

CONTENTS OF THE UNIVERSIDAD MAYOR CATALOG

13 March 2015 Version

Chapter n° 2

SERVICES

<http://www.umayor.cl/serviciosestudiantiles>

Office of International Relations

What do we do?

Universidad Mayor through International Relations helps you to be part of the exchange program in one of the 320 partner universities in 50 countries worldwide. Also, the head of IR acts as an intermediary between the students and the university of choice, facilitating language courses abroad and in Santiago, among others.

Similarly, the head of IR supports and welcomes hundreds of foreign students who want to take part in a half-year exchange program in our university. Finally, you can apply for Paid Jobs in the USA or Canada and to Volunteer Jobs through IR as well.

Frequent Questions

1. How can I apply to the Exchange program?

Go to: <http://www.umayor.cl/rrii> . You can take part in informative talks and be advised by the UM International Relations Department.

2. How can I take part in the language classes?

Go to: <http://www.umayor.cl/rrii> and you can receive emails with information and individual advice.

3. How can I work in a foreign country?

Go to: <http://www.umayor.cl/rrii> or participate in paid job fairs by the agencies which offer them. You can also take part in individual advice.

Library System

What do we do?

The Library System looks at satisfying your needs of academic information, offering you access to valued information for your efficient process of professional education.

Frequent Questions

Everything about loans:

What documents do I need to borrow materials from the Library?

The University Identity Card or your National Identity Card is needed.

How many books can I borrow to take home?

You can borrow up to 5 books at a time to take home.

Can I borrow books from other Libraries of the University?

Yes, because when you are enrolled, you automatically become a user of UM Library System, SIBUM.

Where must I return the books I borrowed?

They must be returned to the same Library you borrowed them from.

How long is the loan?

For undergraduate students the loan deadline is 2 days, and for students of Clinical Practice and theses it is 7 days.

How many times can I renew a book?

You can renew it only once for the same number of days. After the renewal, you must return the book.

Can I borrow books in other universities?

You can borrow books in other universities if they are part of the Agreement of Interlibrary Loan.

Everything about banning:

When am I banned?

You will be banned from the book loan system and from the use of study rooms if you:

- return any book after the return deadline, either home loan or at university.
- return a damaged book.
- lose an item and do not replace it.

Which is the loan deadline for a reference book?

The loan deadline of Reference Works and Reference Books (c.1) is 3 hours with the possibility of 1 renewal for the same period.

If I take a reference book (in room of Reference) home, how am I suspended?

If you take a reference book and you do not return it on the deadline agreed, you will be suspended for 16 hours for each hour of delay.

Do I have to pay a fine for the delay?

No. The fine is applicable to delays, and you are banned from making loans.

If I am suspended, can I ask for a Library Certificate?

Yes. The suspension in the Library services does not impede Library Certificate issue.

If I return several books beyond the deadline, how long will I be suspended?

You will be suspended 3 days for each book you return past the deadline.

For example:

- 1 book and 1 day of delay = 3 days of suspension.
- 1 book and 2 days of delay = 6 days of suspension.
- 2 books and 1 day of delay = 6 days of suspension.
- 2 books and 2 days of delay = 12 days of suspension.

Is Sunday considered as a suspension day?

No. The days considered for suspensions are from Monday to Saturday. Public holidays and Sundays are not included.

Everything about My Account:

How do I log onto My Account?

To log onto My Account you must enter to www.sibum.cl and type in your RUN (national identification number) (without points nor dash) and your password.

If your RUN ends in K, type it in capital letters.

What is my password?

Your password is the 7 first digits of your RUN (without points nor dash).

For example: Pedro Pablo Ramírez RUN 16.089.765-K

Password: 1608976

Is My Account password the same as the one for My UM Portal?

No. This password is only for checking SIBUM My Account.

Can I change my password?

Yes, in the option change PIN, you can modify your password. If you change it, it cannot have more than 10 characters. If you include letters, they must be capital letters (same as the K in your RUN).

If I forget my password, what should I do?

If so, you can:

- 1) Ask for it to the Library Head.
- 2) Send an email with your personal information to biblioteca@umayor.cl
- 3) Leave a message in Contact in SIBUM webpage and/or in Catalog Mayor.

What kind of information do I find in My Account?

In My Account you can see:

- Loans state.
- Date you must return them.
- Renew your loans.

Remember:

- To renew the day you should return the book(s).
- If you have trouble to type in My Account and/or renew, write to us and send a computer screen printout of the mistake to biblioteca@umayor.cl

Use of the Study Rooms:

What do I need to use the Study Rooms?

You need to show your University ID or National ID card and ask for the Study Room with a group of 3 or more classmates.

How long can I use it?

No more than 2 hours.

Can I use the Study Room immediately again?

If there is no demand from other students, the loan can be renewed for the same period.

Can I book a Study Room?

No.

Remember:

- You cannot enter with food or drinks to the Study Room.
- Do not leave your belongings unattended in the room.
- Do not talk on the phone or listen to loud music.

Books and Credentials lost:

What should I do if I lose or a book is stolen?

Immediately inform the Library Head of your branch.

Do I have to replace the book in case of loss or theft?

Yes. According to the Regulations, the system users are responsible for the loan, therefore they must replace the lost book.

Can I replace it for another book or pay it?

This is applicable only if the book /title is not available in the market. The Head of the Library will indicate the replacement book.

How is the book value to be repaid calculated?

The market price is taken in to account, considering the edition and year.

