

Suffolk University

Madrid Campus

Student Handbook

(Accessibility-Friendly Version)

2023-2024

Calle de la Viña 3

28003 Madrid, Spain

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www.suffolk.edu/madrid-campus/

Message from the Suffolk University Madrid Campus Director

On behalf of the Suffolk Community, I am pleased to welcome you to Suffolk University Madrid Campus! We feel very privileged that you have decided to study with us, and we look forward to welcoming you to Madrid.

We hope you take advantage of this unique educational experience. As the world gets smaller students need to be prepared to adapt to other cultures and peoples. Your experience at the Suffolk University Madrid Campus will give you an exceptional opportunity to learn about other cultures, meet other people, and prepare you for the challenges that you will face in your future professional life.

In Madrid you will find an unparalleled group of professionals and educators that will work very closely with you to facilitate the transition to study and live in another country, and to help you achieve your personal and educational goals while you are in Spain. Our own goal is to turn your stay in Madrid into a life-changing experience, as well as one of the most valuable assets in your educational and professional career.

The Suffolk University Madrid Student Handbook serves as your introduction to Suffolk Madrid's student life, facilities, services, and policies. It is updated annually. All students are encouraged to use this book as a reference guide to the various resources on campus.

We are extremely pleased to have you as a student and look forward to working with you during the coming months.

Suffolk University Madrid Director

Section 1:
Suffolk University and its
Madrid Campus

SUFFOLK UNIVERSITY BOSTON HISTORY

Founded to overcome barriers of income and discrimination, Suffolk University has a proud history enabling its students to become honored members of the academic community, the business world, the professions of accounting, public service, health, law and the judiciary. In 1906, Gleason L. Archer founded Suffolk Law School to make knowledge of the law available to those denied access to a legal education by virtue of social class, religion or income. Archer had come to Boston from rural Maine to study law. The response was enthusiastic, eventually prompting him to initiate other programs.

The College Arts and Sciences, founded in 1934, was one of the first institutions of higher education in New England at which a student could earn a Bachelor of Arts degree entirely through evening study. The study of sciences was strengthened after the Second World War. There are now nineteen academic departments in the College of Liberal Arts and Sciences offering over sixty programs of specialized study.

The Sawyer Business School was established to serve part-time undergraduate students in business in 1937. It expanded to include graduate study in business in 1948 and public administration in 1973. The School of Management offered New England's first Executive MBA program in 1978. An undergraduate major in computer information systems was developed in 1981. The School of Management now provides a strong framework for business and government management in one of the most dynamic and competitive urban centers in the U.S.A.

In recent decades, Suffolk University has continually updated and expanded its curriculum and buildings to fulfill its commitment to respond to the changing needs of its students and to new developments in various fields of study. In 1999 the Law School moved to a new, purpose-built building, making it the most technologically advanced Law School in the world.

Suffolk University is located on historic Beacon Hill, near the State House, government agencies, the courts, and New England's medical, business, and financial centers. It has residences for out-of-town and international students, and the location is also ideal for commuting students.

A modern public transportation system provides ready access to Boston's libraries, museums, theaters, educational institutions, and diverse ethnicities.

Throughout its history, Suffolk University has sought to establish linkages with the business, public service, and legal communities which have reciprocated generously with financial support, internships, cooperative education positions, research opportunities, adjunct faculty, professional advice, and placements for graduates.

SUFFOLK UNIVERSITY MADRID CAMPUS LOCATION

The address of the Madrid Campus is:

Calle de la Viña, 3
28003 Madrid, Spain
Tel.: 91 533 5935

The nearest metro stations are:

Vicente Aleixandre (line 6) - Take the exit “Paseo de Juan XXIII”. Once you exit the subway onto the street, turn around. You should see a photocopy center on your left. Walk downhill on this same sidewalk. Turn left on the street after Calle de la Poeta Ángela Figuera which is Calle Sierra (the street sign is missing). Walk up this street until you reach an intersection of five streets. Counting from the street on your left, Calle de la Viña is the third one. The white fence on the right-hand side marks the Suffolk University Madrid Campus building.

Guzmán El Bueno (line 7) - Take the exit “Maestro Ángel Llorca”. Keep walking on this same street, Maestro Ángel Llorca. Take the first street on your right, Poeta Ángela Figuera, and then the first street on your left, Avenida del Valle. Cross to the other side of this street. Stay on Avda. del Valle until you get to the third street on the right, Calle de la Viña. The white fence on the left-hand side marks the Suffolk University Madrid Campus building.

Suffolk University Madrid Campus Administration and Staff

Name	Title	Email Address
Rafael Muroy	Campus Director- Boston based	rmuroy@suffolk.edu
Elisa Álvarez	Director of Operations	ealvarez@suffolk.edu
Tom Biedermann	Associate Director of Admissions	tbiedermann@suffolk.edu
Daniel Commerford	Front Desk and General Services	dcommerford@suffolk.edu
Nuria González	Associate Director of Academics	ngonzalez@suffolk.edu
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Sarah Mackin	Academic Welfare	sarah.mackin@suffolk.edu
Mohit Naregalkar	Student Life Coordinator	mohit.naregalkar@suffolk.edu
Kristina Petrovic	Financial Manager	kpetrovic@suffolk.edu
Silvia Salazar	Program Development Coordinator	ssalazar@suffolk.edu
Javier San Segundo	IT Support	soporte@suffolk.edu
Larry Yepes	Housing and Conduct Coordinator	lyepes@suffolk.edu

Suffolk University Madrid Campus Faculty

Department	Name	Email Address
Astronomy	Dr. Álvaro Labiano	alabianoortega@suffolk.edu
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Spanish Lang. & Culture	Dr. Lourdes Fernández	lfernandez@suffolk.edu
Spanish Lang. & Culture	Prof. Ángel González	angel.gonzalezgarcia@suffolk.edu

Where To Go For	Whom To See
Absences - Long Term	Faculty, Academic Team
Absences - Short Term	Faculty, Sarah Mackin
Academic Advising	Nuria González
Academic Information	Nuria González, Silvia Salazar
Academic Welfare & Support	Sarah Mackin
Admissions	Tom Biedermann
Cell phones - Spanish SIM cards	Javier San Segundo
Change of address, phone number, etc.	Daniel Commerford
Change of classes (drop, add, withdrawal)	Nuria González
Change of Grade Petition	Nuria González
Community Service	Silvia Salazar
Credit Evaluation and Boston Transfer	Tom Biedermann
Internships	Silvia Salazar
Insurance Coverage	Kristina Petrovic
Final Exams - Make-ups	Faculty, Sarah Mackin
Forms: Withdrawal, Transcript Requests, Calendars, Schedules, Academic Records	Nuria González
General Student Concerns	Sarah Mackin, Mohit Naregalkar, Larry Yepes
Grades	Faculty, Nuria González
Housing Information	Larry Yepes
Medical Emergencies (during office hours)	Reception
Medical Emergencies (nights and weekends)	Vithas La Milagrosa (+34 649 228 766) SUMC Emergency Phone (+34 628 294 290)
Sports	Mohit Naregalkar
Student Accounts	Kristina Petrovic

Student Activities	Mohit Naregalkar
Travel and Excursions	Mohit Naregalkar
Tuition and Fees	Kristina Petrovic
Tutoring & Academic Coaching	Faculty, Sarah Mackin
Visas / Residency Cards	Dalila Iacobino

Section 2

Academic Policies and Services

SUFFOLK UNIVERSITY

Suffolk University is a private urban university, located on Beacon Hill in the center of Boston, U.S.A. It consists of the College of Arts and Sciences (CAS), the Sawyer Business School (SBS) and the Law School. Both the College and the School of Business offer a variety of graduate and postgraduate degrees. The Law School offers graduate degrees only.

It is Suffolk University's tradition, and remains its practice, to provide academic services for people of various levels of preparation and ability, and programs of sufficient depth and academic quality to stimulate the most able. The University maintains a challenging yet supportive environment for motivated and capable students, offering them a quality education at a reasonable cost. To respond to the evolving needs of today's world, Suffolk furnishes a variety of cross-cultural and international experiences in which diversity and excellence are inextricably interdependent.

Suffolk University places students at the center of its efforts, values structure and emphasizes academic excellence through teaching based on the application of theory and research to practice and public service.

ACCREDITATION

Since universities in the United States are not directly controlled by the government, as they are in Spain, their academic quality is supervised by accrediting agencies. These are official organizations with a standard set of norms used throughout the United States.

The Suffolk University Madrid Campus has been authorized by the "Comunidad de Madrid" since 1999. In addition, Suffolk University is accredited by the New England Commission of Higher Education, NECHE; the Association to Advance Collegiate Schools of Business; the American Chemical Society; the American Bar Association; the National Association of Schools of Public Affairs and Administration; the Association of American Law Schools; and others.

MADRID CAMPUS MISSION STATEMENT

Suffolk University Madrid Campus is founded on the conviction that study in a foreign context, when appropriately directed, is not only exciting and challenging, but can frequently release new personal and intellectual potentials, often to a student's professional advantage. Spanish and other entering students are offered a form of instruction that prepares them in the General Education requirements necessary to transfer in good academic standing to the Suffolk University Boston Campus. Furthermore, such students acquire the study skills, intercultural awareness and intellectual self-reliance to function successfully on the home Campus.

U.S and other study abroad students, sometimes from other universities, not only learn about a different culture, but also, consequently, begin to reassess their own. This is consistent with Suffolk University's stated commitment to "providing an integral educational experience that builds confidence and empowers our students to become successful contributors to our global world." (Quotation "Suffolk University Mission Statement").

SUFFOLK UNIVERSITY MADRID CAMPUS GOVERNANCE

The Madrid Campus Director reports to the provost and maintains close communication with the Deans of the College of Arts & Sciences and the Sawyer Business School. S/he holds meetings with the Madrid Campus faculty each fall and spring semester. The faculty is advisory to the Director.

SUFFOLK UNIVERSITY MADRID CAMPUS

Please refer to the Suffolk University Academic Catalog (updated and published annually) for a full statement of the University's courses, policies, and practices in the College of Arts and Sciences and the Sawyer Business School. The following text is a concise presentation of the Academic Catalog with such changes as are required to explain the University's procedures to students, parents and faculty in Spain.

Both the Academic Catalog and this text present the offerings and requirements in effect at the time of publication and writing. The University reserves the right to withdraw the courses of instruction or change their times and the faculty giving them as necessary. Announcements in both the Academic Catalog and this Handbook are subject to change and do not constitute an agreement or contract.

CODE OF COMMUNITY STANDARDS

Students attending Suffolk University Madrid Campus are expected to comply with our Code of Community Standards & Student Conduct System. In summary, it states that students:

- will not become involved in any way in any illegal activity.
- will respect the University's rules and regulations, as described in the Academic Catalog.
- will not bring drugs or other prohibited substances to the Campus.
- will not bring computer viruses to the Campus.
- will not smoke in any non-smoking area, including e-cigarettes.
- will not drink alcoholic beverages on Campus or any other University premises.
- will not damage property belonging to the University, faculty, staff members or other students.
- **See also: COVID-19-specific health and safety regulations on Page 31.**

NORMS FOR CLASS BEHAVIOR

- Students must be punctual for all classes. If a student arrives late (5 minutes or more), the professor may refuse entry.
- Attendance is mandatory. Any unavoidable absences must be suitably justified in writing (e.g., a doctor's note) and the document handed in to your professor. After two unjustified absences your final grade may be lowered by one-third of a letter grade for each unjustified absence (e.g., from "B" to "B-").
- All work missed due to absence must be made up. Students should consult their respective professors as to specific requirements.

