



University of Haifa
— International School —

Pre-Arrival Information Kit

#WhyHaifa
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// GENERAL INFORMATION

The City of Haifa and the University of Haifa:

Haifa is a beautiful Mediterranean city surrounded by miles of natural beaches and the Carmel National Park. In addition, Haifa is Israel's foremost port city for international commerce and a center of high tech industry. It is the world center of the Baha'i faith, and the Jewish, Christian, Muslim and Druze communities play important roles in shaping the city's harmonious and friendly social ambiance. Haifa is a city that offers all forms of cultural entertainment with its internationally acclaimed symphony orchestra and theater and numerous cinemas, clubs, restaurants and pubs.

For more information on attractions in Haifa: <https://uhaifa.org/attractions>.

The University of Haifa is located on top of Mt. Carmel on the southeast side of the city bordering with the Carmel National Park. Over 17,000 students are enrolled in its undergraduate and graduate degree programs in the faculties of humanities, social sciences, education, social welfare, science and science education, and law. The University is also the home of a large number of research institutes and study centers and offers extensive pre-academic and external study programs.

On-Campus Dormitories:

The University of Haifa student dormitories are located on campus and there is a security guard at the entrance 24 hours a day. About 1,000 students live in the dorms at the University of Haifa, including students of all social, economic, religious, and ethnic backgrounds. While students are not required to live in the dormitories on campus, it is strongly encouraged. The dormitories allow the opportunity to meet many Israeli students and have a more complete Israeli experience.

There are three types of dormitory accommodations available to international students:

- **Federman Single Dorms** have shared apartments with 3 private bedrooms, shared bathroom/shower and shared common area.
- **Federman Double Dorms** have shared apartments with 3 bedrooms, each shared by two students, shared bathroom/shower and shared common area.
- **Talia Dorms** include shared apartments with 3-6 private bedrooms, private shower/bathroom, and shared common area.

Located in the dormitories complex are self-service laundry rooms and a grocery store. All rooms and public spaces in the dormitories have WIFI Internet connections. In addition, there is a "moadon" or "club" with a large-screen television which often hosts parties, workshops, lectures, and other activities.

Dorm's website: <https://dekanat.haifa.ac.il/dorms/>.

Payment procedures: https://uhaifa.org/images/Dormitory_payments_-_2022-2023.pdf

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What is included in the room:

All rooms will be provided with a single bed, desk, closet, and shelves. Please note the following: **You must bring with you sheets and towels as well as any other linens needed for your room.** The dormitories will provide a pillow and a blanket.

The dormitories will provide you with a hotplate and a refrigerator in your dorms. **Utensils and added appliances are NOT provided by the dormitories.** They can be purchased upon arrival at the Dorms grocery store, or brought with you from home.

OPTIONAL: You can order these things in advance to be shipped directly to the International School before your arrival to Haifa via <https://www.packforisrael.com/uhaifa>

You can *order bedding, towels, toiletries, small appliances (220V), storage items & more that will ship directly to our school in Israel*. The items will be awaiting your arrival at our dorms.

Enter the *code HAIFASHIP at checkout to get FREE SHIPPING* on your first delivery to University of Haifa International School!

The service allows you to save valuable space and weight in your luggage and avoid the hassle and schlep of bringing these items from overseas. In addition, purchasing Israeli products ensures that your appliances will be compatible with the Israeli voltage system and that your linens will fit standard Israeli beds.

Useful dormitories forms and requests:

- Upon entering the dorms room, you will need to fill in the check-in form. The form can be downloaded from the following link: https://uhaifa.org/images/Dorm_Check-in_Check-out_form.pdf
- For maintenance request please fill in the following form: [https://haifahdskgl.formtitan.com/MaintTicket#/#/](https://haifahdskgl.formtitan.com/MaintTicket#/)
- For room transfer, please, fill in the following request: [https://haifahdskgl.formtitan.com/appmove#/#/](https://haifahdskgl.formtitan.com/appmove#/)

Food and Living Expenses during your studies:

There is no meal plan at the University of Haifa, but students can prepare meals in their suites. Larger supermarkets and the open-air market are within a short bus ride from the campus. There are also subsidized cafeterias located on campus serving kosher meals during the day at reasonable prices. Numerous restaurants are located within a short driving distance from campus.