Where must I pay the book?

The book should be paid at the Payments Office in the Américo Vespucio campus.

Office of Student Registration (ORE)

What do we do?

Manage and deliver certified documents to all regular students, degree candidates, graduate students or former students who request them. We are also responsible for all processes related to graduations or changes in major in our University.

Frequent Questions

1. What documents can I ask for at ORE?

ORE only delivers certified documentation. They can be:

1. Certificates or other documents:

Recognition of qualifications (process)

Certificates available on-line with manual signing

Course Syllabus (accompanied by a certificado de file)

Grade Transcripts

Legalization

Other certificates not available on-line (all of them issued directly at ORE)

Certificate of course completion

Major Curriculum validation

Program of Study validation

Certificates according to special requirements

CMN Certificate

Program of Study credits

2. Degree Certification/ Medical Specialty / Specialty Certificates

3. Degree / Medical Specialty Diploma

4. Degree / Qualification / Specialty Diploma

5. Masters, Medical and Dentistry Specialty Diplomas

2. How do I ask for documents at ORE?

Currently, all documents are requested through a form:

www.umayor.cl/certificadosore

The delivery of the requested documentation takes around 4 working days and in the case of course syllabus, near 10 working days.

3. How are the documents delivered by ORE?

To obtain the documents you must get in contact with your ORE Major Assistant. At the moment, we have 3 formats of delivery:

-Obtain documents in our office.

-Obtain documents through a representative who should present a power of attorney signed by the student, along with a photocopy of the student ID.

-Sending documents by certified mail outside Santiago to the address the student informs upon deposit of shipping cost. (In Santiago we do not do home delivery).

4. Who can ask for documents at ORE?

Student certified documentation can be requested by the student as well as the representative/guardian registered in the academic platform. They are given under the formal channels at the Office of Students Registration.

5. On what else can ORE support me?

The Office of Student Registration is in charge of managing various processes, such as:

Change of Major

Putting studies on hold

Withdrawals

Management of academic grades

Capstone experience

Graduation process

Entering of students' recognition of courses from other universities (credit transfer) or students transferring from a major/plan to another major/plan (internal credit transfer).

Updating student's master data in the system.

EMAIL:

registro.estudiantes@umayor.cl to request documents or submit a query.

Business hours: Monday to Friday from 09:00 a.m to 5:00 p.m.

Phone: 600 328 1000

AVA (Online Learning Support)

What do we do?

AVA is an educational platform which has the objective to support students and teachers in the implementation and use of educational methodologies that enrich the teaching-learning process through the progressive inclusion of IT and communication (TIC).

Frequent Questions

How can I see my courses in AVA?

How can I download the documents that the teacher has uploaded?

How can I answer to the forum that the teacher set up?

All these questions must be addressed to sopORTEAVA@umayor.cl Phone number: 25189068 to be resent to the corresponding units.

Office of Administrative Coordination

What do we do?

The Office of Administrative Coordination is in charge of the first medical care for those students who have suffered minor accidents in one of our campuses. In case of serious accidents, such as fractures, traumas, an ambulance is requested from "Unidad Coronaria Móvil" (ambulance service), that has an agreement with Universidad Mayor.

Frequent Questions

1. How can I access that service?

You must go to the Office of Administrative Coordination located in your Campus and ask for the required first medical care. Regarding Huechuraba and Alameda Campuses, you must go to the First Aid Room, where a nurse is in charge of the unit.

Your ID will be requested to register for the medical care.

2. Where is the First Aid Room located?

Location per Campus:

Américo Vespucio Campus: Underground parking.

Huechuraba Campus: Hall, Main Building.

Manuel Montt Campus: Hallway, Old Building. First-Aid kit in Academic Coordination.

El Claustro Campus: First-Aid kit 1. Secretary of School of Architecture (2° floor).

First-Aid kit 2. Academic Coordination.

Alameda Campus: Pavillion (1st floor).

Santo Domingo Campus: First Aid room. Second patio. First-Aid kit: Academic Coordination.

Estadio Mayor: First Aid room 1: Swimming pool.

First Aid room 2: North West side, first floor, Main Gymnasium.

3. What is the procedure for a serious accident?

The student is transferred to the first medical care room, if possible, where first aid is provided. Then we call an ambulance from Unidad Coronaria Móvil. Lately, the student's parents are phoned, who can tell us to which medical institution the student must be sent, otherwise, the student is taken to one of the institutions in agreement. In case parents are not available, information is requested to the corresponding College, who will support in transporting or accompanying the student.

4. Does the University have an ambulance service?

Yes. All campuses from Universidad Mayor belong to a "protected area" in charge of Unidad Coronaria Móvil. This service can take the student to the institutions in agreement with the University. These are: Hospital del Trabajador (185 Ramón Carnicer st) and Clínica Dávila (464 Recoleta Av). The student enters one of these institutions with a medical care card (always along with the refund form), which is delivered to the person accompanying the injured person. Besides, there is attention in Public Hospitals which is free.

5. Who pays the medical care?

The cost is covered by the student or their family.

6. Is there any insurance in the University to lessen the cost of medical care?

The University has a refund insurance contracted with the insurance company "Cruz del Sur", which contributes the percentage not covered by the student health system.

7. How does the insurance refund work?

The injured student must pay for the medical care to the clinic or doctor. It is important to ask for the refund certificate issued by the doctor to be presented in the insurance company afterwards.

