

UNIVERSIDAD DE SEVILLA

SACU

SERVICIO DE ASISTENCIA A LA COMUNIDAD UNIVERSITARIA

"Proud to serve our community"

2008 Edition



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INTRO

The University of Seville's Statutes contemplate the Social Projection of the University's Activities. They state that the University will encourage cooperation with other Bodies and Institutions, be they public or private, with the aim of applying knowledge to the creation of initiatives for social progress.

Therefore actions to create, apply and evaluate interventions in society with the aim of solving society's problems are a statutory obligation for the University of Seville. In line with the above, not only is the University Community's Support Service (SACU) the body within the University of Seville whose fundamental aim is to cover the University Community's needs for information, orientation, advice and support, but also it collaborates in solving social problems and lends support within its ambit by managing the projects and initiatives that it develops jointly with other Institutions.

The SACU's aim is to respond efficiently to social needs and/or needs for support, managing the resources available in order to offer a quality public service aimed at the social satisfaction of the client, thus helping to link the University of Seville with the rights and expectations of those who require the Institution to undertake social actions. It does this by promoting the University Community's participation and deepening by its social function in the different areas in which it operates.

Among our objectives we would like to highlight the promotion of solidarity and cooperation with the University's immediate social environment among all University Community members - especially with the least advantaged social collectives by promoting inter-culturalism, a real respect of human rights and a culture of peace, as opposed to one of violence.



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Description

A The SACU is responsible for management and quality control of the Support Services in the University of Seville. Its duties include offering information and advice as well as promoting support programmes and actions aimed at the University of Seville's University Community and other related collectives, thus promoting a quality public service in order to achieve both client satisfaction and in order for the Service to grow.

Vision

B The SACU aims to respond to the demand for information and advice and to promote social and/or support actions aimed at the University Community and other related collectives. It aims to achieve this by efficiently managing the available resources and promoting a higher-quality public service in order to achieve both client satisfaction and in order for the Service to grow.

Mission

C The Service boasts a professional, enterprising staff whose great capacity for initiative responds flexibly and efficiently to the University Community's requirements for information and advice. It also collaborates in helping solve the surrounding environment's social problems by actively participating in programmes, projects and initiatives that are being developed in collaboration with other public or private institutions.



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Values

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1. The staff's commitment to putting into practice our Service's guiding principles.
2. Responsibility in task fulfilment, in undertaking informative activities as well as responsibility in developing Service's programmes and resources.
3. Professionalism in the performance of all of our activities and especially towards to our clients.
4. Respect towards the people who come to our service.
5. Empathising with our clients' situation.
6. Confidentiality and the guarantee of confidentiality when performing our services.
7. Loyalty and honesty in the relationship with both our co-workers and clients.
8. Management transparency and honesty in our communications.
9. A spirit of constant improvement in the performance of our functions and in reaching our goals.
10. Respect towards the environment in order to promote sustainable development.



EQUALITY UNIT

Equality is a universal legal principle recognised in numerous international texts on Human Rights and it is a fundamental principle within the European Union.

The University of Seville's Equality Unit serves the University Community with the aim of progressing towards a more just, more democratic and more caring society, collaborating in order to put into practice the right, established in the Spanish Constitution, to equality and non-discrimination on the grounds of sex.

The best results are achieved when their point of departure are contributions from the individuals that make up all of the University's collectives. In order for this to happen, the Unit is a meeting place; one that facilitates participation; one that receives initiatives and opinions. The unit studies proposals aimed at achieving a real equality in treatment and opportunities for all.

The support and social measures put in motion by the SACU, many of which reconcile work and home life, or aim at giving psychological support to psychological and gender-based problems, are an indispensable adjunct to the Unit's actions.

In order to achieve its aims, the Unit's work is oriented towards:

- Promoting, within the ambit of its competence, the equality of opportunities between men and women with regard to their academic and professional careers.
- Promoting the inclusion of sexual equality within the relevant university syllabuses.
- Promoting the balanced representation of the sexes in the University of Seville's collegiate bodies and on its selection and evaluation boards.
- Acting as a locomotive for the balanced representation of the sexes in research, science and technology.
- Promoting the recognition of gender studies as a merit to be considered when evaluating teaching and research, as well as in the management of teaching and research staff.
- Promoting support for training and research into sexual equality; encouraging and monitoring research so that results can be obtained from research projects that people can take into the gender perspective into consideration.

