

RESOURCES AND SERVICES

Student affairs office

Student affairs office is located in the main building in Pierottijeva 6, 10000 Zagreb.

Contacts:

- **For undergraduate and graduate study programmes: VESNA DEKOVIĆ**, Phone: + 385 1 4605 007, Email: vdekov@pbf.hr
- **For postgraduate study programmes: BISERKA ŽMIKIĆ**, Phone: + 385 1 4605 008, Email: bzmikic@pbf.hr

Accommodation/housing

International exchange students can choose between two housing options: living in student residence hall or private accommodation.

Exchange students coming to Zagreb may choose between organized accommodation in 3 student halls of residence or private rental. University of Zagreb does not guarantee student accommodation. Students who decide to take accommodation in student halls of residence need to apply for it. The housing request form is a part of the general online application form for exchange students. As the number of beds available for exchange students is limited, vacancies will be determined on the "first-come, first-served" principle.

NOTE: Due to the limited number of vacancies, only oversees students and students from countries with a visa regime with Croatia will be guaranteed accommodation in student hall of residence.

Students may choose between three (3) halls of residence - please click the link to access more information (brochure):

- [STUDENT HALL OF RESIDENCE "DR. ANTE STARČEVIĆ"](#)
- [STUDENT HALL OF RESIDENCE "CVJETNO NASELJE"](#)
- [STUDENT HALL OF RESIDENCE "STJEPAN RADIĆ"](#)

DEADLINES TO APPLY FOR STUDENT ACCOMMODATION:

- 10 June for the upcoming study year / winter semester
- 10 December for the upcoming summer semester

IMPORTANT: Housing request forms that arrive after the deadline will NOT be considered.

Contact in the Students' Centre:

Vlado Levak

Independent Officer for the Accommodation of Students in International Exchange
The University of Zagreb Student Centre

Savska cesta 25, Zagreb, 10 000, Croatia

Phone: +385-1-4590-710

Fax: +385-1-4593-576

E-mail: vlado.levak@sczg.hr

If you want to live outside the university dorms, you may also check the premises of the Logistic Youth Centre that has 10 rooms with 25 beds (price per moth/person is 1500HRK/approx. 200EUR). Check their facebook page <http://www.facebook.com/logistickicentar.mladih>.

Private accommodation

For students that don't want to live in student residences it is necessary to look for alternatives such as private rental accommodation.

Rents vary greatly according to location, room size, facility etc. Overhead expenses are sometimes included in the price, and sometimes are paid by the consumer. Payment is usually expected at the beginning of the month, while some landlords request payment for several months in advance.

International students will have to organize accommodation on their own, i.e. look for private rental accommodation. The best way to do this is to search for different offers on the following web-portals. Some of the portals are only in Croatian, but they usually have photos of apartments and contact email so you may send an inquiry:

- [HomeinZagreb: www.homeinzagreb.com](http://www.homeinzagreb.com);
- Facebook: <https://www.facebook.com/homeinzagreb/>;
- Instagram: <https://www.instagram.com/homeinzagreb/>
- <http://vertigo-nekretnine.hr/en/home/>
- http://www.zagrebwest.hr/en_home
- <http://www.rentinzagreb.com/>
- [Centar nekretnina](#)
- <http://erasmusu.com/?lang=en>
- <http://www.realitica.com/rentals/Zagreb-City/>
- <http://en.nekretnineadriatic.com/>
- <https://www.airbnb.com/>
- [gohome](#)
- [Nekretnine.net](#)
- [Njuskalo.hr](#)

Before choosing a flat, you might need to spend some time in a hostel. Therefore, we suggest [youth hostels](#).

Meals

Meals, coffee, refreshments and cakes at affordable prices are served in student restaurants and cafeterias run by the Student Centre University of Zagreb. Services and offerings may vary in over 20 restaurants at various locations in the city, usually within Faculties of the University. The biggest student restaurant is located in the Student Centre Savska 25.

The student card, so-called "xica", enables students to eat in student restaurants, get discount when travelling, going to cinema, theatre, etc.