8. Where do I obtain a refund form?

All offices of Administrative Faculty Coordination can provide the form to whom may need it. You can also download it from the insurance company's webpage www.cruzdelsur.cl "companies" section.

9. What documents are needed to proceed with the refund?

The student must present the refund form filled in and signed by the doctor who attended him/her along with the diagnosis, original bills or invoices of medicine or treatments carried out, and the corresponding Isapre or Fonasa receipt.

10. Where is this documentation presented?

It must be presented within 15 days at the University Enrollment Department. The refund will be deposited by the insurance company in the bank account indicated in the insurance policy, or a cheque will be issued in a period of 20 to 30 working days, which will be obtained in abovementioned department, located in Américo Vespucio Campus (367 Américo Vespucio Sur Av).

11. Does the insurance have a limit?

Yes. The sum insured is 50 UF annually for the refund of medical expenses.

Psychological Support Service

What do we do?

The Psychological Support Service is a unit which comprises a team of psychologists oriented to promote and protect the psychological welfare of the University students, as well as strengthening their personal and academic competences.

Frequent Questions

1. I have a personal problem and I need to talk to a psychologist. What should I do?

You must make an appointment by calling 23281095 or send an email to sandra.baeza@umayor.cl attaching your availability, or by visiting the Office of Student Affairs from 9:00 a.m to 2.00 p.m and from 3.00 p.m to 6.00 p.m (Vespucio Campus).

2. Do I have to pay?

No. The session is free for all undergraduate students.

3. Can it be a group sessions?

It depends, although the Psychological Support Service only conducts short sessions, that is to say, with limited objectives and number of sessions. The treatment is defined along with the student in the first interview or during the first sessions.

4. Can I receive psychological support if I am in the capstone experience?

Yes. Only if you are a regular student.

5. Can I receive psychological support if I am an evening class student?

Yes. The support service assists all regular undergraduate students who are interested and require the service.

6. Is this service confidential?

The service is absolutely confidential, even though you are sent by administrative or academic staff.

Technical Support in classrooms

Computers
Projectors
Amplification

What do we do?

We provide equipment needed to carry out your classes. We are constantly renewing computing equipment and data projectors. In addition, some classrooms have an amplification system, so you do not miss the slightest detail of the lecture.

Frequent Questions

1. Who is in charge of solving problems with the equipment in the classrooms?

You must get in touch with the Campus Support Unit, who will send a technician to help you.

2. What should I do if I cannot project a presentation because the Office program on my computer is older than the University Office program?

You will project your presentation without inconvenience if the Office program you have is older.

If your Office version is newer than the one the University has, when you save the presentation in your computing device, save it in "save as" and choose an older version to make it compatible.

Business hours: Monday to Friday from 9:00 a.m to 7:00 p.m

Computing Rooms

Computers
Projectors
Printers
Basic and specific software of each major

What do we do?

In all campuses we have computing rooms especially equipped so you can work properly. We are constantly renewing computing equipment and data projectors. The software you use in your courses are updated and you can study with the latest technology in the market.

Frequent Questions

1. How do I access the computers?

If you do not have a password, you can ask for it at the Helpdesk by calling 600 328 1000 or completing a form at www.umayor.cl/serviciodeatencion

2. Who should I contact in case of problems with computers in the room?

The technicians, or the head of IT at your Campus.

3. I am unable to print. What should I do?

Contact IT support on your campus.

4. I cannot get into the computer in the laboratory. What should I do?

Contact IT support on your campus.

5. How can I print?

Type in your ID number in the printer without points or dash (if it has a K, change it to a 1).

At kiosks you must use your username which is your ID number without points or dash (the K is valid) and the password is the ID number without the verifying (or last) digit.

Printing

What do we do?

Each semester, Universidad Mayor benefits undergraduate face-to-face classes students with 1000 free printouts. If you are a Medicine or Dentistry student, you have 1,250 free printouts and if you are an online student, you have 100.

If you make use of the total number of free printouts, you can continue printing at the University Printing Services. The price per printout is:

\$17 B/W photocopy

\$25 B/W printout

\$260 color printout

\$350 color photocopy

Frequent Questions

1. How do I get into computers to print in the computing rooms and kiosks?

Enter with your username.

Username: ID number without points or dash.

Password: your password defined to enter the net.

Once you are in the system you can surf the Internet using all the programs installed and use the printing system.

Before leaving the room make sure you "sign out" so nobody else can use your account.

2. How are printers from laboratories or printing kiosks used?

Once you send a document for printing, you must go to the printer or printing kiosks and follow the steps that are described in the instructions by the printers.

3. When I send a document to be printed, but this does not happen, do I lose a printout from my quota.

No. It is only discounted when the printout is released from the printer.

4. When I cancel a printout from the computer, do I lose it?

It is not discounted as it is cancelled immediately.

5. Can I turn the printer off to cancel a printout or might this cause a malfunction in the printer?

To cancel the printout, you must do it from the pc or directly from the printer. Do not turn the printer off because it may cause problems to the equipment.

6. What happens if the printer does not have paper or ink and I send a printout? Do I lose these sheets of paper?

Yes, but you need to get in touch with an IT technician and explain the problem. He will notify the HP Company that will replace the product.

7. What happens if a sheet of paper is stuck in the printer?

An IT technician must check and remove the sheet of paper. You will get a new printout when the printer is working properly again.

8. How much is a new printout once I used the ones the University provides for free?

The additional cost (B/W photocopy: \$25) must be paid in the HP Printing Centers in the different University campuses.