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1

INFORMATION

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The personalised attention given in this service is something that must be highlighted. Our main aim is to listen to your doubts and try to find a solution, or at least point you in the right direction so that you can solve them.

You can visit us even before you become a university student so that we can help you in the pre-registration process and we will be at your disposal until you leave our Institution.

2

DOCUMENTATION

- **Tel.** 954 48 60 12/01
- **E-mail.** sacudire2@us.es
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Here you will find subscriptions to specialised magazines, information on Grants, Courses, Awards, Competitions, etc. We also have a room where you can undertake your own research. The room has been planned and equipped to enable clients to look up general information. We also place at the disposal of all of our clients an up-to-date, well-structured website where, as well as the above information, you can also look up other Services.

3

RENTED ACCOMMODATION AND HOUSING POOL

- **Tel.** 954 48 60 10/11/14
- **E-mail.** sacuinfor2@us.es
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The SACU's Accommodation Pool offers free information and advice concerning the different types of accommodation on offer to students:

- Halls of Residence
- Rector Ramón Carande University Residence (annual calls for applications)
- Rector Estanislao del Campo Residence (annual calls for applications)
- Rented Flats Shared with Other Students
- Living with a Family

STUDENT SOCIAL SERVICES DEPARTMENT

■ **Tel.** 954 48 60 97 / 06
 ■ **E-mail.** uts@us.es
 sacuvus@us.es

This department's main aim is to provide students with socio-economic difficulties the tools that will help them to exercise their right to an education in an equality of opportunities, rights that the rest of their fellow students having a more "conventional" situation enjoy.

The Department is not only at the disposal of students but also open to those who work for the other University's services, departments, secretariats, etc. in order to help them clarify the situation of students with added social problems.

The Social Services Department comprises the following services:

• **Student Social Information Evaluation Service.** This service offers students Information and Advice when faced with situations of social need in order to put them into contact with the University's own social resources or those of the public network and help them overcome their situation.

• **University Volunteer Office.** The Office's priority is to encourage the university community to participate as volunteers and thus express their concern and interest. The activities undertaken are:

- Informing and advising Volunteers: Legal questions, associations, foundations and other bodies working with volunteers; financing; how to draw up projects, etc.
- Training on Volunteer Work.
- A volunteer network that collaborates with different social initiative bodies.
- Any other activity aimed at promoting University Volunteers.

• **Programme for Lodging University Students with Senior Citizens, the Disabled and with Single Parent Families.** We have organised this Mutual Aid Programme with the Andalusian Regional Government's Provincial (Seville) Delegation of Social Equality and Welfare. The Programme enables students from outside the city of Seville to enjoy free accommodation in exchange for helping around the house, providing company, the occasional spot of shopping, etc.

• **International Volunteers for Development Cooperation Projects.** We offer students who have no contacts with any NGO the opportunity to experience life as volunteers in developing countries. The SACU offers these students a choice between different current projects.

LEGAL ADVISE

■ **Tel.** 954 48 60 17 / 61 94 / 60 04
 ■ **E-mail.** sacugabjuri@us.es
 sacuinfo4@us.es
 sacuinfo7@us.es

The SACU's Legal Advice Service is a technical service whose aim is to give a legal response to questions raised by the University Community. It is open to the University's students as well as its teaching, administrative and service staff.

Therefore, the advice primarily deals with university and academic matters. However, information is also provided on legal questions that might be of interest to all of the University Community, especially the younger sector. Our aim is to advise, orient and assist our clients, while always attempting to give viable solutions to the question raised, and all in the strictest confidentiality.

Below is a small list of the most common questions, yet they do not exclude our support in other areas:

- Enrolment regulations; visiting students, academic records transfers and the cancellation of enrolments.
- Syllabuses.
- Access to the University of Seville.
- Contract regulations.
- Examinations: evaluation and qualification criteria, the review of marked examinations and appeals.
- Various administrative processes.
- Renting and other forms of access to accommodation
- Statuary Rights and Obligations.
- The creation and the nature of university associations.
- Setting up Businesses and setting them in motion .
- Regulations concerning overseas students.
- Student Insurance.