The Croatian Ministry of Science, Education and Sports allows a weekly subsidy to the following categories of exchange students (BA & MA level): Erasmus, CEEPUS, scholars of the Croatian national Agency for mobility and programmes of EU.

All other categories of exchange students pay the full price of a meal.

The full price of the daily menu is 22,60HRK; students that receive a subsidy on the card pay 6.50HRK whereas the rest (71,24%) is covered by the subsidy. Exchange students are entitled to a weekly subsidy of 225,40HRK, i.e. 901,60HRK.

The student card is issued by the faculty/academy where students enrol.

Cost of living

Estimated monthly living expenses

Student living expenses will vary according to individual needs and the ability to budget and manage finances. In particular, if you want to travel a lot and take full advantage of the available cultural and social opportunities, expenses will be higher. The estimates below are therefore only a very general guide.

Food	1000 kn/month
Rented room and Utilities (water, electricity, heating, phone)	1500 kn /month
Transportation	100kn/month
Books	400 kn/month
Miscellaneous	800 kn/month
TOTAL	3800 kn/month (approx. 530EUR)

*This is only a rough guide and students may actually spend more or less than these amounts.

Financial support for students

Presently the majority of Croatian higher education institutions do not offer any scholarships or financial aid for international students. However, there are a number of scholarships available to international students through bilateral programmes administered by the Croatian Ministry of

Science, Education and Sports, through university bilateral agreements, through programmes such as CEEPUS and Erasmus+ managed by the [Agency for Mobility and EU Programmes](#).

Medical facilities

These are the doctors you can contact in case you have health issues:

MULTIDISCIPLINARY COUNSELING SERVICE

School of Medicine Centre for Health Activity

Physicians:

Vera Musil, MD, PhD

Dragan Soldo, MD

Tea Vukušić Rukavina, MD, PhD

Danko Relić, MD

Nurse: Martina Sokač-Grgec, bacc. med. techn.

ADDRESS: Šalata 4 (ground floor-left), 10 000 Zagreb

WORKING HOURS (Monday - Friday):

Even dates – afternoon: 1.00 p.m.-7.00 p.m.

Odd dates – morning: 7.00 a.m.-1.00 p.m.

Phone (during working hours): 01 4590 297

Appointment booking: e-mail: studamb@mef.hr

Requirements for medical consultation: vaccination card and relevant medical documentation.

DENTAL MEDICINE

Danijela Klobučar

ADDRESS: Martićeva 63 a

Phone: 01 4604 121

WORKING HOURS

even dates – morning: : 7am-1.30pm ; uneven dates – afternoon: 1-7.30pm

EMERGENCY MEDICAL ASSISTANCE INSTITUTE

If it's a weekend / bank holiday, you should go to the EMERGENCY MEDICAL ASSISTANCE INSTITUTE located in Heinzlova 88. This hospital receives accident victims and patients with sudden, serious illnesses 24-hours a day.

In emergencies for which an ambulance is needed dial 112!

112 is the emergency number for fire brigade, ambulance and police. You will be asked to explain what has happened, where it has happened and from which number you are calling.

Insurance

All exchange students must have health insurance during their stay in Croatia.

1. All EU/EAA students need to bring their European health insurance card that is valid during the entire period spent in Croatia.
2. All non-EU/EAA exchange students are required to take out a travel medical insurance that is valid during the entire period spent in Croatia. The ensured cover must be at least 30.000 EUR and include repatriation for medical reasons, urgent medical care and/or emergency treatment in a hospital. Student will need to submit a proof of medical insurance upon arrival to Zagreb, Croatia when applying for the first temporary permit.
3. Students coming from Bosnia and Hercegovina, Montenegro and Serbia that have health insurance with their national health insurance provider in the home country may take out a proof of health insurance from the home country - so-called "bolesnički list" - and exchange it for insurance policy from the Croatian national health insurance provider. Upon arrival to Zagreb students will report to the Croatian Health Insurance Fund (Hrvatski zavod za zdravstveno osiguranje – HZZO) and submit the so-called "bolesnički list" at the address: Branimirova 37, Odjel za međunarodnu suradnju / Department for international cooperation. The HZZO will issue a document that enables exchange students to use the health services within the Croatian health system. The document is issued without additional charges.

