



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione  
*Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale*

## COVID-19 EMERGENCY FAQS OR EXCHANGE STUDENTS

v05 updated on 30/04/2020

Following the most recent Italian Government guidance the **University of Turin has decided to suspend all new incoming and outgoing mobilities within the Erasmus+ program or any other international exchange program previously planned for the second semester of a.y. 2019-2020.**

**Incoming students who are still in Turin or that already left can continue their exchange remotely via online classes and online assessments.**

### **A. When will classes resume?**

The University of Turin has now suspended all face-to-face classes until further notice. Teaching activities moved online and you can access these via your MyUnito profile.

### **B. Is it mandatory to end my exchange now?**

No, it is not. You can continue your exchange, either in Turin or in your home country via online classes and assessment.

We acknowledge, however, that some of you may feel unsafe or worried about the whole situation and wish to go home, especially if you just came here for the second/spring semester. We, of course, want to do everything that is in our power to help you do so. **Please contact your home university as well and follow their advice.**

On the contrary, if you decide to stay, we want you to be aware of the limitations that are occurring in this moment both in terms of teaching (not all courses can be taught online e.g. laboratories) and of personal movement (cinemas, theatres, museums and other leisure venues are closed and travelling is limited) and this may have an impact on your exchange as you imagined it. In this regard, **please contact your home University as well and try understanding with them what is the best course of action for you.** For example, if you planned to graduate in May, this may affect your schedule.

### **C. I have already left Turin. Can I attend classes and take exams online and/or, if necessary, come back to Turin when classes and exams restart regularly?**

Due to current international travel restrictions, travel to Turin will not be possible. However, you can carry out the rest of the semester via remote teaching and learning. Exams will also take place online. You will receive further information on this by the relevant Professor and/or office as soon as it becomes available. Make sure to **contact your home University to understand if they will recognise this kind of activities and credits as part of your exchange.**



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### **D. I am no longer in Turin but I am attending classes online. Do I have to register the end of my mobility anyway?**

It is not necessary **unless your University requires you to do so** (please check with them what the best course of action may be. For example, you may be required to provide a "Certificate of attendance" with the dates of your arrival and departure from Turin and/or start of online learning). In order to keep track of your mobility you will need to fill in a questionnaire. Check your personal email for further information.

### **E. How will exam take place?**

The University is moving both oral and written exams online. You will receive further information on this by the relevant Professor and/or office as soon as it becomes available. Please bear in mind that spring exam session usually takes place in May/June/July.

### **F. What do I do if I want to go back home?**

Please **let us know and inform your home university as well**. Check your email address where we sent you the self-declaration form for travelling purposes ("*modulo per l'autodichiarazione degli spostamenti*"), necessary to travel to the airport or to the train station.

Due to the situation we are facing, **you are NOT requested to go to INFOPOINT** to interrupt your mobility period. You can do so by:

- Filling in the online form using your [@edu.unito.it](mailto:@edu.unito.it) email
- Filling in the end of mobility form upload. If you cannot print it, you can send it via email without your signature.
- The date of end of your mobility is the last day you are/were in Turin
- If you took exams, please upload the most up-to-date list of courses and exams of your Career Plan ("*Autocertificazione esami per studenti incoming*" available under [www.unito.it](http://www.unito.it) » MyUnito » Carriera » Certificazioni Carriera). For any incomplete or incorrect information, please specify the relevant option.

End of mobility form: <https://forms.gle/P4BumPB2nvwebpwc7>

### **G. I ended my mobility before the emergency started. When will I get my Transcript of Records and my certificate of attendance?**

We are working on this as well, however, it may take longer than planned. Your home universities have been contacted and are aware of this. For any urgency (such as graduation) please contact us accordingly through your home university as well. Due to the current emergency we ask for your patience and understanding

### **H. How does distance learning work?**

To be able to access classes online you first need to:

Vicolo Benevello, 3/a – 10124 – Torino  
Tel. (+39) 011.670.44.25 | Fax (+39) 011.236.10.17  
E-mail: [internationalexchange@unito.it](mailto:internationalexchange@unito.it)



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- Make sure your MyUnito account is active (it must show “Current Student”. If you still see “Future Student” and you registered your arrival at the Infopoint, please contact us)
- Take note of your MyUnito username and password. You will need them to log in.
- Check your @edu.unito.it email account for messages.

Follow the instruction in the document named “Distance learning”

### I. How do I access healthcare in Turin?

**For all emergency (Pronto Soccorso), Covid-19 included, healthcare assistance is guaranteed regardless of any type of medical insurance and with no extra costs.**

**If you feel like you might have suspicious symptoms related to COVID-19 (most commonly fever, dry cough, shortness of breath), please make sure to:**

- **Call the Regional Emergency toll-free number 800.19.20.20:** be ready to answer some questions related to your whereabouts, latest travels, health condition etc... Be specific and follow their guidelines and advice. The service is available **24/7**
- **112 - Common Emergency Telephone Number:** for **emergency** medical services
- **National Information Centre on COVID-19: 1500.** For general information valid nationwide
- **Guardia Medica: 0115747.** non-urgent medical services at night-time (from 8 pm to 8 am) or weekends (from 10 am to 8 am on the closest working date). **The service is free of charge.**

**Do not enter the Pronto Soccorso (hospital emergency room) without signalling your symptoms first and keep the safe distancing measures!**

In all other *non-emergency cases*:

1. If you applied for a health insurance with the **Italian National Health System (Sistema Sanitario Nazionale - SSN)** you can choose a general practitioner (“*medico d base*”) in the area where you live without extra costs.

For further information please check the Edisu website:  
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>

2. If you have a **European Health Insurance Card** (in Italian called “TEAM”) released from another European country, first contact your doctor or the competent health authorities in your home country to gather information on how to use your card and then take it with you to a general practitioner near you.

For further information please check the Edisu website:  
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>



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3. If you have a private insurance (either European or non-European) please contact your insurance company at first to understand what services are included and so that they can provide you the name of a doctor and or clinic/hospital that are affiliated to them. Take your insurance documents with you as well.

### **J. What is the situation now in Italy and Turin? How can I keep updated?**

Please check the following pages for regular updates:

**Unito webpage - Italian version:** <https://www.unito.it/avvisi/coronavirus-aggiornamenti-la-comunita-universitaria>

**Unito webpage - English Version:** <https://en.unito.it/news/coronavirus-covid-19-update-unito-community>

**FAQ curated by the Italian Ministry of Foreign Affairs:**  
[https://www.esteri.it/mae/en/sala\\_stampa/archivionotizie/approfondimenti/farnesina-al-lavoro-per-una-corretta-informazione-all-estero.html](https://www.esteri.it/mae/en/sala_stampa/archivionotizie/approfondimenti/farnesina-al-lavoro-per-una-corretta-informazione-all-estero.html)

**Read the World Health Organization's advice for the public:** <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>