You should plan to spend \$500-\$700 per month for food, independent travel, and incidental expenses. You may need a bit more for the first month to cover initial purchases of household items and books.

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Gym Facilities:

The University of Haifa has a gym on campus with different aerobic machines (treadmill, bicycles, and elliptical machines) as well as weights. The facility is located within short walking-distance from the dormitories. International students are welcome to purchase a membership to the gym for the period of time that they will be in Haifa.

Travel Inside Israel:

We suggest you download the following apps as they will be useful for your travel within Israel:

Israel Railways: <https://www.rail.co.il/en>
Egged Bus Company: <http://www.egged.co.il/HomePage.aspx>
Moovit: <https://moovitapp.com/>
Get Taxi: <https://gett.com/il/taxiapp/>

// REQUIRED DOCUMENTS

Passport:

You must have a passport that is valid for the duration of the time you expect to be abroad.

Israeli Visa Requirements:

Student Visa: All students in Israel are required to possess a valid student visa, which is a multiple-entry visa valid for one year during which time you can leave and re-enter Israel a number of times within the period of validation without having to secure a new visa. Student visas are renewable after one year both in Israel and abroad.

To apply for a Student Visa you must contact the Israeli Consulate in your area. The Israeli Consulate will inform you as to which type of documents you will need.

If you do not live near an Israeli Consulate, please contact the closest consulate by phone. If arrangements are made far enough in advance, a visa can usually be attained by mail.

Students who were born in Israel and/or whose parents are or were Israeli citizens should consult the Israeli consulate in their area to clarify their status and complete any necessary steps before arrival.

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Israeli Visa Extensions during the studies:

To extend your student visa, please consult the Welcome Center Coordinator, Ms. Liel Shahar via lshahar@univ.haifa.ac.il.

// ARRIVAL AND FLIGHT INFORMATION

Travel to Israel:

Students need to make their own travel arrangements to Israel and to the University of Haifa. On the day of your flight, we encourage you to arrive to the airport four hours ahead of your departure time. Security personnel will routinely ask all passengers questions about their baggage, destination, and purpose for traveling. In addition to your passport and ticket, we strongly recommend that you have a copy of your letter of acceptance to the International School at the University of Haifa easily accessible to verify your identity and purpose for traveling, along with all supplemental documentation, which was necessary for the visa process.

Luggage:

We recommend that you do not ship luggage to Israel. It is best to take your belongings with you and check them on your flight. If you must take excess baggage, it is much less expensive to pay the extra baggage charge than to ship baggage. If you choose to ship luggage, please note that procedures for clearing bags through customs can be quite complicated. You must have a detailed itemized list of the contents of each bag, and you may be taxed on personal items whether they are new or used. In addition to customs fees, you may be required to pay port fees and handling charges. Rather than bringing excess luggage or shipping baggage, we encourage you to minimize your packing and consider purchasing necessities upon arrival in Israel.

If you are lost or need directions during arrival, please call: +972-52-866-6431 between the hours of: 8:00am-4:00pm.

If your suitcase or any of your personal items are lost at Ben Gurion Airport, please provide the same number as above when filling out the contact information for the missing items report: +972-52-866-6431.

How to Arrive from the Airport to the University of Haifa:

Ben Gurion International Airport is about a 1.5 hour car ride from the University of Haifa. It is very easy to find your way from Ben-Gurion International Airport to the University of Haifa.

1. *Sherut*: Shared taxis called *sherut* wait outside the arrivals hall exit.