Detailed information about it you could find at web site of Croatian Health Insurance Fund.
<http://www.hzzo.hr/en>

Facilities for students with disabilities and special needs

Office for Students with Disabilities

The Office is a University reference centre that offers support to students with disabilities with the aim of providing equal opportunities and improving the quality of their education.

The Office is intended for all students who, due to an illness or disability, experience difficulties in conducting everyday academic activities (students with visual or hearing impairments, motor disabilities, chronic illnesses, mental disorders and illness, specific learning difficulties such as dyslexia, dysgraphia and ADHD and other health issues and impairments that might affect the course of their education).

Important roles at the Office are played by:

- Coordinators for students with disabilities – teachers appointed at each of the University's constituent units (faculties/academies): contact-persons that students can turn to in relation to their right to have courses or exams adjusted to their needs, and for any other issues related to students with disabilities. Faculty coordinator is Višnja Bačun-Družina, PhD (email: visnjabd@pbf.hr)
- Coordination for students with disabilities – student representatives appointed at each of the University's constituent units, who are tasked with presenting needs, proposing activities and evaluating actions that have been implemented.

More information

Address:	Office for Students with Disabilities University of Zagreb, Trg marsala Tita, HR-10000 Zagreb, Croatia
E-mail:	uredssi@unizg.hr

Phone:	+385 1 459 35 78
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Learning facilities

Learning facilities include the [National and University Library in Zagreb](#) and [Faculty Library](#).

International mobility possibilities

[ERASMUS +](#)

The Faculty of Food Technology and Biotechnology takes active part in the exchange of faculty members and students via the ERASMUS Programme.

[Read more...](#)

[CEEPUS](#)

Faculty of Food Technology and Biotechnology acts in the capacity of the coordinator of one of the CEEPUS Networks (CIII-HR-0306) termed *For Safe and Healthy Food in Middle Europe*

[Read more...](#)

[IAESTE](#)

Faculty of Food Technology and Biotechnology actively takes part in the activities of IAESTE

[Read more...](#)

Practical information for incoming mobile students

Before coming to Zagreb

VISA AND RESIDENCE PERMIT

EU/EEA citizens can enter Croatia with just a valid ID card (or passport) and then need to register at the Central police station if staying for more than 3 months to regulate the residence permit.

Citizens of the USA, Australia, Canada, etc. (for full list see [Ministry of Foreign and European Affairs](#)) can enter Croatia with a valid passport and then apply for the residence permit in Zagreb. Check with the Croatian embassy in your country of residence which documentation you will need for your application in Zagreb and make sure you take it along when coming to Zagreb.

NON-EU/EEA citizens coming from a country that has a visa-regime with the Republic Croatia need to apply for a visa via the Croatian embassy in their home country before departing for Croatia.

The list of countries whose nationals need a visa to enter Croatia can be found at the pages of the [Ministry of Foreign and European Affairs](#).

Visas CANNOT be applied for or extended in Croatia! Please contact the Croatian embassy in your country of residence for more information. You will receive an acceptance letter that covers some

of the documentation needed for your visa application as soon as your complete application has been approved by the faculty/academy of the University of Zagreb that will host you.

In order to regulate the residence, permit students need to submit the following documents:

1. Form1a, <http://www.mup.hr/UserDocsImages/obr1A.pdf>
2. Acceptance letter from UNIZG stating the study purpose of your stay (in Croatian)
3. 1 photo in colour (35x45mm)
4. proof of sufficient means of subsistence (statement of bank account, scholarship confirmation or similar) – 1000HRK (approx. 120EUR min./moth)
5. proof of secured accommodation – the copy of the form from the student residence with your personal data OR in case of private accommodation a rental contract and a proof of ownership (to be submitted within 72 hours upon your arrival)

COST OF THE PERMIT (administrative fee): Erasmus student need to pay 240HRK. All other categories of exchange students pay the fee of 740HRK.

IMPORTANT: All documents need to be translated into Croatian and certified by a public notary.

Students living in the student hall of residence can regulate the permit 30 days after the arrival in Zagreb, students in private accommodation should do it within 3 days upon arrival.