- Students are expected to participate positively in class (e.g., interacting constructively in class discussion). Negative or disruptive behavior may result in the lowering of the final grade. In severe cases, it may result in expulsion from the University.
- Students are expected to come to class prepared with appropriate texts and writing materials. Students who come to class without the necessary materials (books, notebooks, pens, etc.) may be refused entrance to the classroom, with possible negative impact on their final grade.
- Homework must be handed in on time; otherwise, the final grade may be affected.
- Smoking, eating, or drinking (except water) are not allowed in class.
- The use of any illegal substance is strictly forbidden in class. Severe cases may lead to dismissal or even legal action.
- Defacing or damage to the installations is strictly forbidden. Disciplinary, financial, and/or legal action will be taken against students who violate this rule.

Suffolk University Madrid reserves the right to communicate academic performance, grades and improper behavior to parents or guardians.

SUFFOLK UNIVERSITY MADRID CAMPUS COURSES

In most American universities, students do not study for their major (principal subject) alone. Their first two years of coursework lay a broad formation of skills and knowledge, with required courses in the humanities and social and natural sciences. These broad foundation courses form the core of courses offered at the Madrid Campus.

Students are, however, often aware of their intended major early on. At the Madrid Campus they may therefore also take a number of courses that are prerequisites for the major.

Students can prepare to study any of the numerous majors offered by the College of Arts and Sciences and the Sawyer Business School at Suffolk University in Boston.

Over 60 different majors are offered by the College of Arts and Sciences (CAS) in the following departments: Advertising, Public Relations & Social Media, Art & Design, Art History, Asian Studies, Biochemistry, Biology, Chemistry, Communication & Journalism, Computer Science, Economics, English, Environment and Sustainability, Fine Arts, Government, Graphic Design, History, History & Literature (Honors), Interior Design, Law, Mathematics, Media & Film, Philosophy, Physics, Politics, Philosophy & Economics, Psychology, Radiation Science, Sociology, Spanish, and Theater.

A number of interdisciplinary majors are also available to students wishing to combine knowledge and skills from different academic areas.

At the Madrid Campus, students can complete the 4-year degree in International Relations, as well as a minor in Spanish.

The Sawyer Business School (SBS) offers majors in the following ten fields of study: Accounting, Big Data & Business Analytics, Business Economics, Entrepreneurship, Finance, Global Business, Information Systems, Management, Marketing, and Wealth Management.

Courses taken at the Madrid Campus are equivalent in content, standard, and number of credits to the corresponding courses offered at the Boston Campus. Since Fall 2007, most courses in the College of Arts and Sciences are for four credits. Those in the Sawyer Business School are for three.

LANGUAGE OF INSTRUCTION

The language of instruction is generally English, although some courses, especially those within the Spanish Department, are mainly offered in Spanish. Courses also exist for students still working to bring their English language skills up to the required standard.

Additional courses taught in Spanish are available through direct enrollment at Universidad C.E.U. San Pablo as part of our agreement with this prestigious, Spanish private university.

COURSE SELECTION

For the fall and spring semesters, a student normally chooses a total of 12-17 credits of coursework, depending upon the credits for each course. For the summer session, 3-8 credits are the normal load. All Madrid students must have full-time status, i.e., a minimum of 12 semester credits. Spanish immigration law stipulates this as a requirement for issuing student visas.

All courses have a credit equivalent determined by the number of class contact hours and each course's workload. Upon successful completion of a course, students will accumulate the credits towards their degrees.

All Suffolk University students wishing to take excess credits (18 or more credits) must file a petition with the College of Arts and Sciences or Sawyer Business School Dean's Office. Permission to take excess courses will be granted only in exceptional cases.

To graduate after four years, a student needs a minimum of 124 credits for the Sawyer Business School, or 126 credits for the College of Arts and Sciences. The credit equivalent of a course is also used in calculating the grade point average (GPA).

Study abroad students are required to obtain approval of their selected courses from their home institution prior to registering.

LANGUAGE REQUIREMENT

All Suffolk University students in residence at the Madrid Campus in either the fall and/or spring semesters are required to take at least one course taught in Spanish during their studies at the Madrid Campus. This requirement does not apply to study abroad students visiting from other colleges/universities.

COURSE ADVISING AND REGISTRATION PROCEDURES

Students seeking a degree from Suffolk University will work closely with an assigned academic advisor in the selection of courses every semester as appropriate to each student's possible or intended program of study and major. All new students (entering freshmen and transfers) should contact the

Suffolk University Madrid Associate Director of Academics, Ms. [Nuria González](#) to register for classes. At mid semester, all degree-seeking students must arrange to meet with her to discuss their course selections for the following semester and to obtain advisor's approval for pre-registration. Towards the end of each semester, continuing students must pre-register themselves online for the following semester according to the scheduled dates for pre-registration.

Students in the study abroad program (including those visiting from the Suffolk Boston Campus) must consult with their academic advisors at their respective home institutions regarding the selection of their Suffolk University Madrid courses for the semester or year they plan to be in residence. Students from other institutions are themselves responsible for ensuring that their home institution will transfer Suffolk University credits for each of their courses. Upon confirmation of their intention to enroll at Suffolk University Madrid, non-Suffolk students are registered for their approved courses and are then sent confirmation of successful registration and/or notification of any schedule conflicts or other problems affecting their course selection. Questions and concerns related to study abroad registration can be sent to Ms. [González](#).

Students who have applied for a full academic year at the Madrid Campus must obtain a semester GPA of at least 2.00 for the first semester in order to be approved for the second semester of study. Approval will be granted by the Madrid Campus Academic Standing Committee when it meets (in mid-December and in early May) to review students' final grades at the end of each semester.

Suffolk University and its Madrid Campus will not be responsible for any changes which a student may need to make in course registration, travel plans or housing arrangements, or from any costs derived from said changes, if approval to continue at Suffolk University Madrid is denied due to the student's failure to meet the required condition.

A minimum of ten students is usually required for a course to be offered. In most cases, a maximum of 25 students is allowed in each class.

Registration confirmation each semester is during the first week of classes. Students should consult the Campus calendar for final dates for dropping, adding and withdrawing from courses.

INTERNSHIP COURSES

Suffolk University Madrid Campus offers curricular internships to help students fully integrate into Spanish work culture while developing language and practical, professional skills and fulfilling their course load. These internships are part of a course and are therefore supervised by one of our Suffolk University Madrid professors. Sophomores, Juniors, or Seniors in good disciplinary and academic standing, with a minimum GPA of 3.0 on a 4.0 scale, are invited to apply for the Madrid internship program. Students interested in taking an internship course need to discuss it with their advisor and once they get their approval, follow the application process with the Program Development Coordinator, [Silvia Salazar](#). Application deadlines are for Fall & Summer Semester: April 15 and for Spring Semester: October 15.

Once the application is accepted, the Program Development Coordinator will search for an appropriate placement and keep the student informed. Before a final placement is confirmed, an interview between the student intern and the sponsor may be required. Upon confirmation of the placement, the student will sign an agreement containing the details of the internship position. Supervision of the student's progress will be performed by the instructor of the internship course and the supervisor designated by the sponsoring entity. Silvia Salazar will be available for any additional support and information regarding additional internship opportunities. Additional legal paperwork required by Spanish authorities may be required. Therefore, early applications are encouraged.

SERVICE-LEARNING COURSES

Students planning to take a Service-Learning course at Suffolk University Madrid will be asked to fill out a form prior to the beginning of the semester, in order to be placed in a SL position. Only positions approved by the Program Development Coordinator will be accepted to complete the Service-Learning component of an SL course. For any additional information, contact [Silvia Salazar](#).

CLASSROOM AND TESTING ACCOMMODATIONS

Students who require formal, disability-related accommodations, must be registered with the [Office of Disability Services](#) at the Suffolk Boston Campus. Students are then responsible for discussing their approved accommodations with their professors in order to make classroom and testing arrangements. The Madrid Academic Department will be available to support students and professors and guarantee reasonable accommodations. Accommodations that require extra support, for example a separate space or the use of a computer should be coordinated with [Sarah Mackin](#) at least two weeks in advance.

MIDTERM AND FINAL EXAMS

The dates for the midterm and final exam weeks are included in each semester's academic calendar, which is published far in advance of the beginning of the semester in question. Students are required to be present for their exams and therefore should not make travel or other plans during the exam periods, even if their exams are scheduled to be over before the end of the period. The midterm and final exam schedule, with the days and times of individual exams, is subject to change without notice.

MAKE-UP EXAMS

Every semester, a scheduled make-up day and time is included on the exam calendar for both midterms and finals. A student who has more than two exams on the same day, or two exams scheduled on the same day and at the same time, may opt to have one of those exams moved to the designated day and time for make-up exams. Travel plans (including ticket purchases), family commitments or other personal motives are not considered valid reasons for a student to request to have an exam rescheduled for the make-up day. Sickness which prevents a student from taking a scheduled exam must be verified through a doctor's note. Students are required to give immediate notice to their instructor of their inability to take an exam as scheduled, regardless of the reason.

Midterm and final exams which require audiovisual or other support (e.g., use of computers in the computer labs, PowerPoint presentations, slides, recordings, etc.) cannot be taken as make-up exams.

Make-up exam sessions are scheduled for only one day and time at midterm and again for the final exam week. A student who fails to take an approved make-up exam will not be allowed to reschedule it. Instead, the student must consult with the instructor to determine whether the exam can be taken under the instructor's direct supervision.

The procedure for requesting and taking a make-up exam is as follows:

- The student must fill out and submit a "Request for Change of Date of Exams" form (available outside the main office) at least two weeks before the scheduled date of the examination in question. Requests submitted after this deadline may or may not be approved, at the instructor's discretion.
- The student must list all of the examinations that conflict on the form, explaining the reason for the request, and then sign and date the form.
- The student will give the form to the instructor whose exam is to be rescheduled. The instructor will sign and date the form.
- The student is responsible for taking the completed form to Sarah Mackin, who will check the student's schedule to verify the conflict.
- Before the scheduled make-up examination day, the instructor will provide a printed copy of the exam with the name of the student on it to Sarah Mackin. Any pertinent instructions will be attached to the examination.
- The instructor will arrange pick-up of the completed exams from the staff member proctoring it.
- A staff member will proctor the exam at the scheduled date and time.

GRADE REPORTS

Grades are posted on the Self-Service link available at www.suffolk.edu. To access the site, students are issued an ID and password at the beginning of their first semester at Suffolk University Madrid.

The Buckley Amendment governs disclosure of all students' educational records once they are attending Suffolk University. (For a fuller description of the Buckley Amendment, refer to the section entitled "Rights and Privacy" in the Suffolk University Academic Catalog.)