UNIVERSIDAD DE SEVILLA

EQUAL OPPORTUNITIES

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This Department, active since 2000, has been developing actions to encourage actions aimed at promoting real equality among the different collectives that comprise the University of Seville, especially among the University's female population.

Its objectives are:

- To offer resources in order to cover the above needs and to close the difference gap.
- To set in motion, coordinate and/or support the initiatives necessary in order to offer clients the same opportunities for both sexes.

Time Bank.

The Time bank is a new option for the **"Men and Women of Today"**. It is a barter system, a solidarity network. The scheme consists of exchanging activities with other people, enabling us to widen our circle of contacts and resources and furthermore it predisposes us to place our trust in others. The bank is not a boring obligation - it is a resource to be used provided that two people arrive at an agreement on the type of exchange, on the time when it will take place and on the person to link up with.

Work placements/grants available in the Andalusian Network of Protected Natural Spaces.

These are paid placements that encourage equal opportunities for female students, either in their final years of studies, or those who have studied courses or materials related to the environment within their study map. Such placements also offer them the chance to develop professionally within the Andalusian Network of Protected Natural Spaces.

Aid in psychological and gender problems.

Psychological help at an individual/group level in order to work on different subjects of interest is also available and its aim is to offer female students a higher quality of life.

It is not a coincidence that women suffer from various psychological disorders to a greater extent and to a different degree than men. It is interesting to note how the different ways of women's lives, how they experience relationships, how they enjoy themselves, how they see the world, etc. all influence their mental and physical health. These are cases that present as an individual problem while in reality they are common to all women in our society, **Programme: "MUJER UNIVERSITARIA ¡PONTE AL DÍA!, [GETTING UP TO DATE FOR FEMALE UNIVERSITY COMMUNITY MEMBERS]**. These Free Option courses are free, except for the authentication fees.

"Time Management for Professional Women". A good way to conciliate the different demands made on a woman's time.

"Management Skills for Female University Community Members". A good way for women to participate and be represented.

"Self-esteem and Emotional Dependence during the Pre-marital". A good way to prevent gender violence.



UNIT FOR PROMOTING A HEALTHY LIFESTYLE

Tel. 954 48 81 54
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This Department works to promote habits for a healthy lifestyle within the University Community.

The concept of a University that promotes health does not only involve laying the foundations that will lead to health education and promoting a healthy lifestyle among University workers and students; it also means that health and well-being is an integral part of university culture, its processes and its systems.

The Department's aims are:

- To advise, inform and train individuals in order to enable them to choose healthier patterns of behaviour.
- To make work, home and free time more compatible.
- To contribute instruments for dealing with risk.
- To bring assistance to the habitual spaces where youth and the University Community congregate.

Thanks to the collaboration of the Regional Health Ministry, the Provincial Delegation for health in Seville, the Regional Ministry of Equality and Social Welfare, The Directorate General for Drug and other Addictions, the Andalusian Institute for Young People and Seville Town Hall, the Department aims to work to promote health from the University of Seville. Its work is undertaken through different actions that are managed through two different programmes.

In order to do this, the Department offers the following resources:

■ Forma Joven Programme:

- These Free Option courses in different areas of health are free, except for the authentication fees:
 - University mediation in promoting a healthy diet.
 - University mediation in sexual education.
 - University mediation in preventing drug and other addictions.
 - University mediation in promoting mental health.
 - University mediation in preventing traffic accidents among young people.
 - University mediation in preventing violence between equals and gender violence.
 - 3rd-year Journalism and Health Course.
- University Mediation Club.
- Aid/grants for Mediation.
- Awareness-Raising Campaigns.

■ Drug Prevention Programme:

- 1st "Drug-Free University" Competition.
- Activities: grants, symposia, courses and competitions.

SUPPORT UNIT FOR UNIVERSITY COMMUNITY MEMBERS WITH DIFFICULTIES IN ENTERING THE LABOUR MARKET

Tel. 954 48 81 55 / 81 59

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GENERAL AIMS

This SACU Department assists members of the University of Seville's Community (both graduates and students in their final years) who have difficulties in entering the labour market. The above collective comprises female students, ethnic minorities, the disabled, overseas students and members of the University Community who want to work for third parties, those of an enterprising character and those who want to be self-employed.