Documents need to be submitted at the Central Police Station in Petrinjska 30, HR-10000 Zagreb.

Local transportation

Public Transportation

There are three ways of public transportation - trams, buses and city railway. They operate all day (every few minutes) and night (every hour). Tickets can be bought on board (10 kn) or at newsstands (10 kn). Make sure that you stamp your ticket once you board: an unstamped ticket is as good as no ticket at all! Daily tickets are available at a price of 30 kn. Monthly or annual tickets can also be bought in ZET (Zagreb Electric Tram) offices at a reduced price (www.zet.hr). For a monthly/annual ticket you will need to fill in a ZET-form, stamp it at the faculty/academy you enrol. Then you will go to the central office of the Zagreb Electric Trams in Ozaljska 105, HR-10000 Zagreb – end tram station called LJUBLJANICA. There you will purchase a pass (30 kn, app. 4€ + photo) and every month you will buy a ticket for 100 kn, app. 13€. This monthly ticket enables you to use all buses and trams in the area of the city of Zagreb.

Taxis

Taxis are quite expensive in Zagreb. You can find them in front of all major hotels, the train and bus stations and at numerous other central locations, or you can call a taxi.

Other information

Money Matters

Currency:

Kuna (HRK, kn) is the currency in Croatia. One kuna equals 100 lipa. There are coins of 1, 2, 5 and 25 kuna and 1, 5, 10, 20, 50 lipa. Banknotes have denominations of 5, 10, 20, 50, 100, 200, 500 and 1000 kuna.

Daily exchange rate list is available here: <https://www.hnb.hr/en/core-functions/monetary-policy/exchange-rate-list/exchange-rate-list>

Credit Card Services

Mastercard - Eurocard, VISA, Diners Club and American Express are widely accepted in shops, hotels and restaurants. There are many ATMs in the city.

Banks

Banks are generally open to the public between 8 am and 6 pm. You may change foreign currency in kuna at all banks. In money exchange offices, the exchange rate is somewhat more favourable and the service is generally faster. There are many such offices in the city and they are usually open between 8 am and 6 pm, but those at the train (Glavni kolodvor) and bus station (Autobusni kolodvor) are open 24 hours. On Saturdays the banks are open between 8 am and noon. On Sundays and holidays both banks and exchange offices are closed. Currency exchange is, however, possible at hotels' reception desks.

Telephone, Postal and Internet Services

There are a lot of internet cafés in Zagreb where you will find all you need. Some of them are:

- Art Net Club, Preradovićeva 25
- Cyber Cafe Sublink, Teslina 12
- Cyber Funk Cafe, Masarykova 26 (in the backyard)
- Ergonet, Badalićeva 26c
- Internet & Call Shop, Skalinska 3
- Internet 0-24, Avenija Marina Držića 4 (main bus station)
- Internet Centar Galleria, Iblerov trg 10
- VIP, trg P. Preradovića 5

If you have a mobile phone you can easily buy prepaid starter sets which cost around 200 kuna and include 100 kuna coupons as well as SIM cards. The networks that exist are VIP (091), T-Mobile (098), Tele 2 (095), Tomato (092), Bonbon (097) and their SIM cards can be bought in newsstands or ATM machines. They also offer prepaid wireless Internet service.

The Central Post Office is located in Jurišićeva 4, located just east of the Trg bana Jelačića. Zagreb postal code is HR-10 000.

Rates for domestic calls are the same in the metropolitan area as well as nationwide. You can buy pre-paid international phone cards in post offices and call from public telephone booths.

Useful phone numbers

Croatian country code 385
Zagreb city code 01
Croatian exit code 00
Emergency Call Service 112

Shops

Working hours:

Weekdays: 8 a.m. to 8 p.m.

Saturdays: 8 a.m. to 3 p.m.

Sundays and holidays: Pharmacies on duty 24 hours and groceries at bus/railway stations from 8 a.m. to 9 p.m.

Pharmacies

Pharmacies are all over the city centre, and you can easily locate them by their green cross.