Students are themselves directly responsible for their academic progress and should confer immediately with their Academic Advisor in the event that their performance becomes substandard. Failure to maintain satisfactory progress can lead to loss of financial aid, academic probation or dismissal or other equally serious consequences.

GRADING SYSTEM

The following grading system applies to all undergraduate students.

Letter Grade	Honor Point Equivalent
A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
D+	1.3
D	1
D-	0.7
F	0

“A”, “A-”, “B+”, and “B” are honor grades.

“B-”, “C+” and “C” represent satisfactory work.

“C-”, “D+”, “D”, and “D-” represent passing but unsatisfactory work.

“F” is a failing grade. It indicates that the student has not completed all course requirements in a satisfactory manner. Students who stop attending a course without having complied with the official withdrawal procedure can anticipate receiving a grade of "F". The “F” grade becomes a permanent part of a student’s record and cannot be expunged even if the course is successfully retaken. An undergraduate student who violates the academic honesty policy is subject to an automatic grade of "F".

“I” (Incomplete) indicates that a student has done passing work in a course but has not yet submitted all the work outstanding required for a formal evaluation. The “I” is awarded at the instructor’s

discretion, only if the student has completed at least half of the course requirements satisfactorily at the end of the semester, and there is a reasonable expectation that all course requirements can be completed in one academic year. An "I" must be formally re-evaluated by the instructor within one academic year, resulting in an evaluation grade or an extension of the "I," or it automatically converts to an "F".

Students must complete coursework with the original instructor. The change in the "I" grade must be made by the original instructor, and in his or her absence, by the department chair. If this is not possible, arrangements must be made through the department chair in concurrence with an assigned instructor.

“IP” (In Progress) can be issued whereby nature of the course content the course may not be complete by the end of the term. IP grades automatically convert to an "F" after one academic year.

“W” signifies official withdrawal from a course. A “W” is assigned administratively if a student:

1. Drops a course, following proper university procedure, between the end of the drop/add period and the withdrawal deadline of the semester, or
2. Drops a course or withdraws from school after the deadline of the semester with the written approval of the Student Affairs Office. Permission is given only for a valid cause such as debilitating illness, relocation, serious family crisis or other circumstances beyond the student’s control.

“AU” (Audit) In an audited course, a student will not receive credit or honor points; however, a student must pay the same tuition as if taking the course for credit. Under no circumstances may a student change from the evaluative letter grade system to audit or vice versa after the first two weeks of classes. A student who audits a course is responsible for attending classes and completing required coursework.

“P” (Pass): A Pass-Fail option is available to students in lieu of a traditional letter grade subject to the following limitations and regulations:

- Eligibility is restricted to students in good academic standing who have completed a minimum of 15 semester hours of coursework at Suffolk University. This option is limited to 12 credits per student.
- The pass/fail option is only applicable to electives and cannot be used for courses that fulfill specific degree, core, major or minor requirements. Students who are unsure as to whether a course is an elective for their specific program should check with the Associate Director of Academics or the Undergraduate Academic Advising Center.
- Students will designate courses as Pass-Fail after registration, but before the end of the course change period, by completing a Pass/Fail Declaration Request form. No changes from the designation of Pass-Fail to the letter grade system or vice versa are permitted after the course change period has elapsed at the opening of any semester or summer session.
- A Pass may be applied toward fulfilling degree credits but may not be applied toward the quality point average. Students planning to attend law school or other graduate schools should

be aware that many professional and graduate schools prefer students to submit traditional letter grades.

“PC” (Pass/Credit) is awarded in courses successfully completed with a grade of "C" or better at an affiliated study abroad program or approved course work at a consortium institution after matriculation at Suffolk University. "PC" grades may be applied toward fulfilling degree credits, but they may not be applied toward the quality point average.

“NP” (No Pass) is awarded in courses unsuccessfully completed at an affiliated study abroad program or approved course work at a consortium institution after matriculation at Suffolk University. "NP" grades do not earn academic credit and are not applied toward the quality grade point average.

Courses officially dropped during the add/drop period will not appear on the student’s record.

REPEATING A COURSE

Students may retake any course for credit by paying the appropriate tuition. When a student repeats a course, all grades will appear on a student’s transcript; however, only the most recent evaluative course grade will be used to compute the cumulative grade point average. Grades of "P," "I," "W," "NC," and "PC" issued in repeat courses are excluded in calculating the new GPA. When repeating courses, only one course may be used for credit to fulfill degree requirements. A student may repeat a course a maximum of two times. Students receiving federal financial aid should refer to Satisfactory Academic Progress regulations for financial aid eligibility when repeating a course.

HONOR POINTS

Scholastic averages are computed by multiplying the credit hours by the honor point equivalent. For example, a 4-credit course evaluated as "A" will be counted as 16 honor points (4 credits multiplied by 4.0 = 16). Grades of "I," "W," "P," "IP," "AU," "NC," and "PC" are not computed in determining Honor Points and have no impact on a student’s scholastic average.

ACADEMIC COMPLAINTS

A student who has a complaint about a grade on a single assignment or exam or concerning the Suffolk University Madrid faculty member teaching a course should first speak with or email the faculty member. If the complaint is not resolved, then the student should bring the matter to the attention of the Madrid [Associate Director of Academics](#). If the complaint remains unresolved, the Department Chair will be consulted and, if necessary, the matter should be brought to the attention of the academic dean’s office of the school in which the course is offered.

GRADE GRIEVANCES IN CAS AND SBS COURSES

There is a formal process for grieving a final course grade. Within two weeks of the grade being assigned, the student should speak with or email the faculty member. If, after communicating with the faculty member, the student believes that the grade had no basis in fact or was arbitrary, the student may then petition the department chair or program director in writing (or by email). Students should keep copies of correspondence for their own records.

If the grievance is not addressed or resolved equitably after meeting with the department chair or program director, the student has 10 business days to file a formal grievance with the academic dean (or dean’s designee) of the school in which the course is offered.

The academic dean (or dean’s designee) will inform the student of a decision within 15 business days of receiving the formal grievance. The student may appeal this decision to the provost (or provost’s designee), whose decision shall be final. It is the responsibility of the provost (or provost’s designee) to come to a resolution of the grade dispute within 15 business days of receiving the formal grievance from the student.

A graduating student must initiate the grade grievance process no later than three days prior to commencement by emailing the faculty member and copying the department chair or program director. Graduating students should be mindful that the grade grievance process may impact the awarding of Latin honors and may delay the date of degree conferral.

Grievances Related to Academic Accommodations for Students Registered with Disability Services

Students with disabilities who believe they have received inappropriate treatment or inadequate service from the University pertaining to their granted accommodations have the right to file a grievance with the Director of Disability Services. The grievance must be submitted in writing to disabilityservices@suffolk.edu and should include a detailed description of the inappropriate or inadequate service and supporting documentation (when appropriate). Students with disabilities must indicate the resolution they are seeking.

Students with disabilities who are unsatisfied with the response from the Director of Disability Services may submit an appeal within 5 business days to the Dean of Students, in the Student Affairs Office, 12th floor 73 Tremont Street, Boston, MA 02108, 617-573-8239, TDD: 617-557-4875 or dept_studentaffairs@suffolk.edu. Students with disabilities must state the resolution they are seeking. The decision of the appeal by the Dean of Students is final.

TUITION LIABILITY

All adjustments in the student’s tuition liability will be based on the date on which the Withdrawal Form or Drop Form is officially received. When the Withdrawal Notice, Drop Form, Disciplinary Resolution or other is:

Filed and approved within	The student is liable for:
First week of classes	0%
Second week of classes	50%
Third week of classes	75%
Fourth week of classes	100%

PROGRAM FEE LIABILITY

All adjustments in the student's program fee liability will be based on the date on which the Withdrawal Form or Drop Form is officially received. When the Withdrawal Notice, Drop Form, Disciplinary Resolution or other is:

Filed and approved within	The student is liable for:
Between 1 month and 15 days before arrival date	30%
Between 15 days before and up to the arrival date	50%
After the arrival date	100%

ATTENDANCE AND ABSENCES

Once a student is registered for a course, attendance at every meeting of every class is expected, including those held in the first week of the semester. A maximum of two unjustified absences is permitted. Each additional absence may cause the final course grade to be lowered by one-third of a letter grade, i.e., from A to A-; A- to B+; B+ to B, etc.

Excessive absences from a course will have a negative effect on the final grade. When a student is absent, the quality of his or her work in a course will deteriorate since material missed in class sessions can rarely be made up satisfactorily, even though the student remains responsible for that work.

Please note that even when a student has a justified reason for missing class, such as illness, the negative academic impact on learning will be the same as if the absence were for spurious reasons.

SPECIAL ABSENCES

If a student is likely to have prolonged absence for a valid reason, such as illness, he or she should immediately inform the professors whose classes will be missed and provide them with valid supporting documentation, such as a doctor's letter. The student must also communicate this information to Silvia Salazar or Sarah Mackin.

ACADEMIC SUPPORT

All Suffolk University Madrid instructors have weekly office hours in which to meet with their students and provide them with guidance and assistance. In addition, academic workshops, some of which may be mandatory for specified students, are scheduled each semester. Spanish and Accounting tutorials are available for students in those courses, and assistance in academic English is provided through the Suffolk University Madrid Writing Center.

Suffolk University Madrid also offers personalized academic support through the Academic Welfare Assistant, Sarah Mackin, who can help students with their study skills, adapting to college life, time management, etc.

Further resources are available online through the [Center for Learning and Academic Success \(CLAS\)](#). Madrid students are able to sign up for virtual academic tutoring or academic coaching sessions through CLAS. Over 60% of the Madrid course offerings have designated peer tutors.

ACADEMIC MISCONDUCT

Suffolk University expects all students to be responsible individuals with high standards of conduct. Students are expected to practice ethical behavior in all learning environments and scenarios, including classrooms and laboratories, internships and practica, and study groups and academic teams. Cheating, plagiarism, unauthorized collaboration, use of unauthorized electronic devices, unauthorized use of artificial intelligence tools, self-plagiarism, fabrication or falsification of data, and other types of academic misconduct are treated as serious offenses that initiate a formal process of inquiry, one that may lead to disciplinary sanctions.

It is expected that students generate their own work in all their classes unless otherwise indicated by the professor. When submitting any type of assignment, students declare that it was written and/or created by themselves. Submitting work that was developed by anyone other than the student, including work generated by artificial intelligence (AI) or chatbots, is considered Academic Misconduct. Simple word processing tools may be used for spellchecking and grammar improvements; tools or programs may not be used to write, revise or paraphrase. If you feel like you could use some help in your writing process, please visit the Writing Center. Good guidance will help you stay away from academic misconduct.

AI tools may not be used in any assignment unless the instructor clearly specifies and outlines their use. If the instructor determines that AI tools may be used on an individual assignment, it is the responsibility of the student to adhere to what, where, when, and how the AI is permitted without deviating from the specifications. Citing the use of all external supports is mandatory. Please adhere to the citation expectations for each assignment. At the time of print, the AI generated text citation recommendations are as follows: [APA](#), [Chicago](#) or [MLA](#) style.