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- There are *sherut* that bring people directly to Haifa and the surrounding regions that depart from the service post on Level G, next to Gates 01-03.
 - There are signs directing to the post and the service operates 24 hours a day. Telephone: 04-866232
 - Let the driver know that you need to be dropped off at the dormitories of the University of Haifa. As soon as the *sherut* van fills with ten people, it will leave for Haifa and will bring you directly to campus. The cost of the *sherut* is about 70 shekels or about \$20.
2. *Train*: There is a train station at the airport where you can board a train that will bring you directly to Haifa.
- When exiting (after baggage claim and customs), you will see to your left hand side the exit to the train station (there will be a sign above the exit).
 - The entrance to the train station is on your immediate left upon exiting the airport and you will be able to purchase tickets either by machine via credit card or with a clerk.
 - Purchase your ticket to: **Haifa-Hof HaKarmel (Razi`el)**. The cost of the train is about 50 shekel (about \$15).
 - Take the train northbound to **Haifa-Hof HaKarmel (Razi`el)**. It is the first train stop in Haifa.
 - Take a taxi to the University of Haifa Dorms , "**Meonot Universitat Haifa**" (transliteration) or walk to the central bus station and take **Bus 46 or 146** from **Platform: 16** and get off at the last stop on campus: "**Meonot Universitat Haifa.**" A private taxi to the university will cost approximately 50 shekels (\$15). A bus to campus will cost 6.9 shekels (about \$2.50). If you have a lot of luggage, taking a cab will be the best option.

// WHAT TO BRING

Suggested Packing List:

Dress in Israel tends to be casual, and what you wear at your home university is probably what you will want to wear at the University of Haifa. In addition to your basic clothing, we suggest you bring the following items:

- | | |
|---------------------------|---------------------------|
| • Unlocked/SIM-free phone | • Waterproof sandals |
| • Water Bottle | • Sunscreen |
| • Kitchenware | • Towels |
| • Swimwear | • Prescription medication |
| • Hat | • Toiletries |
| • Hiking shoes | • Adapter |

If you will be living in the dormitories on campus, please note: you **MUST** bring sheets (for a single bed) with you from home. You **MUST** bring enough clothing for a minimum of two weeks, and food for your first day of arrival (you will be able to purchase food from the dorms grocery store upon your arrival).

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Graduate Programs Department, International School, University of Haifa
Abba Hushi Blvd 199, Mount Carmel, Haifa 3498838, Israel Tel: +972-48-28-8730 E-mail: infograd@univ.haifa.ac.il



The dormitories will provide you with a hotplate and a refrigerator in your dorms. **Utensils and added appliances are NOT provided by the dormitories.** They can be purchased upon arrival during your first week in Haifa, or brought with you from home.

It should be noted that most American and European brands of toiletries can be purchased in Israel, and that Israel offers many comparable brands, so there is no need to bring a large supply of toiletries. Some items, such as batteries and reading material, are very expensive in Israel, so you may want to bring enough to last you through your stay.

Electrical Appliances:

The electrical current in Israel is 220 volts, 50 cycles (as opposed to the 110 volts and 60 cycles in the USA). Therefore, if you choose to bring any electrical equipment, you will need to purchase a transformer. Some appliances, such as hair-dryers and shavers, may be dual-voltage, and for these you will need adapter plugs that are convertible to the Middle East.

// COMMUNICATIONS WHILE IN ISRAEL

Phone Services upon Arrival:

Please be sure that your phone is unlocked so you can purchase an Israeli sim card for the duration of your studies. Students are required to have their cell phones charged and with them at all times to enable International School staff to reach them by phone call or WhatsApp message in the event of an emergency.

The International School is unable to provide students with the means of making or receiving personal calls unless a true emergency exists. The office can receive messages for students during its regular office hours on Sunday through Thursday, 8:00 – 16:00 (8:00 AM to 4:00 PM).

Students from the US, Canada, Europe and Australia have the option to pre-order SIM cards and plans before arriving to Israel and have them shipped directly to their home:
<https://www.talksave.net/uhaifa/>

Those who wish to have a plan upon arrival, have the ability to pre- register for one and pick up your SIM card at the 019Mobile booth at Ben Gurion Airport or at your room in the dormitory: <https://019mobile.com/groups/universities>

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Mail:

A letter or package sent first class will take approximately 7-14 days to arrive in Israel via standard airmail, depending on the country of origin. "FedEx," "UPS," and "DHL" express mail services exist to and from Israel. We advise you to bring all electronic items and appliances with you and not send them through the mail. Electrical items of any kind that are sent by mail will be subject to customs tax even if they are not new. Packages sent via surface mail from the United States take six to eight weeks for delivery. Students will be asked to come to the main post office in downtown Haifa to clear such items.