Pharmacies on duty on weekends and bank holidays:

- Trg bana J. Jelačića 2, tel. +385 1 48-16-159
- Ilica 301, tel. +385 1 37-50-321
- Grižanska 4 (Dubrava), tel. +385 1 29-92-350
- V. Holjevca 22 (Siget), tel. +385 1 65-25-425
- Ozaljska 1, tel. +385 1 30-97-586

Drinking Water

Water is drinkable and of a high quality in the public water supply system throughout the country.

Electricity

Voltage 220 V, frequency 50 Hz

Embassies in Zagreb

You will find the information about diplomatic-consular missions located in the Republic of Croatia on the web-pages of [Croatian Ministry of Foreign and European Affairs](#).

Language courses

You can get a lot more of your stay in Croatia if you know a little of the local language and the social codes. After all, Croatian is the language of the environment in which you are going to live and study and will be an important part of your life in Croatia. Even if your courses are in a foreign language, you should have at least the basic knowledge of Croatian for everyday use and administrative needs.

Where to learn Croatian?

[Croaticum – Centre for Croatian as Foreign and Second Language](#)

The Centre offers semester and monthly courses through the academic year to students who wish to learn Croatian during their studies at the University of Zagreb. Semester courses include language exercises at the Department for Standard Croatian Language at three levels of language proficiency. All three levels can be compared to CEFRL (Common European Framework of Reference for Languages): Beginners to B1, Intermediate to B2 and Advanced to C1.

Each year Croaticum also organizes its Little Summer School of Croatian Language, Culture and Civilization lasting four weeks in July.

Information, details and prices available at:

University of Zagreb Faculty of Humanities and Social Sciences
Croaticum – Centre for Croatian as Foreign and Second Language

Room B 104 - Department of Croatian Studies
Ivana Lučića 3
HR-10 000 Zagreb, Croatia
Phone: +385 1 4092-068
E-mail: croaticum@ffzg.hr
<http://croaticum.ffzg.hr/>

[The University School of Croatian Language and Culture](#)

University School of Croatian Language and Culture offers an intensive course of the Croatian language. The School is organised in co-operation between the [University of Zagreb](#) and the [Croatian Heritage Foundation](#).

Learning Croatian during summer and winter vacations in Zagreb combined with a rich cultural programme has a long tradition and was initially intended for Croatian Diaspora but has evolved into a programme for anyone interested in experiencing the country while learning Croatian.

Every year the programme attracts up to 40 students from all parts of the world, ages 17 to 77, but mostly university students and young professionals.

The programme consists of two parts: the academic programme and the cultural programme. For further information and application form, please contact:

<p>University of Zagreb University School of Croatian Language and Culture E-mail: croatianlang@unizg.hr Trg maršala Tita 14 10000 Zagreb, Croatia Phone: (385 1) 46 98 102 Fax: (385 1) 46 98 132 www.unizg.hr</p>	or	<p>Croatian Heritage Foundation Department of Education, Science and Sport E-mail: lada@matis.hr Trg S. Radića 3 10000 Zagreb, Croatia Phone: (385 1) 61 15 116 Fax: (385 1) 61 11 522 www.matis.hr</p>
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[E-learning course of Croatian](#)

The University of Zagreb, the Croatian Heritage Foundation & the University Computing Centre offer an e-learning course of the Croatian language at the beginner level. The course is aimed at people with no previous knowledge of Croatian, or with very basic knowledge of the language. The course is a form of distance learning, more precisely, it is e-learning through a learning management system (LMS) and also through 24 teaching hours with experienced language instructors (native speakers) over Skype or Webinar. More information on [E-learning course of Croatian](#).

Work placement possibilities

Currently there are no work placement possibilities for foreign exchange students.

However, foreign students can do their traineeship at FFTB by contacting the Head of International Collaboration Office directly (e-mail: kjelavic@pbf.hr).

Sports and leisure facilities

University Sports Services

All international students that want to take part in sports activities can do so by joining regular sports courses that are obligatory for regular students of the University in the first four semesters. The types of sport and activities range from aerobics to yoga, from fitness to ball sports and outdoor exercises.

For information about sports at Faculty of Food Technology and Biotechnology please contact Neven Karković, v. pred.

