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

# Maps

## Campus

### A1 Akhawayn University in Ifrane Campus Map



#### Residential Area

Buildings 18,19,20,21,22,23,25,27,36 : Male Dorms  
Buildings 24,26,32,33,34,35,37 : Female Dorms  
Buildings 28,29,30,31 : Faculty Residences

#### Academic Area

4. Bid 4, AUDITORIUM  
5. Bid 5 : School of Science Engineering  
6. Bid 6  
7. Bid 7, AUDITORIUM  
8. Bid 8 : School of Humanities & Social Sciences & Language Center  
9. Bid 9 : Information Technology & Systems, Security, Copy Center  
10. Bid 10 : Center for Academic Development Skills  
11. Bid 11 : School of Business Administration

#### Administrative Area

1. Bid 1 - South Wing : Enrollment, President's Office  
North Wing : Business Office , Vice-President of Academic Affairs & Vice-President of Finance and Administration, Board Room  
2. Bid 2 - South Wing : Activities, International Programs Office, Development & Communication  
North Wing : The Dean of Student Affairs, Campus Store, Human Resources  
3. Restaurant

#### Others

12. Bid 12  
13. Bid 13 : Swimming Pool, Gym, Soccer Field  
14. Bid 14 : Tennis Field  
15. Library  
16. Mosque  
17. Bid 17 : MAIN AUDITORIUM

**Map of Morocco**