All mail should be clearly addressed:

Your name
C/O International School
University of Haifa
199 Abba Hushi Blvd.
Haifa, Israel 3498838

The student mailbox is located just outside the International School office. Mail is delivered once a day at noon. You will be notified via e-mail if you receive a package.

Internet Access:

Students have free internet access in their dormitory apartment. Every apartment has a router with the router ID and password (the details can be found at the router) to connect to the Wi-Fi. The router is found in the kitchen/common area of every apartment.

// HEALTH CARE AND INSURANCE

Medical Insurance:

Health insurance for all full-time students in the International School is included with your tuition fee. Upon acceptance to the University of Haifa you will receive information about Harel-Yedidim Insurance Agency, the company with whom the University of Haifa works. Please note that the Israeli health insurance does not cover pre-existing conditions and is limited to students under the age of 65. Therefore, if you do not qualify for the Israeli health insurance due to a pre-existing condition or your age, you must continue to be covered by your health insurance from your home country. You will receive your health insurance card upon arrival/during orientation. To contact Harel, please call: **Einat Cohen : +972-54-529-7775**

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Medication:

If you are taking prescribed medication, it is advisable to bring an adequate supply for the duration of your trip abroad. If that is not possible, you should bring a doctor's prescription (clearly typed in English) for the medicine that you are using, or a prescription of a generic medication that is suitable for your condition. If your medication is sent to you through the mail, you will be required to present a copy of the prescription to the Israel Customs Office before it can be released.

Mental Health:

Students who need counseling services are welcome to contact the Internal School. English-speaking counselors are available for international students. There is a fee for counseling services; this fee is the responsibility of the student. The Israeli health insurance through Harel Yedidim does not cover mental health services.

"Clalit" Medical Services in Haifa:

We strongly recommend you to visit one of Clalit medical center offices upon your arrival to update your Israeli phone number in the system and ask them to provide you with username and password for the online services.

Doctor Appointment - For appointment with a family physician, please call the "Clalit" clinic directly:

1// Einstein Clinic

Address: 139 Albert Einstein st, Haifa, Commercial Center 1st floor. Tel: 04-6141730

Buses: 37, 37κ, 29, 39, 82, 91, 95, 95 κ . Pharmacy: yes

Clinic Hours: Sun – Thurs: 07:30-12:30, Frid: 08:00-12:00

Sun, Mon, Wed, Thur, 15:30 – 18:30. Tues: 14:30-16:00

2// Bonen Clinic:

Address: 73 Moriah Ave., Haifa **Tel:** 04-8117222

Buses: 30,31,28,37,136,132,133 **Pharmacy:** Yes

Clinic Hours: Sun, Tue, Thu 8:00-13:00, 16:00-19:00

Mon 08:00-15:30

Wed, Fri 08:00-12:00

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3// Dr. Resh Clinic:

Address: 4 YizhakElchanan St., Haifa **Tel:** 04-8109900

Buses: 23, 21, 3, 28, 37 **Pharmacy:** Yes

Clinic Hours: Sun, Mon, Thu 8:00-18:30

Tue 08:00-16:00

Wed, Fri 08:00-12:00

*For an appointment with a specialist, please call Clalit call Center at *2700 and press 4 for English.

Summary of coverage: https://uhaifa.org/images/Summary_of_coverages_UMS_Policy.pdf

Full Insurance Policy: <https://uhaifa.org/images/UMSPOLICY.compressed.pdf>

Emergency Services and Services after Clinic Hours:

At night, from 7 PM to 6 AM the next morning, and on Saturday and holidays:

If you feel unwell at night you may do one of the following:

1 // Contact "BikurRofe" Call Center 1800-260-660 and request a **house call**. A doctor will come to see you within 3 hours. If it is urgent, you can consult a doctor at the above number and ask to get a referral to the hospital.