Tel: 095 911 5552

E-mail: nkarkovic@pbf.hr

Free time

Leisure Activities

Zagreb and its surroundings offer a great variety of sports and leisure activities for anybody's taste. If you like spending time in nature, try Medvednica Mountain, which extends just above the city. It is a favourite excursion area for the city people not only because of its protected nature but also because of a dozen cosy restaurants situated on its slopes serving tasty and inexpensive domestic food. Medvednica is equally popular in winter when it turns into the biggest ski-centre in Croatia. Apart from having a mountain nearby, Zagreb can equally boast of its own "Zagreb sea", the Jarun Sports and Recreation Centre comprised of a number of lakes and an impressive rowing course. If, on the other hand, you prefer indoor sports try the sports centres "Mladost", "SRC Šalata", "Dom Športova" etc.

Taking part in and following sports is a passion with Croatians and many Croatian sports people and coaches have a world reputation.

More about [Sightseeing](#) and [Attractions](#) in Zagreb.

Eating Out

Zagreb offers a great variety of cuisine. There are many restaurants with national as well as international food. They vary in prices but are generally quite pleasant. Zagreb Restaurant Guide can be found at the following link <http://www.inyourpocket.com/croatia/city/zagreb.html>.

Culture and Entertainment

Zagreb is the cultural centre of Croatia. There are 15 theatres, a dozen concert halls and numerous cinemas. Zagreb is also a European centre for modern and alternative movements in culture. The well-known music Zagreb Bienial Eurokaz Festival of New Theatre, the Contemporary Dance and Performance Week of Zagreb Artists, Zagreb Film Festival are all important parts of the European cultural scene.

Zagreb is proud of its many galleries and museums where you can find or even purchase diverse works of art.

Young people have plenty of opportunities for entertainment. There are many discos, pubs and cafés where one can dance the night away or just have a nice cup of coffee with a friend.

More about [Culture](#) in Zagreb.

Nightlife

Croatia's party city is without a doubt Zagreb. It has a limitless supply of bars, cafés, pubs and night-clubs suitable for all tastes. You have the Upper Town with the sinuous, bar-lined Tkalciceva street and the Lower Town with Bogoviceva and Trg Preradovica plus the Branimir Centre across from the train station. Then you have Out-of-Town down by Jarun Lake and south of the Sava river (where a car is most convenient). For the most part, the vibe is pretty relaxed in Zagreb clubs. Ruthlessly selective door policies and watery cocktails have not yet made inroads onto the scene. There are a few clubs where you're expected to show up in movie-star fashion but they are a definite exception. The cover runs from about 30 to 50HRK. Drinks are about the same.

If you want to find out what's on? and where? Visit the web site of the [ZAGREB - In Your Pocket Guide](#).

[More about Zagreb](#) (including shopping, nightlife, gastronomy, sports and recreation, health and beauty and events).

Student associations

The two main student associations at FFTB are the [Students' Council](#) and the [PROBION association](#).

FFTB is actively involved in the activities of the [Board of European Students of Technology](#) and [The International Association for the Exchange of Students for Technical Experience](#).

ICT services & facilities

Computer / Internet Access

At every faculty/academy of the University there are computers that can be used by students free of charge. To use the computers, a user account is needed. You can obtain it at the faculty/academy by filling in a Carnet form, or thorough the Eduroam services.

Eduroam (EDUcation ROAMing) service enables the international exchange students and teachers to access the Internet at the institutions which are a part of Eduroam system. Croatia is an active member of Eduroam community through the project [AAI@EduHr](#). This enables our guests from foreign institutions to easily access the Internet. Depending on location, wired and wireless access is possible.

In order to access the Internet, the user needs to have an electronic identity (username and password) provided by his home institution or faculty/academy he/she will enrol at UNIZG. Please check with your home institution if you have an electronic identity which can be used to connect to the Internet in Eduroam system.

You can find some additional information at www.eduroam.org. Please note that countries which are a part of Eduroam system generally have their national web pages (for example www.eduroam.de for Germany). If software is properly configured, connection to the Internet is momentary.