Clients will draw up their own project for entering the labour market, be it as an employee or self-employed. The final aim of the department is for the client to gain access to employment. With the point of departure always being a previously-defined careers objective that is a reflection of their professional interests, clients are tutored throughout the whole process by the technician in charge.

The Department aims to:

- Improve the employability of the abovementioned members of the University Community.
- Consolidate the clients' choice and their careers project.
- Stimulate the learning of the personal and social skills necessary to increase the clients' opportunities to enter the labour market.
- Facilitate access to a qualified employment that reflects the client's capacities.
- Promote University-Business relationships through work placements.
- Encourage Business-Professional-University collaboration networks.
- Contribute data concerning the labour insertion of the collectives concerned as an indicator of quality in the Services offered by the SACU in the University of Seville.



ACTIONS

- Labour Orientation.
- The drawing-up of a Research Project on the career chosen by every University Community member.
- Work Placements in Businesses.
- Help towards Self-employment.
- Motivating Enterprising Activities.
- Supplementary Training: Management Skills and English.
- Work Placements in the European Union.

PAEDAGOGICAL CONSULTANCY

Tel. 954 48 72 03

E-mail. sacueduca@us.es

The SACU's Pedagogical Consultancy is another of the Unit's resources. We manage different programmes that respond to the demand of our clients, exclusively within the field of education.

Our aim is to seek alternatives and responses to our University Community's needs in order to improve the quality of life of those workers who have to reconcile their family and working lives.

We aim to give a direct, efficient and personalised support in all of the Services that we offer the University Community. Detailed below are the Programmes offered by the Service. Their priority is both to reconcile family and working timetables and to offer educational quality in the following activities:

1. Nursery and Infant Schools .

The Infant Schools working with the Service have been approved by the University of Seville and their excellent work is the fruit of their experience.

2. The Búho (owl) Summer School.

Since 2003, the University of Seville and Proyecto Búho have been working on an innovative programme of educational and quality leisure activities. In the University of Seville, Proyecto BUHO is aimed at children between the ages of 3 and 12 who are the children or grandchildren of members of the University Community.

We understand the School to be an integrated programme of educational activities taking place between 09.00 and 14.00 which can be extended through the Crèche Service to start at 07.30 until 15.30. The children's summer activities begin in the last week of June and finishes in mid-September.

3. Búho Christmas Activities.

Through the SACU in 2007 the University of Seville set in motion its Christmas 2007 School, aimed at the children or grandchildren of members of the University Community.

4. Búho Winter School.

This particular project aims to complete the offer in order to reconcile the timetable differences between members of the nuclear family. It also aims to complete our children's education within a framework of non-compulsory education.

5. University Babysitters Pool.

The University of Seville has a Pool of, generally young, Students at the disposal of its Community members who will look after the small children University workers for short periods and for a fee agreed by both parties. The choice of babysitter is completely free and is not subject to any restriction except those arising from previous commitments taken on by the babysitter or the timetable that he or she has established. This Pool rounds off the list of Services offered to care for our children during periods when parents or guardians cannot.

6. SACU Collaboration Grants and Aid.

In order to help university students participate in the services created by the University to respond to the assistance needs of its members, the University of Seville makes calls for applications for Collaboration Aid by its students. Such aid enables them to reconcile their academic activities and activities undertaken in the SACU's different Pedagogical Consultancy.

The Grants and Aids were created to provide the Consultancy's different Services with support to enable it to improve the level of attention to the children involved.

The calls for applications for the following Aid for students to enable them to collaborate with the SACU are:

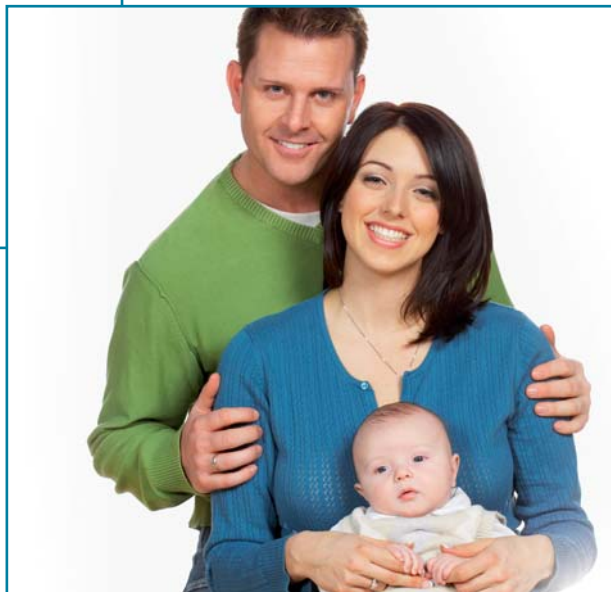
- Play and Primary School Aid.
- Aid for Leisure/Educational Activities children or grandchildren of members of the University Community.