Student work will be thoroughly examined for academic integrity and may be scanned using plagiarism or artificial intelligence detection software. A faculty member suspecting academic misconduct will contact the student using their Suffolk email address to schedule a meeting and will make all effort to do so within five business days of detecting the incident. During the meeting, the faculty member will present the documentation that led to suspected academic misconduct. Resolution of the incident will be according to the procedures outlined in the Suffolk University Madrid Student Handbook.

Some cases of academic misconduct may be reviewed and resolved at the academic departmental level; other more egregious forms of academic misconduct necessitate a full review by the Academic Misconduct Committee (AMC).

Resolving Incidents of Academic Misconduct

A faculty member suspecting academic misconduct will contact the student using the Suffolk email address to schedule a meeting and will make all effort to do so within five business days of detecting the incident. During the meeting, the faculty member will present the documentation that led to suspected academic misconduct. If the faculty member reaches the conclusion that academic misconduct has occurred, he or she may impose limited sanctions that are meant to acknowledge the behavior in the context of providing remediation and addressing skill development. These sanctions involve grade reductions to student work that constitutes up to 25% of the course grade (e.g., homework; short papers; quizzes) and frequently include some form of remediation.

When the suspected academic misconduct involves student work that constitutes more than 25% of the course grade, or if an F grade (0 credit) on the assignment is recommended as a sanction, the faculty member will consult with the department chair (or program director) prior to imposing the sanction. If the faculty member and chair agree on a determination of academic misconduct, the sanction may be imposed.

If a determination of academic misconduct is made and a sanction is imposed, the faculty member must complete the Academic Misconduct Incident Form (available online) and submit it electronically to the AMC coordinator, who will document the incident along with the written documentation of misconduct in the AMC internal record. A student may appeal the determination of academic misconduct, but not the sanction, by requesting a hearing before the full AMC. Appeals should be filed with the AMC coordinator within ten business days of receiving the sanction.

If the suspected academic misconduct involves actions that the faculty member and chair believe warrant an F grade in the course, or if there is disagreement between the faculty member and chair on the appropriate sanction, then the incident must be forwarded directly to the AMC for committee review. Examples include, but are not limited to, the following: cheating on exams; group cheating; submitting purchased term papers or term papers with extensive copying or use of external sources without citation; artificial intelligence generated work; and fabrication or falsification of research data. If the faculty member and chair suspect an incident of this type, they must file an incident report form with the AMC coordinator to initiate a full committee review. The AMC coordinator will schedule a hearing at the next standing meeting of the AMC, generally within ten business days of receipt of the incident form. The faculty member will submit all documentation to the AMC coordinator, who will email the student (using Suffolk email) a notice to appear for a hearing. At the hearing, a determination is made by the committee, regardless of whether or not the student is in attendance; imposition of sanctions is made by committee vote. A determination letter is then sent to the student, the faculty member, and the chair.

A full review by the AMC, as described above, will also occur if multiple incident reports for a single student are detected in the AMC internal record.

AMC hearings are not open to the public. Therefore, members of the Suffolk University community who are not directly involved in the allegation and friends, parents, partners, siblings, legal counsel,

and others are not permitted in the room where the AMC hearing takes place but may wait nearby for support purposes.

Formal rules of process, procedure, or evidence such as those applied in civil or criminal courts are not used in the AMC. Members of the AMC will recuse themselves from a case when appropriate. Student conduct that warrants sanctions may result in forfeiture of all Suffolk scholarships, financial aid, or monies paid.

Sanctions imposed by the AMC may include but are not limited to a reprimand; a remediation plan; a grade of F in a course; probation; and/or dismissal. A sanction grade of F in a course will be factored into the overall grade point average regardless of whether or not the course is successfully repeated.

A student found responsible for academic misconduct and sanctioned by the AMC may file one appeal to the provost (or designee) by sending a written letter of appeal within ten business days. (A graduating student must initiate the appeal process no later than three days prior to commencement.) Appeals are considered only if there is additional information not available at the time of the hearing or a procedural error that calls into question the determination of academic misconduct. Students must include a statement of why the additional information should be considered and why it was not presented at the time of the original hearing. The decision of the provost is final.

Grading Students under Review for Academic Misconduct

Faculty, department chairs, program directors, and the AMC will work diligently to ensure timely review and closure of cases of academic misconduct. In some cases, however, it may not be possible to reach a determination or impose a sanction prior to the deadline for submitting course grades. In this case, the faculty member will not submit a grade for the student but will leave the grade field blank. Once a determination has been made, the faculty member will complete a change of grade form, with an explanation of the grade change that includes a brief statement of how the sanction impacted the final course grade.

Membership of the Academic Misconduct Committee

The AMC hears cases of alleged academic misconduct involving students in the College of Arts and Sciences (CAS) and the Sawyer Business School (SBS). The committee consists of two CAS faculty members, appointed by the CAS dean; two SBS faculty members, appointed by the SBS dean; the CAS and SBS assistant deans who convene the Academic Standing Committees in their respective schools; and a non-voting dean from Student Affairs.

At the start of the academic year, AMC members elect a committee chair; the chair casts the deciding vote in the case of a tie.

STATEMENT CONCERNING PLAGIARISM

Developed by Educational Policy Committee of Suffolk University Boston:

The Random House Dictionary of the English Language defines plagiarism as “the appropriation or imitation of the language, ideas, and thought of another author, and representation of them as one’s

original work”. Clearly, then, plagiarism also includes purchasing or borrowing a paper. And while not technically plagiarism, it is also forbidden to submit a paper for credit to more than one instructor without the knowledge and written permission of both. The word plagiarism is related to a Latin one meaning “snare,” and plagiarism can indeed be a snare for the student.

The University regards it as an extremely insidious theft, and it shows contempt for the purposes of a university education. Failure in the course, and even dismissal from college, can result.

In order for there to be no possibility of misunderstanding, the administration and faculty of Suffolk University want all students to understand what is and is not plagiarism. Every college student realizes that in writing a paper he/she must put within quotations anything copied from a source, but it is also necessary to acknowledge in your paper any facts or ideas that you have taken from another source, even when you have entirely changed the wording. If allowed by the professor, it is also necessary to cite work generated by artificial intelligence.

If it is a theme or essay, rather than a research paper, your instructor may allow you to make the acknowledgment in the text of your own paper, rather than using a footnote. (For example, in a theme on Ibsen’s *Doll House* you might paraphrase your source as follows: “Monarch Notes points out that Nora’s childish behavior is conditioned by nineteenth century views of women’s nature and proper role”). This is simply a matter of being honest about the source of the idea, and it is all that is required in a regular theme or essay.

Research papers, often called term papers, present a more complex problem. You are being asked to look up material in a library and use footnotes or references and a bibliography. When you begin research on your topic probably most of what you read on your subject is new to you. So as far as factual information goes, it may seem at first as though you will need a footnote or reference for nearly every sentence. But once you have read extensively on your topic, you will have become familiar with what is common knowledge in the field and that consequently need not be footnoted. (For example, if you are researching St. Patrick, almost all your sources will state that he was not a native Irishman, so there is no need to footnote this. However, if one of your sources makes a point that the others did not, and you wish to include this, it must be footnoted). After you have become thoroughly familiar with the material, you will have assimilated it, and when you write your paper, it will have been reorganized and filtered through your own thinking processes. For the most part, the results of your research should be in your own words, summarized and paraphrased from the original sources, with direct quotations used sparingly.

If your ideas and conclusions are the result of your total reading, they need not be footnoted, but if they are instead the ideas of one of your sources, that source must be credited. When in doubt, the sensible precaution is to use a footnote. Scientific writing may have special requirements. If you have any questions as to what is allowed on a given assignment, ask your instructor.

ACADEMIC STANDING COMMITTEE

Suffolk University expects students to maintain an overall grade point average of 2.0 and a grade point average of 2.0 in the major field of study, as well as a 2.0 grade point average in the minor. Failure to maintain these degree requirements may result in academic probation or dismissal.

The Suffolk University Madrid Academic Standing Committee (ASC) consists of the Associate Director of Academics, the Program Development Coordinator, the Academic Welfare Coordinator, and several faculty members representing both CAS and SBS. At midterm each semester, and again at its conclusion, the committee reviews the records of all students failing to make satisfactory progress. At these meetings, the committee considers the merits of each case individually by evaluating the severity of the problem and determining what, if any, remedial action is warranted. The committee then notifies each student by e-mail of the action to be taken. Following the final review meeting each semester, a report is sent to the Assistant Deans of CAS and SBS who oversee academic standing at the Suffolk Boston Campus.

Actions by the Suffolk University Madrid Academic Standing Committee (ASC) may include the following:

- **Warning:** Students will receive a warning when their overall GPA is above 2.0 but fail to achieve a semester GPA of 2.0. Other reasons for a warning include a GPA below 2.0 in the major, excess grades of “I” or “W”, or a single grade of “F” earned in the given semester.
- **Academic Probation:** Students who fail to achieve a cumulative GPA of 2.0 are placed on probation and informed of conditions (to be met in the next semester enrolled) for continued matriculation. Typically, students placed on probation are put on a reduced course load and are instructed to improve their grade point average by the next committee review and must attend periodic meetings with the Academic Welfare Assistant. Students who are demonstrating academic improvement may have their probation extended until they return to good academic standing. Those failing to demonstrate improvement are in imminent danger of dismissal. Academic probation may also affect students’ eligibility for extracurricular activities or offices or for financial aid.
- **Academic Dismissal:** Continued failure to make satisfactory progress toward a degree will inevitably result in dismissal from the University. Low grade point average, unexplained semester absences, refusal to complete prescribed remedial coursework, unwillingness to honor the recommendations of the Academic Standing Committee and/or other specific conditions are but a few of the situations that can undermine satisfactory progress and constitute legitimate grounds for dismissal.

Once dismissed for scholastic failure, a student is ineligible to enroll in further courses at the University until s/he is readmitted by the Academic Standing Committee. Dismissal does not suspend a student’s responsibility to meet prior course commitments. Consequently, all Incomplete “I” grades will convert to “F” grades unless attended to within one academic year.

For further important information regarding these actions and others, including readmission to the University, please consult the Suffolk University [website](#).

SUSPENSION, ENFORCED WITHDRAWAL AND EXPULSION

The University reserves the right to suspend, enforce the withdrawal of, or expel a student whose academic standing or conduct is in its judgment unsatisfactory, or who does not comply with the rules and regulations of the University.

For students coming from other programs, the dismissal from their home programs during their stay in Suffolk University will automatically produce the drop from Suffolk University.

In cases of academic or disciplinary dismissal, students will not complete the withdrawal/leave of absence form.

REQUEST FOR LEAVE OF ABSENCE OR VOLUNTARY WITHDRAWAL

If it becomes necessary for a student to request a leave of absence or withdraw from the University, he or she should meet with members of the Academic Team (Nuria Gonzalez, Silvia Salazar & Sarah Mackin) to discuss the necessary steps involved. These include completion of an official leave of absence form or a withdrawal form, both [available online](#).