2 // Call *2700, Press "4" for the English operator, then press "5" and wait for consultation with a nurse on duty. If it is necessary to refer you to the emergency room for urgent treatment, the nurse will send a letter of referral directly to the emergency room to which you are referred.

3 // A visit to the emergency room is free of charge ONLY if you have received a letter of referral from a Clalit or "BikurRofe" physician, or when one of the following criteria is met

1. An injury that requires stitches.
2. Aspiration of a foreign body into the windpipe
3. Any new fracture
4. Serious dislocation of the shoulder or a joint.
5. Penetration of a foreign body into the eye
6. A snake bite
7. Hospitalization of over 24 hours

A Hospital under agreement with the Clalit Health Services in Haifa is **Ha'carmel Hospital**

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Prescribed medications in Israel:

Please bring any prescribed medicines with you from home to cover you for the time you will be abroad.

If prescribed medicine in Israel following a doctor's visit, you may purchase prescription medicine **only at the pharmacies located in the Clalit clinics**. Medication included in the government's Health Service Basket (*sal ha'briyut*) **is generally provided free of charge or at the low fee**. Medication **not included** in the Health Service Basket **is paid for by the insured**. Therefore, if your doctor writes a prescription, you should remember to ask for medication that is included in the Health Service Basket.

// BANKING AND MONEY MATTERS

Upon arrival to Ben Gurion Airport, we strongly suggest you convert a minimum of \$400 to NIS (New Israeli Shekel) for transportation and food. When exiting the baggage claim you will see a "Bank Ha Poalim" money exchange booth next to the main exit to the train station/taxi station.

Bank Cards:

The easiest way to obtain cash while in Israel is to use your bank/ATM card from your bank in your home country. Be sure to check with your bank ahead of time to find out if your card can be used internationally and if any extra fees apply. Also, if your card requires a password, be sure to bring it with you. There is a branch of Bank Yahav on campus with ATM machines that accept international cards.

You are encouraged to notify your bank ahead of time of the dates you will be abroad and where you will be traveling. This will prevent them from freezing your bank card due to what they may consider suspicious activity if they are not aware that you are abroad.

Credit Cards:

Visa and MasterCard are widely accepted in Israel, and many places will also accept Diner's Club and American Express. Credit cards can be used for purchases in stores, restaurants, movies, and for various services. In addition, your credit card can often provide you with a cash advance.

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You are encouraged to notify your credit card company ahead of time of the dates you will be abroad and where you will be traveling. This will prevent them from freezing your credit card due to what they may consider suspicious activity if they not aware that you are abroad.

// SECURITY AND LIFE IN THE MIDDLE EAST

As you prepare for your study experience in Israel, the issue of security is undoubtedly on your and your family's minds. First and foremost, know that the welfare of our students is our highest priority. It is an unfortunate fact that we have had to adjust ourselves to difficult times here in Israel, but we have learned to deal with them calmly and professionally. The International School staff has many years of experience making sure that our students live and study in safety and return home enriched by their time here.

The University of Haifa's campus is set on a quiet spot on top of Mount Carmel on the edge of Haifa. The University employs special security guards who check every individual coming into campus and who patrol the campus grounds. Entrance to the dormitory complex is limited to those with a dorms ID card, and a guard is on duty 24 hours-a-day, 7 days a week. This facilitates a secure and relaxed atmosphere where students can focus on their studies. All aspects of our social program, including trips around Israel, are coordinated with the security authorities, thus allowing students to see the country in the safest possible way.

During orientation at the beginning of each semester, students will receive an updated list of security instructions. These instructions will include information about measures students can take to keep themselves safe, parts of Israel where students are not allowed to travel, and what to do in case of an emergency. These instructions change from semester to semester and all students enrolled in the International School are required to abide by these instructions. Failure to abide by the security instructions may result in dismissal from the International School.