7. Practical Placements in the University of Seville.

Students from the Universities several Schools and Faculties can undertake the practical work established in their Syllabuses, as long as they observe the University of Seville's practice regulations.

8. Pedagogical Advice.

This Service is coordinated by a Pedagogy Graduate who will give advice and guidance upon such subjects as: your children's education, incorporation into school life, integration with their peers, jealousy created by the arrival of a new brother or sister, access to Primary Education and other education-related subjects.



PSYCHOLOGICAL AND SOCIAL ADVICE

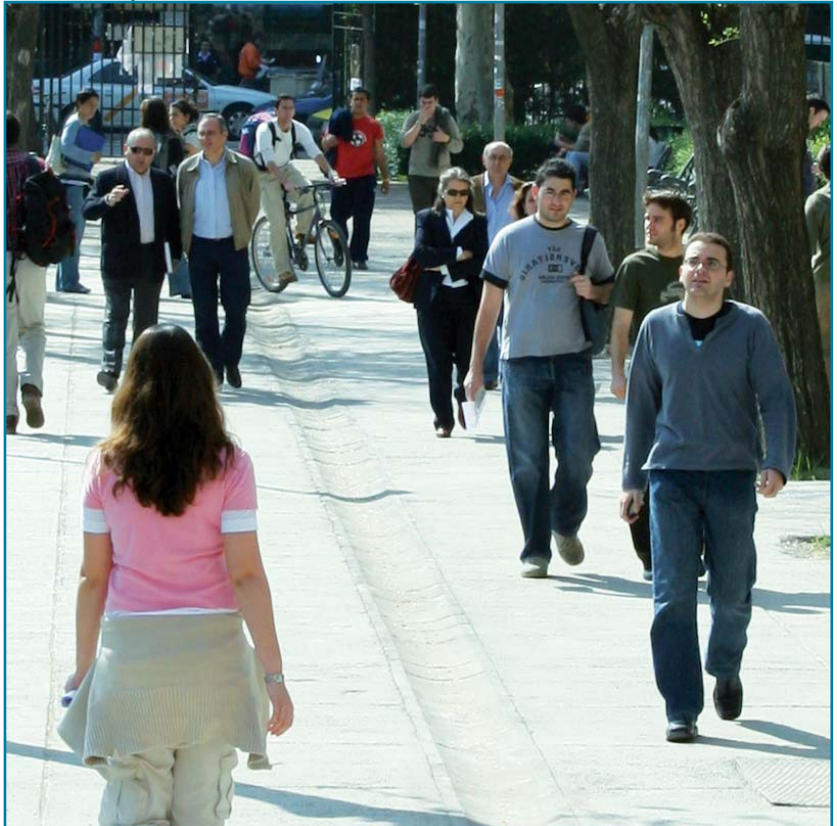
- **Tel.** 954 48 77 49 / 60 18
- **E-mail.** sacupsico@us.es
sacuinfo8@us.es

With the well-being of the members of the University Community in mind and from the psychological and social intervention perspective, the SACU's Psychological and Social Advice service has as its fundamental goal the management of activities, programmes and assistance services aimed at the abovementioned community.

Our aim is to advise, orient and inform clients on questions concerning the above collective and how to best to adjust to their environment. The service offers clients the necessary tools so that they are able to undertake their tasks in the most suitable way possible. One of our ambits of action is involved in Improving Academic Performance and numerous activities concerning this aspect are undertaken during secondary education and even in earlier stages. The individual needs of each client form the axis around which all of the actions revolve. Interviews and individual work sessions, group meetings, learning workshops for each degree, introductory courses into the most suitable working habits, orientation courses for freshmen students, etc. are all actions whose aim is to improve academic performance. Our Careers Advice Service completes our offer in this ambit.