INTERNAL TRANSFER FROM SUFFOLK MADRID TO SUFFOLK BOSTON

Most degree-seeking students can spend up to the first two years of their university studies at the Madrid Campus. Afterwards, the majority of these students make the internal transfer to the home campus in Boston to finish their remaining years of study to obtain the Suffolk undergraduate degree.

In order to make the internal transition to the Boston Campus, the following forms must be filled out and submitted to the Boston Admission Office by the specified date:

- Request for Internal Transfer
- Confidential Declaration of Finances (for those who need to apply for a student visa)

Students applying for approval to make internal transfer to the Boston Campus are generally expected to meet the following academic conditions:

- Be in good academic standing, with a minimum cumulative GPA of 2.0.
- Have no outstanding grades of I (courses still pending completion) on their transcript or of F in courses which they have not retaken and passed.
- Have no other academic issues pending resolution.

Students not meeting the above conditions will be reviewed on a case-by-case basis by the Suffolk University Madrid Academic Standing Committee. Students must fulfill all financial obligations to Suffolk Madrid before they are allowed to enroll at the Suffolk Boston Campus.

ACADEMIC TRANSCRIPT

A transcript is an official, certified copy of a student's academic record. It shows: all courses which the student has attempted, and the credit values of those courses; the grades and degree earned; and any academic honors, probation or suspension actions.

If a transcript is required, the student must order it online through the National Student Clearinghouse at www.getmytranscript.com.

Requests for transcripts should be made at least 3 weeks in advance of the date on which the transcript is desired. The University reserves the right to refuse to issue a transcript of the record of any student who has not fulfilled all financial obligations due to the University. A financial hold will also be placed on a student record for anyone who is either delinquent or has defaulted on loans. No transcript requests will be processed during the registration periods.

Section 3

Other University Policies and Services

Suffolk University Madrid Security Protocols

1. PROGRAM EVACUATION PROTOCOLS

Stage 1. Shelter in place—impending emergency, remain at site.

Shelter in Place is a protective action to stay inside a building to avoid external hazards such as severe weather, a hostile intruder, or a hazardous material release. Shelter in Place is implemented as a measure to protect the safety and welfare of our students and staff. When information is received by the Director of Operations indicating a potential threat to the health or safety of students, the Director of Operations will give “shelter-in-place” instructions to all students. Students will be contacted by the Director or a member of the office staff, who will notify them of the nature of the impending emergency and to remain where they are (in their usual lodgings or on Campus) as they await further news and instructions. If off campus, students will be asked to keep their cell phones turned on and within easy access.

Upon notification of a “shelter-in-place” communication, students should make prudent preparations, including collecting all necessary identification and documents, money and one emergency bag of essentials (see below). Students should make an inventory of other property that may have to be left behind. (The program staff already has photocopies of student passports, including the visa page and page of stamp indicating date of entry.)

Stage 2. Consolidation Phase

The Control Center Manager will be in charge of communication updates with the US Embassy. She will also be the primary coordinator for reporting student absence.

Stage 3. Evacuation Phase—leave as a group for safe haven.

If an evacuation of American citizens from Spain is imminent, or if the threat escalates to the point where APUNE (Association of North American University Programs in Spain) is recommending the evacuation of Americans, students and non-Spanish staff will be expected, if possible, to travel as a group to a safe location as determined by the international assistance provider. The Control Center Manager will be responsible for contacting Crisis 24 as the international assistance program, to coordinate efforts and to determine a safe destination.

All Suffolk University Madrid students are covered by providing evacuation services internationally in medical and other emergencies.

Crisis 24 contact information:

- Call **24-hour emergency support:** +1 857-343-8107 (24 hr) / +1 866-870-9281 (Toll free)
- Email: suffolkassistance@crisis24.com

Emergency Bag Essentials

1. Money, credit cards, etc.
2. Passport, driver’s license, ID cards (together with photocopies of these)
3. Change of clothing

4. Personal hygiene products
5. Prescription drugs and medical supplies
6. Flashlight/batteries
7. List of important telephone numbers
8. Keys
9. Easily portable dry foods (crackers, cookies, candy, etc.)

2. COVID-19 HEALTH AND SAFETY PROTOCOLS

Health and Safety Requirements

Suffolk University is dedicated to maintaining an open campus with in-person classes, while guaranteeing the health and safety of students and the Suffolk community. Therefore, Suffolk University Madrid will be vigilant and compliant with the most updated directives from the Ministry of Health and the local Autonomous Government in Madrid. All members of the community are expected to contribute to the effort to prevent the spread of COVID-19.

The Government of Spain declared on 20 April 2022 that face coverings are no longer compulsory in public with some exceptions. Masks continue to be mandatory inside health care centers, hospitals and pharmacies. Establishments, private institutions, and businesses can still dictate mask usage at their discretion on their premises. At Suffolk University Madrid Campus, mask usage is optional but no longer mandatory.

People in Spain who test positive for Covid-19 are no longer required to self-isolate for seven days. Students will only have to self-isolate in the case of a positive Covid infection if instructed to do so by a medical professional. Please contact *Vithas* or *HM Hospital* if you believe you have Covid-19 or are displaying severe symptoms.

These safety measures may evolve according to directions from public health advisors, the Madrid regional government, and the Spanish national government.

3. CRISIS24 GLOBAL RISK MANAGER

All students, staff, and faculty traveling abroad through Suffolk University are enrolled in the Crisis24 global risk management platform throughout the duration of their stay abroad.

Crisis24 provides the following services:

PRE-TRIP

- Location-specific information about vaccinations and medical health checks needed prior to travel.
- Provides updated information of potential risks for travel destinations.

DURING TRIP

- Ability to share location with a Suffolk member dispatch team.
- Provides updated travel and safety information for all destinations.
- Ability to communicate with the Suffolk dispatch team directly through the GlobalRiskManager App
- Emergency assistance through a telephone call or SOS trigger in the GlobalRiskManager App.
- Incident response and management.
- Emergency medical assistance and/or evacuation.
- Emergency assistance/evacuation in case of natural disaster, health crisis, security incident, etc.

POST-TRIP

- Post incident support, such as psychological support.
- Medical advice for illness possibly related to travel.
- Post incident and case management.

You will receive a Travel Risk Brief and Incident Alerts prior to and during travel from Crisis24. Any questions can be directed toward **Crisis24's 24/7 Global Response Center** at +1 857 343 8107, or the Center for International Programs and Services.

Take the following steps prior to your departure:

1. Save Crisis24's designated Suffolk University phone number in your phone +1 857 343 8107.
2. Download the GlobalRiskManager App on the [iTunes App Store](#) or [Google Play](#).
3. You will receive an email from Crisis24 prior to your trip with your log-in instructions. You must use the link in this email to access your account within 24 hours.

4. BUILDING EVACUATION PROTOCOL

In the case of any emergency requiring the evacuation of the building (e.g. fire, bomb threat, etc.), students will hear Suffolk University Madrid personnel instruct them to "Evacuate the building immediately." All students, faculty, and staff members not actively involved in the evacuation process should leave the building immediately and congregate on the corner of Calle de Isaac Peral with Plaza Eugenio María de Hostos. (Take a right out of the Campus building, turn right onto Avenida del Valle and cross Paseo de Juan XXII). In the case of an explosion or other type of structural damage to the building, faculty, staff, and students should not attempt to rescue people who are inside an affected building. Wait for emergency personnel to arrive.

5. PROTOCOL IN CASE OF STUDENT ARREST

If a student is arrested, the US consulate will be informed after speaking with the Campus Director. The Director will determine follow-up protocol on a case-by-case basis.

From the [US STATE DEPARTMENT'S WEB PAGE](#):

The US Consular Officer CAN:

- visit citizens in jail after being notified of arrest.
- provide a list of local attorneys (The U.S. Government cannot assume responsibility for the professional ability or integrity of these individuals or recommend a particular attorney).
- notify family and/or friends and relay requests for money or other aid—but only with authorization of the citizen.
- intercede with local authorities to make sure that citizen's rights under local law are fully observed and that citizens are treated humanely, according to internationally accepted standards.
- protest mistreatment or abuse to the appropriate authorities.

The US Consular Officer CANNOT:

- demand immediate release of US citizens or obtain their release from jail.
- represent citizens at trial or give legal counsel.
- pay legal fees and/or fines with US Government funds.

The Department of State's [Bureau of Consular Affairs Office](#) of Overseas Citizens Services provides emergency services pertaining to the protection of Americans arrested or detained abroad, the search for US citizens overseas, the transmission of emergency messages to those citizens or their next of kin in the United States and other emergency and non-emergency services. Contact the Office of Overseas Citizens Services, (Mon-Fri, 8:15am to 8:00 p.m. at (202) 647-5225. For an emergency after hours or on weekends and holidays, ask for the Overseas Citizens Services' duty officer at (202) 647-4000.

6. PROTOCOL IN CASE OF A MISSING STUDENT

Students who have been missing for more than 24 hours (that is, who have been out of contact with roommates, staff, host family, etc. for more than 24 hours) should be reported to any staff member.

7. PROTOCOL IN THE CASE OF SEXUAL ASSAULT

Title IX Sexual Misconduct, Relationship Violence, and Stalking Policy

Suffolk University, consisting of its Boston and Madrid campuses, seeks to foster a campus environment that supports its educational mission and is committed to providing a safe learning, living, and working environments for all members of the University community that is free from all forms of sexual misconduct.

The University does not discriminate on the basis of sex or gender and this policy prohibits specific forms of behavior that violate Title IX of the Educational Amendments of 1972 ("Title IX") and/or all other applicable state and federal laws. The University also complies with all obligations under the Violence Against Women Reauthorization Act of 2013 ("VAWA") and the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act ("Clery Act").

At the Madrid Campus, Spanish national laws on sexual misconduct and gender violence may also apply. This policy also reflects the University's commitment to educate, counsel, and train all the members of the University community about the nature of sexual misconduct, its impact on individuals and the University community as a whole, and the steps necessary to combat it.

The University prohibits sexual misconduct of any kind, including Sexual Assault, Sexual Harassment, Gender-Based Harassment, Intimate Partner Violence, Sexual Exploitation, Stalking, and Retaliation against a person for the good faith reporting of any of these forms of conduct or participation in any investigation or proceeding under this policy ("Sexual Misconduct").

Sexual Misconduct is antithetical to the mission of the University and the values it espouses and will be responded to diligently and accordingly. Creating a safe campus environment and a culture of respect is the shared responsibility of all members of the University community, individually and collectively.

The University strongly encourages any person who believes they have been subjected to Sexual Misconduct by a University student or employee to seek prompt assistance.

These procedures outline how the University will proceed once it is made aware that a person believes they have been subjected to Sexual Misconduct and provides guidelines for providing prompt assistance to the Complainant and conducting the investigation and resolution of complaints of violations of the [Policy on Sexual Misconduct](#) in a prompt and thorough manner.