In-Room Internet connection instructions

(for students living in student residence halls)

Internet is available in each room through data cable, free of charge.

Students need to enrol at the faculty/academy of the University and open a computer account (part of the enrolment procedure). After you get your username and password, download the necessary installation software from <http://installer.eduroam.hr>, get a cable (no wireless in the dorm), and you should have Internet access from your room.

IT services at the FFTB:

Head: [ANA VUKELIĆ](#), PhD

- [DOMAGOJ ŠTEFANOVIĆ](#) (Senior Technical Associate), Phone: + 385 1 4605 274, Email: dstefanovic@pbf.hr
- [BRANIMIR SPAJIĆ](#) (Senior Technical Associate), Phone: + 385 1 4605 274, Email: bspajic@pbf.hr
- [GABRIJELA PRPIĆ](#) (Technical Assistant), Phone: + 385 1 4605 274, Email: gprpic@pbf.hr

E-Learning at the University of Zagreb

E-learning at the University of Zagreb has been in use from nineties mostly by individual activities of some teachers or as the technological possibility on few schools but these initiatives didn't result in systematic and sustainable use of e-learning. By adoption of E-learning Strategy in 2007, the process of systematic implementation of e-learning was started. Following E-learning Strategy stipulations, the University Office for E-learning, E-learning Centre and University Committee for E-learning were established.

In addition to standard strategy elements (vision, mission, strategic objectives), the Strategy contains the action plan with a number of activities within several areas of strategic operations, concrete assignments of activities to competent/responsible bodies and deadlines for activity realization. Such systematic planning of activities enabled school managements to define the most appropriate paths and forms of e-learning in their particular educational environments.

For the purpose of monitoring the implementation of the Strategy and measuring conditions for the application of e-learning at the University of Zagreb, quantitative parameters have been defined for continuous monitoring with expected values which should be achieved.

Additional stimulation to the implementation of e-learning at the University of Zagreb was the international (EU Tempus) project "[EQIBELT](#)"- [Education Quality Improvement by E-learning Technology](#) (2005-2009) which was coordinated by the University of Zagreb and which enhanced positive ground for the implementation of e-learning and development of e-learning policy and strategy. The project provided financial resources and the experience and knowledge gained from EU universities with respectable and long tradition in the implementation of e-learning. Based on

gathered know-how, it was possible to define and adopt the most suitable way for the implementation of e-learning.

Office for E-learning

Office for E-learning at the University of Zagreb is situated at the [E-learning Centre at University Computing Centre of the University of Zagreb](#).

Centre performs all tasks for the Office with purpose of efficient introducing and implementation of e-learning at the University of Zagreb.

Office

- continuously monitor and foster implementation of e-learning and maintaining of E-learning Strategy at the University of Zagreb
- collect data on implementation of e-learning towards achieving quality dispute and decision making on e-learning at the University of Zagreb
- participate in operation of University Committee for E-learning

More information

e-mail:	ueu@unizg.hr
phone:	+385 1 6165 171
address:	E-learning Centre/ Office for the E-learning University Computing Centre University of Zagreb J. Marohnica 5 10000 Zagreb, Croatia

Student Counselling and Support Centre

Attending university presents an experience that directs and trains an individual in his area of interest while encouraging him to develop his full potential. Alongside carrying out academic commitments, it also provides an opportunity to master communication, presentation, organizational and life skills that help a person build a satisfying and fulfilling life and career.

As well as encompassing a wide range of interesting facts and novelties, attending the faculty of one's choice presents an area of dealing with new and multiple challenges. Some of these challenges are difficulties of adjustment to the new environment, concerns about the selection of studies, under-developed learning strategies as well as dealing with personal problems and development of psychological disorders (anxiety, depression symptoms...).

In order to provide support in the development and improvement of students' academic and career-life skills, the University of Zagreb established the Student Counselling and Support Centre. The Centre started working in the academic year 2013/2014, and its activities and services are available to students of all faculties and academies of the University of Zagreb.

The Centre organizes various forms of activities within the following areas:

- counselling related to academic and personal problems (psychological counselling)
- career counselling
- academic and life skills development (such as communication, social and stress coping skills, as well as learning strategies and time management skills).