Printout refund

Printout will only be returned to students who have notified the problem to a technician as it is they who have to inform the right people about the refund.

Printout will be returned only in the following situations:

- There is no paper in the printer.
- Printer malfunction.
- Blurred printouts.

NOTE: Graduate and thesis students must contact their corresponding School to find out about the number of free printouts that are available to them.

Other important information:

- The printers work only with A4 format, therefore you must always check that your document is correctly configured and by doing this you avoid the paper getting stuck.
- Before leaving the computing room you must sign out of the session; if you do not do so, anybody can use your free printouts.
- The number of free printouts is limited. The printout of one sheet of paper on both sides is equal to two printouts.
- Every time you release a document from a kiosk screen, you must pay attention that the printouts are being sent from the printer in use. Please consider the following:
 - If you do not get the printout, check the output tray and read the message displayed in the printer viewer.
 - Messages such as: no paper, no ink, paper jam, etc., must be informed to the computing technician.
 - Do not leave without your printouts because they have already been discounted from your free printouts.
 - Documents cancelled before they are released from the kiosk printer will not be discounted from the total free printouts you have.

@mayor.cl email

What do we do?

In your @mayor.cl account, you will receive academic and institutional information from the University such as: scholarship and loans, bus pass, sports, lectures, international exchange, and much more.

Frequent Questions

1. How do I know my @mayor email user account?

If you are a first year student, ask for your user name and password by calling 600 328 1000 or go to www.umayor.cl/serviciodeatencion and type your request. If you are a current student and you forgot your password, follow the same steps indicated for first year students.

2. How can I enter to email@mayor?

a) Go to www.umayor.cl and click on email@mayor.cl

b) Enter your user name and password obtained from Universidad Mayor's Helpdesk. Your first password will always be your ID number without points or dash (E.g.: 123456789), and if it ends in K, it must be replaced by 1.

c) Then you must validate the account; click on accept and your account will be active. Important: the new password must have at least eight digits.

3. How can I recover my password?

You can recover the email@mayor password by yourself, using a Secret Question. It is necessary to access the page with your email already validated. Therefore, if you forgot your password, you will not be able to access due to security issues. To recover it, call 600 3281000 or go to www.umayor.cl/serviciodeatencion.

To set up your secret question follow the following steps:

- 1) Go to <http://soporteclaves.umayor.cl/soporteclaves.php> and click on "secret question set up".
- 2) Enter your user name (name.lastname@mayor.cl) and password.
- 3) Once you have entered the system accept the use of your email address (only used for the system).
- 4) The system will ask you to enter two questions; the second one being an alternative.

Password reset:

- 1) Go to <http://soporteclaves.umayor.cl/soporteclaves.php> and click on Retrieve Password.
- 2) Once you click on that you should enter the information asked.
- 3) Complete the information required in the form: email address, and any of the two secret questions entered previously (any of them is valid as long as you provide the correct answer to your question).
- 4) Click on "change password".

Plotter Room

What do we do?

We provide a plotter service of plans and posters with special prices for Universidad Mayor students. This service is provided by an external company in El Claustro campus. In Temuco, the plotter service is property of Universidad Mayor.

Frequent Questions

1. Do both branches have a plotter service?

Yes. In Santiago and Temuco.

2. How can I ask for help with the University plotter configuration?

Temuco campus: a person from the plotter laboratory can provide help, or the person in charge of IT.

El Claustro Campus: get in contact with Mellafe y Salas staff. You can also ask the IT head for help.

3. How many days in advance do I need to ask for the plotters?

Temuco Campus: work is done on a FIFO basis.

Campus Claustro: work is done on a FIFO basis and the waiting time is maximum 30 minutes.

4. How do I know the prices?

Temuco Campus: this information is available in the Plotter laboratory.

El Claustro Campus: this information is available in the Printing Center "Mellafe y Salas".

5. What are the public opening times?

Temuco: from 9:00 a.m to 6.00 p.m (Monday to Friday).

Claustro: from 8:30 a.m to 8.00 p.m (Monday to Friday).

Helpdesk

Frequent Questions

1. What kind of enquiries can be made at the Helpdesk?

- Resetting of passwords for the student portal, computing laboratory, WIFI, email@mayor.cl and AVA.

- Orientation or referral to different departments, such as enrollment, financial management, credits and scholarship, ORE, bus pass, among others.

- We also receive your suggestions, congratulations and complaints. We forward them to the responsible areas, and continue with the follow-up until the cases are closed.

2. How can I get in contact with the Helpdesk? What are the business hours?

From the University through:

Helpdesks at the campus:

- Manuel Montt: located at the reception desk. Monday to Friday, from 8:30 a.m to 10.00 p.m.

- Américo Vespucio: located at the reception desk. Monday to Friday, from 9.00 a.m to 6.00 p.m.
- Huechuraba: located by the guard house in the access to block B. Monday to Friday from 8:30 a.m to 5.30 p.m.
- Temuco campus: located at the reception desk in the Roble building. Monday to Friday, from 8 a.m to 5 p.m.

Enquiries by phone in the Computing Laboratories:

- Huechuraba Campus: printing laboratory HMLI-206
- El Claustro Campus: Plotter room
- Alameda Campus: main entrance to laboratories
- Vespucio Campus: located inside the students laboratory VPLI-201
- Manuel Montt Campus: second floor by the printing kiosk.
- Santo Domingo Campus: laboratory N°1, 3rd floor South side.
- Estadio Mayor: computing laboratory.