What to Do if You Are a Victim/Survivor of Sexual Assault

If you are a victim of a sexual assault, there are important measures you can take to protect yourself and obtain support. Experiencing a sexual assault, sexual violence or another type of sexual misconduct can be confusing and frightening. Individuals who experience a sexual assault are encouraged to read through these guidelines about options for what to do after experiencing a sexual assault. The steps identified below are provided as guidelines only.

Get to a safe place.

In Spain, if the alleged perpetrator is still in the area, call 112 to contact the police department.

Preserve physical evidence.

Because evidence of a sexual assault and the perpetrator's identity (hair, seminal fluids, bits of skin, etc.) may be left on the victim's/survivor's body, it is important not to bathe, shower, douche, or even use the toilet if avoidable. If the victim/survivor was assaulted orally, drinking, or brushing teeth prior to an exam should be avoided. Victims/survivors should not straighten up the scene of the incident and should take a change of clothes to the hospital. If the victim/survivor must change clothes, put the items that were worn at the time of the attack in a paper bag (not plastic) and bring them to the hospital. Having physical evidence collected can strengthen a case if the victim/survivor decides to pursue legal action. Also preserve physical evidence such as photographs, videos, text messages and voicemail messages.

Seek timely medical attention.

Victims/survivors are encouraged to go for a sexual assault exam as soon as possible because injuries should be treated promptly, and evidence deteriorates quickly. If a victim/survivor is on campus, Suffolk University Madrid (91-533-5935) can arrange free taxi transportation to a nearby hospital. If off campus, call the Suffolk University Madrid Emergency Phone (628-294-290), or call 112 or local law enforcement for assistance with emergency transportation (ambulance) to a hospital. A victim/survivor may bring a friend or family to the hospital for support.

Seek confidential advice.

The University will treat information it receives with appropriate sensitivity. However, the University cannot guarantee absolute confidentiality in all situations. Different employees on campus have different abilities to maintain an individual's confidentiality. Some are required to maintain confidentiality. External, confidential counseling services are available to students and covered within the University travel insurance policy.

Most employees are considered Responsible Employees and are required to report the Sexual Misconduct, including the identities of the Complainant and the Respondent, to the Director of Title IX Compliance. This reporting is necessary for several reasons, including the need to ensure that persons subject to the sexual assault and/or misconduct receive appropriate information and services, to track incidents and, where appropriate, to take actions to protect the Suffolk community.

Additional Resources for Students and Employees in Madrid:

- Asociación de Asistencia a Mujeres Violadas (Assistance to Female Victims of Rape) - Calle de Alcalá, 124 1º. Tel. 91-574-0110
- Hotline for Victims of Sexual Violence - Tel. 902-180-995

Also, please refer to [these resources](#) available through the Boston Campus.

Disclaimer: We have included links to other entities and websites, and we encourage students and employees to evaluate the materials and to use what they find to be helpful. Please keep in mind that Suffolk University cannot assume responsibility for information on other web sites. For personal assistance, Suffolk University students should contact Counseling, Health and Wellness at 617.573.8226 to schedule an appointment with one of our professional counselors. Assistance is available after normal business hours, on the weekends and holidays by calling Counseling, Health and Wellness at 617.573.8226 and following the prompts to be connected with a mental health professional.

From [US STATE DEPARTMENT'S WEB PAGE](#):

Reactions to Crime Victimization

How individuals react to being the victim of a crime will vary from person to person. Some experience difficulty making decisions, short-term memory problems, difficulty concentrating, or recurring memories of the crime. It is important to realize that these are normal feelings, behaviors, and reactions to an abnormal event. One of the first things to pay attention to is the need to feel safer. Addressing safety concerns and receiving emotional support can help. For most victims the reactions described above diminish with time. If these reactions persist and are disrupting your life or getting worse after three or four weeks, you should consider seeking professional assistance.

Resources and Information for Crime Victims

Victim Assistance: If you are the victim of a crime while overseas you may benefit from specialized resources for crime victims available in the U.S. Throughout the United States thousands of local crime victim assistance programs offer help to victims of violent crime and most will help residents of their community who have been the victim of a crime in another country. These include rape crisis counseling programs, shelter and counseling programs for battered women, support groups and bereavement counseling for family members of homicide victims, diagnostic and treatment programs for child abuse victims, assistance for victims of drunk driving crashes, and others.

Victim Compensation: All states operate crime victim compensation programs and nearly half of them offer benefits to their residents who are victims of violent crime overseas.

The toll-free 24 hours a day /7 days a week hotline for sexual assault crisis counseling and referrals in the United States is 1-800-656-HOPE. It is operated by a non-profit organization, [RAINN](#) (Rape, Abuse and Incest National Network).

SAFE TEAM

As part of our mission to support students in every aspect of their university career, Suffolk University Madrid has established a Student Assistance Facilitation and Evaluation (SAFE) team which is made up of staff and administrators. The goal of this team is to help students who may be facing difficulties by connecting them with resources. Such difficulties may include struggling to adapt to college life or Spanish culture; problems at home; academic difficulties; or difficulties forming connections with their peers. Any student who is experiencing hardship or difficulties is encouraged to reach out to the Program Development Coordinator, Silvia Salazar or the Student Life department, who will connect with the SAFE team to discuss possible options for help. Our goal is to create a supportive community. Therefore, if a student, professor, or staff member notices that a student is having a hard time handling life and learning in Madrid, they may report it directly to [Silvia Salazar](#) or through the [General Wellbeing Referral](#) reporting platform.

SUFFOLK UNIVERSITY MADRID ORIENTATION

The University requires all new students to attend a formal orientation session in Madrid just before the academic calendar year begins. This orientation is mandatory. You will be introduced to the program, meet the Campus Director and staff, and receive important information and practical

details about university activities and life in Madrid. After the orientation sessions have finished, an all-campus trip for both new and continuing students is held each semester.

LIBRARY

The library is open during the semester and is staffed by a staff member who is available to assist students with their questions. In addition to its essential print collection and subscriptions to a number of current newspapers and journals, it also includes the immense virtual collection available from the Suffolk Boston Campus. Electronic books, databases, electronic journals and other resources are available both on and off campus.

All items on loan from the library must be returned by the end of the semester. A fine of 50 euros will be placed against the responsible student's account for each unreturned item. The fine for an unreturned calculator will be 100 euros.

COMPUTER ROOM

Suffolk local is the name of the Suffolk University Madrid Campus central academic computer system. Students can access it by logging into a workstation. All the machines in the computer lounge run the Microsoft® Windows™ 10 Pro operating system with the MS Office™ 2013 Professional Plus 2013 productivity suite.

Remote network connection via the Internet is not possible. Users at Suffolk University Madrid are permanently protected from computer viruses and worm attacks by NORTON® antivirus software (Symantec Endpoint Protection version 12.1.2015). Workstations are also protected by the Norton antivirus firewall.

Suffolk University Madrid students have unlimited access to one high-quality multifunction system with printing, photocopying, and network scanning capabilities. There are no printing fees or pages-per-semester limits for B/W printing. Color printing is restricted and only permitted upon reasonable request to IT Support.

All the computers have DVD units to visualize DVD-ROMs. Firewire ports and memory card readers are also available. All the computers have webcams and headphones for Internet video conferencing.

Wireless access is available throughout the building. The wireless network is encrypted for confidentiality and security reasons. To connect to our encrypted wireless connection, please contact IT Support for assistance.

USE OF COMPUTING AND INFORMATION TECHNOLOGY RESOURCES

The Information Technology (IT) facilities of Suffolk University Madrid Campus are provided to students, faculty, staff, and authorized external users for legitimate University purposes. This will normally mean academic homework, academic research activities, and administration.

Users of the IT facilities must be aware of the conditions according to which access is provided. Access to the IT facilities is restricted to currently enrolled students at Suffolk University Madrid (without financial holds), and other authorized users.

The administrator of the IT facilities may restrict access to an individual user on the grounds that the user is in breach of the previously mentioned policy. Users must not compromise or attempt to compromise the security of any IT facility belonging to Suffolk University or other organizations or individuals, nor exploit or attempt to exploit any security deficiency. Users must use the IT facilities in an ethical way, and in accordance with American/European/Spanish laws. Users must cooperate with other users of the IT facilities to ensure fair and equitable access to the facilities. Users are expressly forbidden unauthorized access to accounts, data, or files on Suffolk University Madrid Campus facilities, or on IT facilities belonging to other organizations. Users are not permitted to utilize the University's IT facilities to access pornographic material or to create, store or distribute pornographic material. It will not be a defense to claim that the recipient was a consenting adult. Game playing (on-line or any other) and/or streaming is not allowed on Suffolk University Madrid Campus facilities. Users are not permitted to utilize the University's IT facilities to access Kazaa-like multimedia file-sharing systems. Users must make polite use of speakers when working at the computers. Disciplinary action may be taken against any user breaking these rules.

The University accepts no responsibility for loss or damage or consequential loss or damage of data arising from the use of its IT facilities. The University accepts no responsibility for the use of third-party email or chat systems (AOL, Hotmail, Yahoo, Google, etc.) Please remember to practice good security habits. Always sign out of your e-mail or chat account. If you do not sign out, and you are using a public computer, the next user of the computer may be able to read your messages or send messages from your account, impersonating you. Because using sign out does not always work, you must remember to turn off (and then on) the computer after you have finished if you are in a Suffolk University Madrid computer. Unfortunately, no data transmission over the Internet is guaranteed to be completely secure. Given the inherent operation and structure of the Internet, all transmissions are done at your own risk (be especially careful if you are dealing with sensitive personal or banking information).

The University does not generally monitor email, personal websites, and files stored on university computers. However, the University reserves the right to access and monitor email, web sites, server logs, and electronic files should it determine that there is reason to do so. Such reasons would include, but not be limited to, suspected, or reported breaches of the IT rules, or breach of any statutes, regulations or policies of the University, or suspected breaches of U.S., Spanish or European law.

Under no circumstances does Suffolk University Madrid monitor, access, or interfere with personal email or chat accounts that belong to third party companies (AOL, Hotmail, Yahoo, Google, Libero, etc).

Before using the Suffolk University Madrid computer network, you should know a few important rules that apply when using our system:

- Users are expected to maintain a noise level conducive to an academic atmosphere. Those students making excessive noise will be asked to quiet down or leave the area.
- Smoking and vaping are not allowed inside the Suffolk University Madrid building.
- Do NOT eat or drink at any time in the computer area.
- Please help keep computer lounge clean and tidy and place garbage in the bins provided. Make sure that you put the chairs back where they belong before you leave.
- Students are not allowed to connect personal computers (including laptops) to the Suffolk University Madrid computer network. Students are, however, allowed to connect their personal computers to the wireless network (SUMC_wlan).
- Leave the workstation the way you found it. Do not move files or folders around unnecessarily and, above all, do not delete applications.
- Do not access the contents of any folder, edit or delete any files that you have not personally created.
- Do not cause intentional damage to any component of the computing and information resource facilities.
- Do not send foul, inappropriate, or threatening messages such as those including offensive racial or sexual content.
- Do not use the facilities to harass or intimidate individuals or interfere with their normal use of the system.
- Do not play practical jokes, send chain letters or "fake" e-mail, "spam" (sending hundreds of copies of the same message), introduce computer viruses or otherwise deliberately breach system security.
- Do not solicit for unauthorized outside business ventures or political or religious causes.
- Users must not attempt installation or install any additional hardware on any workstation without the previous approval of the network administrator. It is strictly prohibited to disconnect devices (mice, keyboards, headsets...) already plugged into the workstation. If you need a headset or a webcam for your own laptop, ask the IT staff.
- No pets or laboratory animals of any kind are allowed in the computer lounge.
- Gameplaying is not permitted in the computer lounge.
- Logout but do not shut the computer down when you finish your work (see security remark above).
- Suffolk University Madrid and its employees are not responsible for personal belongings. Do not leave personal items unattended.