Our mission is to treat attention problems and discover the most suitable attention resources and thus give a solution to our clients' problems.

Finally, the Assistance Programme for People with Special Needs rounds off our offer of services. As well as the setting in motion of a series of institutional measures to integrate this collective into the University (the programme for the elimination of architectural barriers and awareness-raising campaigns among members of the University Community), the Psychological and Social Advice Department gives disabled people individual attention and personalised solutions to their needs: problems of getting around within the different University centres: note-taking problems, etc. Therefore, if you have a disability and need advice, orientation on how to deal with the day-to-day life at university or a specific adaptation, please get in touch.



CONGRESS AND EVENTS MANAGEMENT

Tel. 954 48 60 26
E-mail. sacucongreso@us.es

After signing an Agreement with Seville Town Hall, the SACU will manage Congresses and Events in which members of the University Community participate.

This initiative sprang from the growing need in the field of university, business and institution research to organise professional meetings that will enable those attending to exchange ideas and debate proposals. We want to offer all of our community a service that will solve the logistical problems that arise as a result of organising a congress, problems such as choosing a venue. Accommodation, lunches, transport, sightseeing tours, etc.



OVERSEAS STUDENTS ASSISTANCE UNIT

Tel. 954 48 13 92 / 13 93
E-mail. oficinaextranjeria@us.es

The Unit's aim is to attend to the demands of the University of Seville's Overseas Collective, establishing lines of action to help them, satisfy their needs and improve their situation.

The Unit comprises three pillars:

- 1. Orientation, Advice and Information** concerning all aspects of their stay in Seville (Short Stay Card for Study or Research and its Renewal, Work Permits, Return Permits, Work Permit Exemptions, etc.).
- 2. Administering short stay study and research permit applications and renewals.** According to what has been established and reflected in the Protocol for Action between the University of Seville and the Governmental Sub delegation in Seville, the Unit will manage the Application and Renewal of Short Stay Study Permits. This document is indispensable for non-EU citizens who want to pursue their studies or research in Spain.
- 3. Linguistic exchange.** This instrument facilitates communications between Spanish and overseas students in order to encourage cultural and linguistic exchanges, thus promoting a better understanding of our country and of the countries of our overseas students.



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UNIVERSITY CANTEENS AND CANTEEN VOUCHERS

- Tel. 95 448 60 11
- E-mail. sacuinfor2@us.es

University canteens: at present there are three university canteens in three different locations:

- Macarena Campus, with seating for 130 diners.
- Reina Mercedes Campus with seating for 360 diners.
- Cartuja Campus, with seating for 316 diners.

The menu offers a starter, main course, bread and dessert, all included in the price. Each day there are three different menus available, guaranteeing variety and a balanced diet.

Canteen vouchers: these vouchers cover the cost of lunch in the university canteens for those students in vulnerable economic and family situations.



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SECONDHAND BOOK POOL

- Tel. 95 448 60 11
- E-mail. sacuinfor2@us.es

The second-hand book pool offers people who want to sell manuals or books related to their university studies an excellent way to do so while at the same time offering students looking for such items the chance to buy them at a reasonable price.

The system is simple: if you want to sell a book or manual, all you have to do is fill in a form that you will be given in our facility. The data will be entered into a data bank whose lists will be displayed so that students wishing to buy a certain work will be able to localise it easily.

15

SEGURO DE ACCIDENTES CUM LAUDE

- Tel. 95 448 60 05

Through the contracting of a voluntary and supplementary insurance policy, the SACU offers students the opportunity to cover any accident which, during the academic year, might prevent them from following their courses and classes normally.

For a very small sum, the "Cum Laude" insurance offers students a wide range of cover in the case of accident and/or illness.

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COMMERCIAL AND SERVICES GUIDE

- Tel. 95 448 60 09
- E-mail. sacudocu@us.es

Each year, we publish a Commercial and Services Guide aimed at the University Community. The guide has two main objectives: on the one hand it raises awareness of the services that the SACU offers while on the other it is a showcase for those businesses who are interested in offering their services to the University Community either preferentially or with a discount.

Each year we print an average of 30,000 copies to be distributed among the University of Seville's students and its teaching, research, administrative and services staff.



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