Business hours: Monday to Friday from 8:30 a.m to 8:00 p.m and Saturday from 9 a.m to 2 p.m.

Enquiries by phone at the Campus reception desks; personal service is not available:

- El Claustro Campus
- Alameda Campus
- Santo Domingo Campus
- Estadio Mayor

Business hours: Monday to Friday from 8:30 a.m to 8:00 p.m, and Saturday from 9 a.m to 2 p.m

From outside University:

Telephone lines:

600 328 1000: this phone number can be dialled from any land line or mobile phone. There are mobile phones that have that line blocked, if that is your case, please call us at (02) 2328 1000.

(02) 2328 1000: this phone number can be dialled from any land line or mobile phone, with the difference that you can dial the extension of the department or person you want to talk to directly.

If lines are busy, leave a message in the voice mail indicating name and telephone number and before the bussines hours finish, we will call you back.

Are there any differences in cost if I call 600 328 1000 or 2328 1000?

No, the cost is the same.

If you call from land line or mobile phone from the Metropolitan Region, you pay only the MLS.

If you call from a land line or mobile phone from regions, you pay the MLS + LD.

Web Form: located in the upper right side of www.umayor.cl or www.umayortemuco.cl or by typing in www.umayor.cl/serviciodeatencion directly.

3. Can I send an email instead of filling in a web form?

No. The objective of this form is to collect the minimum information needed to answer your inquiries.

4. Are there many blank spaces to fill in in the web form?

No, and they are simple. We need your ID number, explain the reason of your inquiry (question, suggestion, complaint, or congratulations); along with a brief description.

5. What time are the telephone lines and web forms available?

Monday to Friday, from 8:30 a.m. to 8.00 p.m. Saturday 9.00 a.m to 2.00 p.m. Except for holidays and institutional recess.

6. How long do you take to solve a request?

Most of the inquiries made by phone receive immediate answer. If we cannot solve your doubt, we reroute your call to the corresponding area.

By protocol, a complaint must be escalated to the corresponding authority and in 24 working hours we guarantee you will receive and answer regarding the state of your complaint.

The other information needed to complete the form is generally solved on the same day, even though we say we have 24 working hours to provide an answer.

InfoUmayor

Frequent Questions

1. What is InfoUMayor?

It is a cellular application oriented to undergraduate daytime, evening, and E-mayor students from Santiago and Temuco.

2. What kind of messages will be sent?

General information regarding the institution and student interest as more specific information is provided by each School.

3. How do I find the application?

In Android Play Store and Apple Store, under InfoUMayor. This application is free.

4. With which operating systems does the application work?

At the moment:

*IOS: lower than 5.0.

*Android: higher or the same as 2.2.3 and lower or the same as 4.2. Throughout the year more versions will be added, for example, iPhone 5.

5. Does it need authentication?

Yes. Only the first time you will have to enter your ID number and mobile number and after accepting the conditions you will receive warnings every time the University activates a message. It

is important to consider that if you uninstall or update your phone number you must reinstall the application.

6. If I lose my mobile phone, do I lose the application?

No. The application continues active in any device by just entering your ID number and your telephone number.

7. If I do not want to receive more warnings, what should I do?

You must delete the application from your phone. The University cannot do it directly.

Sports Service

What do we do?

We are concerned about all high performance, recreational, and massive sports activities of Universidad Mayor students, through the training of its teams and the execution of courses and workshops.

Moreover, we coordinate the use of facilities and sports equipment, and we establish links with university sports associations from federations and the IND(National Sports Institute).

Frequent Questions

1. Where can I find the sport timetable for courses and workshops?

Checking the notice boards at the Campus, in leaflets or at www.umayor.cl/deportes

2. Where can I find the timetable for teams training?

In the notice boards at the Campus, in leaflets or at www.umayor.cl/deportes

3. Where can I find out about the schedule for official championship games?

You can check the weekly information on notice boards and also at www.umayor.cl/deportes

4. How can I use the health service in case of accident?

Check the official document for students health benefits.

5. What are the academic benefits for distinguished sports people?

Priority to take courses, postpone tests and examinations in case they are representing the University and the country.

6. What is the timetable for Sports Coordinator service?

You can obtain them by checking the notice boards at the Campus, in leaflets or at www.umayor.cl/deportes

Bus Pass (TNE)

What do we do?

To obtain the TNE, Universidad Mayor acts as an intermediary with JUNAEB, a government unit in charge of providing this benefit.

This document allows you to access public transport with a reduced fare during the academic period (a year).

Frequent Questions

1.- I am part of Universidad Mayor, but I had a bus pass from another institution. Do I obtain the bus pass as a new student or as a student who revalidates the pass?

If you obtained the "Bip" bus pass after 2006 (from this year on), you must ask for a replacement due to a change of institutions.

If you obtained the bus pass prior to 2005 (from this year on), you must request a bus pass as a new student.

2.- I studied at Universidad Mayor in 2008 and had a bus pass. Should I revalidate it?

Yes. You must revalidate your pass for being an U. Mayor student post-2006.

3.- Do specialty and diploma course students have the right to a bus pass?

No. Unfortunately Junaeb only provides this benefit to students of Graduate programs.

4.- I am a Graduate program student. Do I have the right to bus pass?

As of the 2nd semester of 2010, Junaeb delivers this benefit to students enrolled in Masters and Doctoral programs. These students must show a socioeconomic situation that merits obtaining this benefit. (scholarship students, or have a per capita income not exceeding CLP \$ 560.000.-)

5.- My bus pass does not work. What should I do?