Sanctions for violation of this policy

Depending on the severity of the offense, sanctions may include warning, suspension of computer privileges or social dismissal from the University. Individuals who violate the law will be referred to the proper law enforcement authorities.

USE OF SUFFOLK UNIVERSITY MADRID-ISSUED SIM CARDS FOR CELL PHONES

Suffolk Madrid distributes SIM cards to all students. The main goal of this phone service is to ensure communication with students in case of emergency. Therefore, you are expected to always carry your

phone with you. As part of your phone plan, you will get phone credit (for calls) and a small data allowance. This is included in your program fee.

- Calls between cell phones in the Suffolk University Madrid network are free. Therefore, you can make calls among yourselves and staff (Suffolk University Madrid emergency phone, student activities phone, Suffolk University Madrid landline) at no cost.
- All incoming calls and text messages are free unless you are out of Spain (roaming charges apply).
- **VERY IMPORTANT:** You will need to have your personal smartphone unlocked in order to be able to use your Suffolk University Madrid-issued SIM card on it.
- Should you need an emergency replacement for your phone during the semester, you may borrow one of the phones we have on campus and return it as soon as you have a new phone. Failure to return borrowed phones will result in a penalty fee of 100€.

We at Suffolk University Madrid are keenly interested in all students having an operative cell phone as soon as possible upon arrival in Spain, so as to better assure your safety and well-being. All of the cell phone numbers provided by Suffolk University Madrid will be included in a universal message system whereby all students can be promptly informed of any special circumstances or situations.

Useful phone numbers:

Suffolk University Madrid landline: +34 915 335 935

Suffolk University Madrid emergency phone: +34 628 294 290

RULES FOR PARTICIPANTS IN SUFFOLK UNIVERSITY MADRID CAMPUS EXCURSIONS, SOCIAL & CULTURAL ACTIVITIES

Only Suffolk University Madrid students may participate in excursions and activities, and all participants should comply with the following rules:

- Students are expected to be punctual to all visits.
- No food or beverages can be taken into the museums or cathedrals.
- There is restricted use of cameras in museums and cathedrals, no flash.
- No eating on the private bus rides.
- Students are expected to respect the guide during all lectures.
- Students are expected to fill out the evaluations provided by Suffolk University Madrid representatives after the trips and to return them to the designated person promptly.
- Students must be attentive to guidelines and are responsible for getting instructions from the Suffolk University Madrid representative.
- Students will behave responsibly and appropriately, not disturbing other participants or other customers of establishments used.

- Use of drugs will lead to immediate dismissal from all activities, and specific cases will be handled through disciplinary hearings that may result in sanctions, including possible dismissal from the Campus.
- Participants will not drink alcohol in hotel rooms or in any means of transportation used before, during, or after an activity.
- Students who decide not to participate in scheduled tours or activities must tell the Suffolk University Madrid representatives well in advance.
- Participants will attend all mandatory meetings called by a Suffolk University representative during an excursion.
- Participants may not use other participants' property, unless express permission has been given in advance.
- Students will immediately report any problems occurring during the trip to the Suffolk University Madrid representative.
- Students will not allow visitors or overnight guests in their hotel rooms.
- Parties are forbidden at the hotel.
- Students are responsible for their use of hotel facilities and will be charged for any damage they cause.
- Students who disregard any instructions given, whether verbally or in writing, by the Suffolk University Madrid representative directing the activity may be dismissed from all remaining activities, with possible disciplinary follow-up and sanctions.
- Students will be responsible for any problems they may cause outside guided tours.

Students who fail to respect any of these rules will either be refused participation in future activities or be subject to dismissal from all activities for the rest of the semester, with no right to reimbursement for amounts paid.

The above rules are enforced to ensure the safety of all students and all participants' enjoyment of the activities organized by Suffolk University to enhance the experience of a semester/year in Spain.

Depending on the severity of the violation(s), sanction(s) may result in expulsion from the University.

SIGN-UP POLICIES FOR SUFFOLK UNIVERSITY MADRID TRIPS

- Students must decide which weekend excursion they want by the first day of orientation each semester.
- Sign up procedure must be carried out by filling out an online sign-up form that will be provided during orientation.
- Changes, due to medical emergencies, are admissible when accompanied by a valid medical document. Students who become ill and therefore miss the final trip of the semester cannot be reimbursed. Students who miss earlier trips in the semester, due to validated medical emergencies, will be accommodated on later trips in the semester, whenever possible.
- Failure to sign up for a trip, or failure to show up for the trip chosen, will result in the student's forfeiture of a weekend cultural excursion. There are no refunds.

COMMUNITY ENGAGEMENT

It is within the Suffolk University mission to foster community engagement among students. Therefore, Suffolk University Madrid offers students opportunities to serve the local community through partnerships with different social entities. Students interested in participating in volunteer programs and service days should contact [Silvia Salazar](#).

Madrid Campus Housing regulations

INTRODUCTION

Suffolk University sponsored housing is a complementary service of the University. As a user of this service and as a member of the Suffolk University Madrid housing community, it is essential that all students respect the rights of others in the community, as well as the University and private property.

All Suffolk University Madrid housing accommodations and Suffolk University Madrid excursion hotels will be considered as part of the Campus. Suffolk University Madrid behavior rules and disciplinary procedures will apply to these settings.

Accepting a place in university housing implies the student's absolute conformity with the rules established in the present Regulations. No allegations whatsoever will be accepted against these Regulations for supposed ignorance of or noncompliance with them.

I. RIGHTS

Students living in Suffolk University Madrid accommodations have the following rights:

- The right to silence and rest.
- The right to privacy.
- The right to confidentiality.
- The right to free expression of opinions.
- The right to respectful and dignified treatment.
- The right to exercise their freedoms, without infringing on the rights of others.
- The right to receive all stipulated services.
- The right to be duly informed regarding all matters related to their situation in university-sponsored housing.

II. FACILITIES

In *host families*, students must be committed to actively participating in family life, behaving like a member of the family, and taking part in domestic chores as much as possible.

In *residence halls and apartments*, students must comply with the internal regulations and Suffolk University Housing Rules.

For more detailed information regarding rules of conduct in the residence halls or families, please consult your placement contract.

III. CONDUCT

Residents must comply with the following requisites, at all times being fully responsible for the consequences which result from their actions:

- Students must make every effort to integrate into the residences, shared apartments and families, and actively collaborate in community life, promoting activities and participating in those that are organized.
- Students must respect all Suffolk University regulations.
- Students must demonstrate behavior which reflects a spirit of academic, social and civic responsibility, both within and outside of University-sponsored housing.
- Students must maintain respectful attitudes and behaviors towards roommates regarding shared space, personal possessions, and right to privacy and quiet.
- In the common areas, students must wear adequate attire that will not be offensive or embarrassing to others.

IV. HEALTH AND SAFETY POLICY

It is against Suffolk University Madrid regulations to:

- Tamper with fire or other safety equipment.
- Possess flammable items, appliances or other items that may be considered a fire hazard in any way.
- Smoke in any part of a Suffolk University Madrid -sponsored housing or building including common areas such as hallways and elevators, including e-cigarettes.
- Start or cause a fire in any Suffolk University Madrid -sponsored housing or building.
- Cause a false fire or safety alarm in any Suffolk University Madrid -sponsored housing or building.
- Possess weapons or items that resemble weapons.
- Throw objects or any substance from, into, or onto Suffolk University Madrid -sponsored housing windows, doors, walls, terraces, ledges, roofs or other areas.
- Bring unauthorized furniture into your Suffolk University Madrid -sponsored housing or building.
- Tamper with devices and furnishings, such as windows, doors, shutters, cranks, stops, locks, door and smoke detectors, or closing devices.
- Install an unauthorized lock on a bedroom, bathroom, or front door.
- Leave residence room doors open when not present in the room and/or fail to lock the room door.

- Enter without authorization, or contribute to the unauthorized entry of another individual, into Suffolk University Madrid -sponsored housing. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any Suffolk University Madrid -sponsored housing.
- Participate in any type of hazing or initiation rituals. Hazing is strictly prohibited, as it is considered a criminal offense within the Spanish legal system and legal action may be taken.
- Host parties in your residence.
- Possess devices or objects that cause or may cause nuisance to neighboring residents, in particular animals of all kinds.
- Possess, consume, traffic in, distribute, or any other interaction with any kind of drugs, narcotics, psychotropic substances, or alcohol.

Failure to abide by the Housing Guidelines for the student's assigned Suffolk University Madrid -sponsored housing, or any others related to Housing in Section 4, Student Conduct, of this Handbook will result in disciplinary actions, including expulsion from Suffolk University Madrid housing facilities and/or the University.

V. ADDITIONAL REGULATIONS

Housing Inventory Checklist. Students will need to complete the housing inventory checklist form (which will be provided by the Housing Coordinator during Orientation), noting the condition of the room and its furnishings, and return it to the Housing Coordinator within 5 days of moving in. This inventory form is for your own protection, as it helps to establish the condition of your housing assignment at the time of your arrival.

Change of Host Family. Should a student have a complaint regarding their host family, the student must communicate this complaint via the Change of Housing Request in writing to the Suffolk University Madrid Housing Coordinator, who will reach a final decision within 5 days of receiving the request. This decision will be final. If the complaint is found to be justified, Suffolk University Madrid will assist the student in finding a new host family and in moving houses. If a student leaves the housing assignment without justified cause, s/he will be responsible for compensating the host family, according to the terms of the signed housing contract.

Guest Policy. No overnight guests are allowed. No outside guests are permitted to enter the residence hall outside of the permitted hours.

The residence visiting schedule is 10:00 am to 11:00 pm. All visitors must register at Reception, presenting his/her identity card or passport. Outside of these hours, or failing to present either of these documents, the visitor will not be allowed access to the facilities. Once the visit is registered, with a maximum of 2 visitors per resident at a time, Reception will phone the resident to receive him /her. Visitors are required to sign out upon leaving the residence.

No visits are allowed to the following residence areas:

- The residence dining room unless the visitor buys a meal ticket.
- A room different from the one registered at entry.
- The ground floor study room.
- The residence fitness center

Moving. A housing change is allowed only when justifiable reasons exist (see above), there is available space, and when students and the Housing Department reach an agreement, following the moving procedure or by signing a document that excludes SU liability. Students are not allowed to change housing assignments on their own; if they proceed to do so without SU formal authorization, they will have to compensate the landlord/owner of the housing facility.