These activities are conducted through:

- individual counselling
- group counselling
- educational workshops and lectures
- academic skills workshops
- career-life skills workshops
- development of educational and self-help materials

Experts within the Centre can also assist in finding other support services with respect to the needs and potential difficulties of the students.

More information

Address:	Student Counselling and Support Services University of Zagreb, Trg marsala Tita 14, HR-10000 Zagreb
E-mail:	csps@unizg.hr
Phone:	+385 1 45 64 210

Student residence permit

Foreign nationals intending to study in Croatia must regulate their temporary residence for the purpose of studying if their stay in Croatia is longer than 90 days.

Visa requirements

Nationals of countries subject to the visa requirement also need to procure an entry visa for Croatia (Viza C). Information on countries subject to the visa requirement can be found on the web site of the [Croatian Ministry of Foreign and European Affairs](#).

The visa application (Viza C) must be submitted to the diplomatic mission or consulate of the Republic of Croatia in the foreign national's home country. The visa application can be submitted either in person or via e-mail. A list of missions and consulates is available on web site of the [Croatian Ministry of Foreign and European Affairs](#).

Where to submit residence permit application

Third country nationals can submit residence permit application in one of two ways:

- To the diplomatic mission or consulate of the Republic of Croatia in the foreign national's home country
- To the appropriate police department or police station upon entering Croatia if the student is coming to Croatia to study at a higher education institution as a full-time student at an undergraduate, graduate and postgraduate level. For more information about this document, the student should contact International Relations Office of the host university.

When to submit residence permit application

Students submitting an application to the diplomatic mission or consulate of the Republic of Croatia in their home country should do so prior to their scheduled arrival in Croatia. The usual procedure can take three months or longer (including time needed for all the necessary documents to be

translated into Croatian). There is also a fast-track option for handling the application and students can request this at the diplomatic mission or consulate, in which case they pay a higher fee.

Students submitting the application to the appropriate police department or police station in Croatia should do so upon entering Croatia during their short-term stay.

Application documents

The following documents must be submitted with the application for temporary residence for the purpose of studying:

- One colour photograph 35x45 mm
- Valid passport and photocopy of a passport (non-EU citizens) or identity card (EU citizens)
- Proof of secured housing (e.g. written proof of secured accommodation in the student dormitory or an apartment lease and proof of the landlord's apartment ownership for students in private accommodation). Please note that upon your arrival in Croatia, within 48 hours, you have to register your address at the Foreigners Office at the local Police Administration Office. If you are staying at hotel or student dormitory your address will be automatically registered.
- Proof of health insurance:
 - a) European Insurance Card (EHIC) or
 - b) if there is a signed bilateral agreement between your home country and Croatia ask for **bilingual form** to be filled in and stamped by your health insurance company. The form should then be presented at the Croatian Health Insurance Fund, which will issue a health insurance document valid in Croatia.
 - c) Nationals of countries that do not have aforesaid agreement with Croatia have to report to the Croatian Institute for Health Insurance ([HZZO - Hrvatski zavod za zdravstveno osiguranje](#)) to establish their right to health insurance under Croatian health insurance regulations. For more information, see the Health care section.
- Proof of sufficient funds to support oneself : a scholarship or proof of having access to finances in the amount of at least 1,000 Kuna per month during 12 months. The proof of receiving a scholarship is issued by the legal entity granting the scholarship and the proof of finances is issued by a bank in the form of a bank statement.
- Proof of admittance to a higher education institution in Croatia written in the Croatian language.

Application fee

The application fee for the temporary residence permit for the purpose of studying is 500 Kuna (around 65 EUR). International students receiving a grant from the Croatian Ministry of Science, Education and Sports and the Agency for Mobility and EU Programmes are exempted from this fee but they should pay for the cost of the issuance of the residence card in the amount of 240,00 HRK (approximately 35,00 EUR) and the duty stamp fee of 20,00 HRK (approximately 3,00 EUR).

Duration of residence permit

The temporary residence permit is usually granted for the duration of one year or for the duration of the academic year.

For all additional information please contact the **International Collaboration Office**

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