It depends on why it does not work:

A. perhaps you did not validate it by the due dates, and in that case, the pass is no longer valid (in the case you are a former student).

b.- The chip may have stopped working. In this case, you must go to any CAE Center to see what the problem is, provided the bus pass is in good condition.

6.- When I use the pass, I get charged the full fare. Will I get a refund?

Yes. But as long as your pass is properly validated. For illegal charges, you should contact AFT by dialling 0073 600 730 to notify the error and so the refund can become effective.

7.- My bus pass broke. What should I do?

You must get a new one: (<http://www.umayor.cl/dae>)

8.- I put my studies on hold. Can I get a bus pass?

Unfortunately not. If you put your studies on hold you stop being a regular student; this being the most important requirement to apply for a pass. You can apply for one once you resume your studies at our institution.

9.- I entered this year by credit transfer. Should I get a bus pass as a new student or should I revalidate it?

Students who enter by credit transfer, and possess a pass from another institution must get a new one. This process can be carried out as of March 2012.

10.- Between what hours can occupy the TNE?

The TNE is valid from Monday to Sunday, 24 hours a day throughout the academic year. Higher Education students who are doing internships or other curricular activities, may use the benefit during the summer months, but must carry the appropriate certificate.

11.- How will I know when my pass arrives?

To see the state of your bus pass, you can go to <http://www.tne.cl/tie/ingresos/selPerfil/13>

Once Junaeb has sent us the bus pass, we send the information via mail@mayor.cl so you can pick them up from our office located at the Vespucio campus.

UMayor Credential

What do we do?

We make the necessary arrangements to obtain your University credential. This includes:

- Taking a photograph
- Replacement of Credential

This document is prepared by Banco Santander, which through an internal agreement provides students with an optional bank account.

Thus, we are intermediaries between students and Banco Santander to deliver this benefit.

Frequent Questions

1. I took my photo in the summer (or earlier), and my credential did not arrive. What should I do? If you do not appear on bank's delivery list and it is not at your school, you should take the picture again on the days and schedules set.

2. Is it obligatory to open a bank account?

No. Students are not obliged to sign the contract for an account. The decision lies completely with the student.

3. I went to activate my card but the bank told me that my data did not appear, and that the university did not send my data.

For this query, there are many answers. First, it is important to know who handed the credential to the student and where you retrieved it from:

A. The card was removed from a Bank Stand Bank located on a University Campus (bulk delivery).

b.- The card was given by the Secretary of the School.

In the first case, the student has the opportunity to sign the contract then and there on a voluntary basis. If the student does not sign the contract, and later wants open an account, the student should approach the bank branch that corresponds to sign the contract.

In the second case, the credential is delivered with the attached contract. Students wishing to open an account should take these documents to the bank branch that corresponds, according to the campus where they study.

4. Which Banco Santander branch should I go to?

Manuel Montt Campus: Manuel Montt Branch at Avda. Manuel Montt 65, Providencia.

Vespucio Campus: Málaga Branch at Avda. Apoquindo 4217, Las Condes.

Huechuraba Campus: Ciudad Empresarial Branch at Sta. Clara 354, oficina 100.

El Claustro Campus: Portugal Branch at, Diagonal Paraguay 265.

Alameda Campus: República Branch at, Avda. L. Bdo. O'Higgins 2349.

5.- What is the first thing to do in case I lose the credential?

If the student has a bank account, you must immediately block it at Banco Santander branch. You can obtain a new card afterwards.

6.- Where do I get my new card from?

You can get it from our office at the Vespucio campus.

7. If I had a bank account, but I lost credential and got a new one, what happens with the old account? Will I have two accounts?

Once the student withdraws the credential, you must go to the bank branch that corresponds so they can associate your new card number to your old account.

Credit protection Insurance and Disability Insurance 2/3

What do we do?

We deliver personal health claims (DPS) to the insurance company to ensure students in case of death or disability of more than 2/3 of the holder.

We send Credit Protection Insurance applications and Disability 2/3 to the insurance company to manage the delivery of subsidized education benefit up to 100%.

We attend requirements of representatives and students in person, by telephone or via e-mail.

We manage the collection and registration fee every year of our beneficiaries with the insurance company.

Frequent Questions

1. What is the DPS and what is its importance?

The Personal Health Statement is a form that must be signed by the student's cosigner and informed to the insurance company to access the benefits contracted by the University.

2. How long do I have to file an application of credit protection insurance or disability 2/3?

You must present the paperwork at the latest within three working days prior to meeting the deadline required by the insurance company (60 calendar days from the death or disability 2/3).

3. What documents should I submit?

-Credit Protection insurance: Certificate of death with cause of death, student birth certificate, photocopy of student's identity card, both sides, and photocopy representative's identity card, both sides.

-Disability: Photocopy of the Certificate of Disability, student birth certificate, photocopy of student's identity card, both sides, and photocopy representative's identity card, both sides.

4. Where do I hand in the documentation?

At the Department of Student Financial and Insurance Management located at the Vespucio campus, 357 Américo Vespucio Sur, Las Condes, from Monday to Friday between 9am to 6pm.

5. How do I benefit from this insurance?

If approved, the request for Credit Protection Insurance or Disability 2/3, the insurance company will cover the payment of fees and student tuition up to 1 additional year of the curriculum.

Health Agreements – Reimbursement for Accidents

What do we do?