Emergency Contacts:

International School Office:	04-8288730
Madrich on call/Emergency contact number:	052-8666431
Dorm Security:	04-8240720/8240370
Medic on Campus:	04-8240237/8240703
Police: 100 Ambulance: 101	

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Ms. Michal Morgenstern-Laor

Head of International School

052-869-9846

Ms. Julie Rautio Ben Arush

Head of Master's Programs

052-866-6440

// ACADEMIC INFORMATION

Semester Courses:

Graduate students are registered to required program courses by the Program Coordinator prior to semester start. In addition to regular program courses, there are also extra-curriculum courses offered by the International School. In case the student is interested in such course, the registration is through the International School Coordinator. Please, note during, the first two weeks of the semester, students will have a two-week "add-drop period" from these courses. During this period, students may freely drop and add courses. After this two week period, students will submit their final registration and registration to courses will be closed. You may withdraw from a course within the first week of the semester, and the course will be erased from your registration and transcript. After final registration, no withdrawals are permitted, and all registered courses will appear on your transcript.

Moodle System:

All course materials is stored in Moodle system, and can be accessed from the University of Haifa website. The password to the system is sent to you separately. If you need assistance with the access to the system, please call the Computer helpdesk: helpdesk@univ.haifa.ac.il

Student App:

Grades, Exams schedule, Campus navigation and other important information and notifications can be accessed through Student App. The App is available for download in Google Play and Apple Store.

QUICK INSTALLATION INSTRUCTIONS:

1. Find the App under name of University of Haifa
2. Install the App on your mobile phone
3. Choose language => English
4. Choose => International Student
5. Enter your student ID and student portal/Moodle password

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Grading System:

The following is the grading system in the International School at the University of Haifa:

A+ = 97-100	B+ = 82-85	C+ = 65-72
A = 91-96	B = 77-81	C = 61-64
A- = 86-90	B- = 73-76	D = 55-60
		F = 54 and lower

Transcripts:

Transcripts of all Master program students are issued by the Student Administration Division. The transcript requests should be sent to Ms. Liza Varlinsky-Harel via eharel@univ.haifa.ac.il. Transcripts will not be issued unless all tuition, dormitory, activities, and gym fees as well as library fines have been paid and you have vacated your dormitory room in good order.

University E-mail Account:

Every student is given a 10GB University of Haifa E-mail account. All emails from university divisions will be sent to this address, but you can redirect email to a different account.

To access your University of Haifa email account details:

1. Go to the English version of the University of Haifa website at:
<http://www.haifa.ac.il/index.php/en/>
2. Go to **Students** → **Information & Services for Students**.
3. Login through the 'Single Sign on' page using your student number both as ID number and password.
4. Choose from the menu **מידע ושירותים** (Information & Services).
5. Choose from the menu **פרטי חשבון מחשב ודוא"ל** (Email & account details). Here you will find your e-mail account details on the 'Campus' server, for example :
Username: jisraeli
Password: 8x8766
Your University E-mail Account is (for example): jisraeli@campus.haifa.ac.il

Or enter the following link: <https://www.outlook.com/campus.haifa.ac.il>

1. Enter with your email account and password. Here you must change your initial password.
2. When you enter the site for the first time you will be asked in which language you want to view the E-mail interface : Click English for language and ירושלים (Jerusalem) for time zone.

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// Student Activities

Trips and Tours

Trips and tours are offered throughout the year for International students and are an excellent way for you to explore Israel. In conjunction, there will be social activities run by our social activities coordinators both on and off campus throughout the semester.

The social activities coordinators are there to assist you and are available 24/7. They can be reached through the following emergency number: **+972-52-866-6431**

// Thank You

We want to thank you for choosing the University of Haifa for your study experience. We are looking forward to having you with us for the academic year and are anticipating your arrival to campus.

We are here to answer any and all questions you may have and are happy to help assist you in any way possible prior to your arrival and while you are here studying with us.

Please don't hesitate to contact us at: greenber@univ.haifa.ac.il

We wish you much health and safety on your journey to us and are looking forward to welcoming you here in Haifa!

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