We guarantee emergency treatment of students in case of accidents during the academic period. We manage medical insurance claims with the insurance company requested by students and coordinate the payment of the approved cases.

Frequent Questions

1. What is the health agreement for students?

It is a benefit that allows reimbursement of medical expenses incurred as a result of a personal accident.

2. What are the contingencies covered by this agreement?

For the purposes of this insurance, it means any unforeseen accident, involuntary, sudden and fortuitous event, caused by external means which affects the body of the insured person, causing injury, which manifests visible wounds or internal bruises, occurred on the premises, on the way to the University or in activities associated with the University.

The incidents that are the result of heart attacks, epilepsy, vascular disease, any disease, fainting or sleepwalking suffered by the insured shall not be considered as an accident.

3. What is the sum insured?

The sum insured will be the same for all undergraduate students: 50 UF per year, exclusive for reimbursement of medical expenses.

4. Which are the centers in agreement with the University for the implementation of this insurance?

Clínica Dávila, Recoleta Av # 464, Phone: 7,308,635; Hospital ACHS (Chilean Safety Association), Av. Ramón Carnicer # 185. Additionally, a student may go to any emergency center of public health network under the provisions of Decree 313 of 1978, at no cost to the student.

5. Does this agreement count with pre-hospital emergency rescue?

The University has established an agreement with ambulance service to transport students who require so due to the nature of their condition.

6. How do I get the benefits of the agreement for medical care?

For prompt medical care you should present the "Medical Expense Reimbursement" form, which must be requested to the Faculty Administrative Coordination or download it from www.cruzdelsur.cl It can also be sent via email to the person accompanying the student.

7. Who does the medical expense reimbursement paperwork ?

Students must do this.

8. What documents must the student provide for reimbursement?

Receipts or invoices (originals) of medical expenses. In the event that the insured person has health benefits from an institution of Health (State, private and/or welfare), you must use them. In that case, there is no need to present the original receipts or invoices if instead documents proving the benefits already received and of the actual expenses incurred by the insured person, are presented. In these cases, only the expenses actually covered by the insured person will be reimbursed.

9. How do I proceed with the reimbursement of medical expenses?

By completing the form "Application for reimbursement of medical expenses," signed by the student and the attending physician. All documents (receipts) must be attached and handed in at the Department of Student Financial Management

10. What is the deadline for the procedure?

You must present the paperwork at the latest within three working days prior to meeting the deadline required by the insurance company (60 calendar days after the student's accident).

11. How is the reimbursement paid?

Once the insurance company receives all the paperwork and gives the go ahead of the reimbursement, a check will be issued under the student's name, which must be retrieved from the Financial Management department located at the Vespucio campus within 45 working days, and by presenting their identity card.

First Aids

What do we do?

We provide care in case of suffering some discomfort. At the Huechuraba Campus and the Alameda Campus there is a qualified person who is in charge.

Frequent Questions

Who do I contact if I need something in the first aid room?

Each person in charge of operations at the campus has access to first aid room.

Mi Club Mayor

What do we do?

In Mi Club Mayor we get many benefits, so you count on discounts in different areas, such as entertainment, sports, education, technology, gastronomy, among others.

Through social networks like Facebook and Twitter, we hope to develop effective communication and feedback, by virtue of opinions, suggestions, ideas, questions, etc.

Frequent Questions

1. How can I become a member of Mi Club Mayor?

Any student of the University who is entitled to the U. Mayor credential is automatically part of Mi Club Mayor.

2. How do I get my Mi Club Mayorcard?

You have to go to the Office of Bus Passes and Credential. More information at:

<http://www.umayor.cl/dae/reposicion-de-credencial>

3. How do I ask for discounts?

- By presenting your U. Mayorcredentials at the partner stores.
- By taking a coupon or discount coupon, depending on the case.
- Remember to always introduce yourself and say you are part of the Universidad Mayor agreement. This will avoid problems and misunderstandings.

4. What I can do if they do not apply a discount posted on the website of Mi Club Mayor?

Contact the person in charge of Mi Club Mayor, Francisco Leddihn:

contacto@miclubmayor.cl or phone 2328 1194.

Job Bank for Students

What do we do?

The Student Employment offer is an exclusive online platform for Universidad Mayor undergraduate students and newly graduates so they can apply to mainly temporary and part-time positions, in different companies that value our professionals.

Frequent Questions

How can I apply to a job offer?

To apply just register, upload you résumé and click on “apply” to the offer of your interest.

How do I register?

Go to Mi Club Mayor, click the banner on the right “Student Jobs”, then enter to "Register yourself here", and then, complete the form.

The site does not allow me to apply, what should I do?

First check if your personal information is correct. In general, the site does not allow application completion if, in the record of studies you have not chosen the option that you are a UM student.

How do I update my résumé?

Enter with your username and password, then click on update résumé, add and/or delete information you need.

How do I know my application was successfully done?

In your portal there is an option which says “check my applications”. There you can also check if your application has been accepted. Nevertheless, it is the company that should contact you.

What can I do if my password or username does not work and/or I forgot them?

In both cases you must click on the banner “Contact”, fill in the form and we will contact you shortly to solve your problem.

Clubs and Student Associations

What do we do?

We support and give advice to students who want to open a Club or Student Association, which responds to any scientific, professional, technological, environmental, or entertainment interest.

Frequent Questions

1. What should you know and consider to request the creation of a Student Association?

Here we detail the instructions for creating clubs, groups or associations of student interest.

1.- The objectives and activities to be a Club, Association or Student Association, must match the mission, principles and the fundamental objectives of Universidad Mayor.

2.- The student members and/or representative from these clubs, groups or associations must develop a written submission to the Director of Student Affairs at Universidad Mayor, indicating the mission, objectives and activities to be performed.

3.- The functions and activities must aim at:

Helping with the concerns of students that make up these groups, according to the objectives declared in the written project activities.

Providing an instance in which students learn mainly to develop in a comprehensive manner.

Develop the university spirit and commitment to its activities.

Collaborate in the development of creativity, critical thinking and seeking truth and respect for freedom of thought and different beliefs.

Strengthening the spirit of unity and identity among students towards their university.

Deepen relations between authorities, academics and students, so as to enrich coexistence in our institution.

4.- Applicants and those responsible for the Club, Group or Student Association must commit to respect the principles and foundations of their organization. Similarly, before the end of their administration, they must leave successors to commit to continuing this important university activity.

5.- The Director of Student Affairs will evaluate the proposal submitted by students and issue a report to the Vice President of Academic Affairs and Quality Assurance of Universidad Mayor, who will decide the approval or rejection of the creation of a new Club, Group or Student Association.

6.- Once the proposal has been approved by Vice President of Academic Affairs and Quality Assurance, and endorsed by the Secretary General, students will be summoned to the office of the Director of Student Affairs. They will be informed in writing of the approval, providing them with a document stating the creation of the Club, Group or Student Association. This document must be copied to the president of the University, Vice Presidents, Deans, Directors of Schools, Director of Strategic Communications, Director of Student Affairs and any other university authority determined by the Vice President of Academic Affairs and Quality Assurance.

7.- All these clubs, student groups or associations receive a contribution provided by Universidad Mayor, which will help them start and continue its functions and activities.

8. What you should know and consider to join a Club, Group or Student Association of your interest?

The first step is to send an email to the Director of the Club, Group or Student Association requesting your incorporation, indicating your personal details, your interest in joining and the contribution you could make. Also, you must send a copy of this request to the Director of Student Affairs of the University

Details of the Clubs, Groups or Student Associations can be found at www.umayor.cl/dae/

All managers of clubs, groups or associations know and agree to accept any student of any undergraduate program at the University, who wants to join and work with them.

University transport

What do we do?

The Universidad Mayor transport system allows you to have free and comfortable access to the Huechuraba Campus and Estadio Mayor. It is also the service for different Schools.

Frequent Questions

1. Who should I contact if I need transport to an activity?

All requests must be done through your School.

2. Where can I find bus timetables?

<http://www.umayor.cl/buses/>

3. In case of an accident, what should I do?

Get in contact with your Head of School to be referred to the closest hospital by the transport staff.

Canteens and Cafeterias

What do we do?

Catering for students and the whole university community.

Frequent Questions

Who should I contact in case of having doubts or requests?

Staff in charge of every branch are the nexus between University and canteens and cafeterias.

What are the canteen timetables?

Manuel Montt

Av. Manuel Montt 367

Monday to Friday from 8:00 a.m to 10:00 p.m.

Saturday from 8:00 to 3:00 p.m.

Alameda

Av. Lib. Bernardo O´Higgins 2013

Monday to Friday from 8:00 a.m to 8:00 p.m.

Saturday from 8:00 a.m to 3:00 p.m.

Huechuraba

Camino la Pirámide 5750

Monday to Friday from 8:00 a.m to 7:00 p.m.

Saturday from 8:00 a.m to 3:00 p.m.

Américo Vespucio

Av. Américo Vespucio Sur 357

Monday to Friday from 8:00 a.m to 8:00 p.m.

Saturday from 8:00 a.m to 3:00 p.m.

Temuco

Av. Alemania 281

Monday to Friday from 8:00 a.m to 10:00 p.m.

Saturday from 8:00 a.m to 03:00 p.m.

Portugal

Av. Portugal 351

Monday from 8:00 to 9:30 p.m.

Closed on Saturday

Santo Domingo

Santo Domingo 711

Monday to Friday from 8:30 a.m to 6:00 p.m.

Closed on Saturday

Estadio Mayor

Sánchez Fontecilla 13010

Canteen: Monday to Friday from 9:00 to 17:30

Kiosk: Monday to Friday from 8:30 a.m to 6:30 p.m. Saturday from 1:00 p.m to 6:00 p.m.

Campus Maintenance and Cleaning

What do we do?

We maintain all areas of the university in excellent condition.

Frequent Questions

Who do I contact in case of questions or requests?

The person in charge of the branch.

Who do I go to if I see a risky situation of any sort?

You must go to the person in charge of the branch or our Risk Manager.

Institutional Facebook

What do we do?

We are a public communications channel (social network), whereby students can channel their concerns and raise their complaints so that the institution can provide a solution or at least an explanation of what is happening.

It also reports on events and relevant activities of the University or last minute happenings (eg. suspension of classes).

Frequent Questions

In the institutional Facebook we can help you if you have questions such as:

Where should I go to get regular student certificate?

Can the bus service frequency be enhanced?

When does the bus pass renewal commence?

Why are there fewer microwave ovens in the cafeteria now? There used to be more.

When and how do I renew the food bursary and the state grant?

How do I reset my email and SAP password?

Contact Person:

The student must belong to the U. Mayor Facebook network. To do so, you must log on to the institutional Facebook account www.facebook.com/umayor.cl and become a fan of the university.