Double Rooms. Space in a double room to which only one student has been assigned, for the time being, remains available to Suffolk University Madrid in case a later assignment to another student becomes necessary. Students requiring a single room because of special needs must be authorized by the Office of Disability Services prior to the beginning of the semester.

Students' Belongings. Each student is responsible for his/her own belongings. The University cannot be responsible for any loss or damage caused to student property, or any property lost or stolen. At the end of the academic year or the semester, the residents will vacate their rooms, taking with them all of their personal possessions. Storage of property will not be allowed in the residences or host families' homes. The Housing Department will take full possession of any abandoned property with the assumption that the resident has renounced its possession.

Entry to Housing Facilities. The student understands and accepts that authorized University personnel may enter student rooms or other areas of the housing facilities without notice for the following reasons: fire, health and safety inspections, inspection for damage, and/or other emergency purposes. The University also reserves the right to enter a student's room/common area if there is a reasonable cause to believe that violation of university policies, rules or regulations or of the law has occurred. Housekeeping staff may enter each room on a regular basis for cleaning purposes.

VI. FINANCIAL ASPECTS OF UNIVERSITY HOUSING

- The areas of management and economic mediation of Suffolk University Madrid university-sponsored housing are overseen by the University Housing Department.
- If keys are lost, residents must pay for their replacement and for all other necessary expenses.
- The University is not responsible for any objects or money that might be stolen from the housing premises. It is recommended that residents not leave their property in the common areas.

VII. CHECK-OUT POLICY

- Students in Suffolk University Madrid-sponsored housing are expected to treat their accommodations with respect and, at departure, to leave them as they found it.
- All students in Suffolk University Madrid -sponsored housing are equally responsible for all damage caused to the property at the facility where they live. Students sharing the same facility will be charged equally for any damage caused, unless there is any evidence of the person/s who has/have caused them, as per their respective housing guidelines. If a student loses the key to a housing facility and the property owner decides to change the lock, the student will be charged for the total cost of the replacement.
- Housing damage will be charged according to the invoice received for the item to be replaced or repaired.

SPORTS

All Suffolk University Madrid Campus students may join the sports program of the Universidad CEU San Pablo. The available disciplines range from intramural competitions to varsity teams that compete in the Madrid and Spain university leagues.

In addition, the Campus has a special relationship with a nearby gymnasium at CEU San Pablo which students can use by signing up in advance.

Section 4

Student Conduct

Suffolk University Madrid Community Standards & Student Conduct System

The Suffolk University Madrid Campus has established its [Community Standards and Student Conduct System](#) based on those of Suffolk University Boston, to promote and maintain an academic environment that is consistent with the mission of the University.

The current rules for Suffolk University Madrid are adapted to the context of living and studying in a country of the European Union, applying the provisions of Spanish and European Union Law. However, the conducts included in Title IX/Nondiscrimination policy will be referred to the Boston Campus and shall be governed according to the Community Standards and Student Conduct System of Suffolk University Boston, without prejudice to the liabilities that may arise in accordance with the Spanish and European Union Law.

In any case, it is crucial to underline that legal disputes/conflicts that occur in the Suffolk University Madrid, or that affect any student enrolled in the university, will be resolved according to Spanish and European Union current Law, and heard by the competent Tribunals to hear the case.

The Suffolk University Madrid Student Conduct System addresses alleged violations of the Suffolk University Madrid Community Standards. Students are expected to carefully review the Suffolk University Madrid ID Community Standards outlined in this document and are required to comply with said Standards. Students will be held accountable for any violations.

Sanctions will range from a warning of removal from university housing to dismissal from the university, or the withholding or the revocation of a degree. Minimum sanctions have been established for certain violations.

Guiding Principles of the Community Standards and the Student Conduct System

To enter Suffolk University is to accept an invitation to participate in a learning environment in which students are educated to become lifelong learners as well as professionals who lead and serve the communities in which they live and work. Choosing to become a member of this community requires members to respect and contribute to a genuine community of students, faculty, and staff learners who are mutually supportive and respectful. By voluntarily choosing to affiliate themselves with Suffolk University, students acknowledge, accept, and agree to comply with the responsibilities outlined in the Community Standards. The Suffolk University Community holds high expectations of how members live and interact with one another. Respect for oneself and respect for others lie at the heart of the Community Standards. Since its inception in 1906 as the Suffolk School of Law, the University has supported and encouraged diversity in a challenging, supportive environment for motivated and capable students from various backgrounds and cultures. As such, the Suffolk University Community Standards established for student members of the Suffolk Community are not always the same as those standards that apply to individuals within society at large. Students are accountable for their actions as a necessary part of community life. The University's Community Standards go beyond what is simply required for public order.

Suffolk University has sought to educate students who—as leaders in law, business, and professional and civic life—will live by the highest intellectual and ethical standards. In search of this ideal, Suffolk strives to create an environment in which learning is a shared responsibility that is pursued in classrooms, studios, and laboratories; internships and study abroad programs; co-curricular and extracurricular activities; athletic fields; residence halls; and the city of Boston and beyond. The Suffolk University Community Standards and other policies are intended to contribute to the education and growth of student members of the campus community. The University will hold students accountable for their actions as a necessary part of community life.

Violation of Law and College Discipline

Student conduct may violate federal, state, or local law and/or the Suffolk University Community Standards or those of Suffolk University Madrid. Violations may be addressed through the Student Conduct System, the civil or criminal court system, or both. When student conduct may have violated federal, state, or local law, Suffolk University may take action against a student through the Student Conduct System prior to, simultaneously with, or following civil or criminal proceedings at the discretion of the assistant dean of students, or designee.

Determinations made or sanctions imposed under the Student Conduct System will not be subject to change when civil claims or criminal charges regarding the same incident are resolved in favor of the student defendant. However, the University reserves the right to impose additional sanctions if a student is found liable or guilty in a civil or criminal proceeding.

Students involved in civil and/or criminal proceedings related to student conduct that may violate the Community Standards are responsible for all costs associated with the civil or criminal proceeding.

The University cooperates with law enforcement and other agencies in the enforcement of civil or criminal law on campus and with any conditions that may be imposed by civil or criminal courts, including, but not limited to those related to the rehabilitation of student violators, provided the conditions do not conflict with campus rules or sanctions.

Jurisdiction

The Suffolk University Madrid Community Standards and Student Conduct System apply to the conduct of any student or individual:

- who is enrolled in or accepted for an academic course or program at Suffolk University Madrid, regardless of credits carried; or
- who withdraws from Suffolk University Madrid after allegedly violating the Suffolk University Madrid Community Standards.

The Suffolk University Madrid Community Standards and Student Conduct System also applies to any student group or organization active at Suffolk University Madrid.

The Suffolk University Madrid Community Standards and Student Conduct System apply to conduct that occurs on or off-campus including, but not limited to, conduct at University-sponsored activities,

during all programs such as internships and off-campus study or field trips, and to conduct that adversely affects the Suffolk University Madrid community or the pursuit of its objectives, or calls into question the suitability of a student as a member of the Suffolk University Madrid Community.

Each student is responsible for his/her conduct from the time of acceptance of admission through the duration of study at Suffolk University Madrid, even though the conduct may occur before classes begin or after classes end, as well as during the academic year or during periods between terms of actual enrollment, and even if the conduct is not discovered until after a degree is awarded.

The Suffolk University Madrid Community Standards and Student Conduct System applies to a student's conduct even if the student withdraws from Suffolk University Madrid or the University while a complaint is being investigated or adjudicated.

The Suffolk University Madrid Director, or designee, will decide, on a case-by-case basis, whether the Suffolk University Madrid Community Standards and Student Conduct System will be applied to conduct occurring off campus.

Students are responsible for the consequences of their actions even when the conduct may have been influenced by their physical or emotional state.

Students are responsible for the consequences of their actions even when the conduct may have been influenced by their use or abuse of alcohol or other drugs.

A disciplinary hold may be placed on a student's educational record when a student does not respond to the request of a university representative to attend a meeting or administrative hearing or does not comply with a conduct sanction. Students with a disciplinary hold may not be permitted to register for courses, receive a diploma, add or drop courses, or participate in other University activities.

If a student fails to pay a conduct fine by the due date, the fine and any penalties may be added to the student's account. Policies for the payment of student accounts are managed by Student Accounts.

Prohibited Conduct

The following types of conduct constitute violations of the Suffolk University Madrid Community Standards and will be subject to action and sanctions as outlined in the Student Conduct System.

1. Acts of Dishonesty

1.01 Furnishing false information to a university representative or law enforcement, fire, or other agency.

1.02 Misrepresenting oneself as another or possession or alteration of an ID card or instrument of identification.

1.03 Forgery, alteration, or misuse of any University document, including admissions documents and/or recommendations, other record or instrument of identification.

1.04 The possession, creation, use and/or distribution of false identification.

2. Personal Conduct

2.01 Violation of any federal, state, or local law.

2.02 Conduct that affects the student's suitability as a member of the University community.

2.03 Participation in the disruption or obstruction of teaching, research, administration, living or other University activities.

2.04 Attempted or actual theft, removal, damage, alteration, or vandalism to space and/or property, including lounge furnishings, of the University or others.

2.05 Failure to comply with the request of a university representative or law enforcement, fire, or other public officials acting in the performance of their duties, or failure to identify oneself to these persons when requested to do so.

2.06 Unauthorized possession, duplication, or use of keys or access cards to any University premises or tampering with locks.

2.07 Failure to abide by the Policy Against Gambling.

2.08 Conduct that is lewd or indecent such as streaking, public urination, public defecation, or public nudity.

2.09 Failure to abide by the Scheduling University Events Policy, as applicable to Suffolk University Madrid.

2.10 Failure to abide by the Solicitation Policy, as applicable to Suffolk University Madrid.

2.11 Failure to abide by the Suffolk University Madrid housing or visitor policies, as applicable to Suffolk University Madrid housing venues and stipulated in students' individual housing contracts.

2.12 Failure to abide by the Good Neighbor Policy, as applicable to Suffolk University Madrid and living in Madrid.

2.13 Inappropriate communication with members of the Suffolk University Madrid community.

2.14 Failure to abide by the Posting Policy, as applicable to Suffolk University Madrid.

2.15 Unauthorized use of the Suffolk University name, logo, mascot, or other symbol.

2.16 Unauthorized use of Suffolk University directories.

2.17 Participation in the disruption or obstruction of the free flow of pedestrian or vehicular traffic or participation in the disruption, obstruction, or interference with the duties of law enforcement, fire departments, or other public service agencies.

2.18 Failure to comply with a published and/or distributed departmental policy or directive not specified in the Student Handbook.

2.19 Failure to abide by the Joint Responsibility Policy, as applicable to Suffolk University Madrid.

2.20 Unauthorized housing change or room assignment, as stipulated in students' individual Suffolk University Madrid housing contracts.

3. General Safety

3.01 Trespassing, tampering with, and/or unauthorized entry to or use of Suffolk University Madrid premises or property including, but not limited to, roofs, elevators, or balconies.

3.02 Creating or participating in a fire hazard or a situation that endangers others, including but not limited to: false reports of fire or bombs; possession of fireworks or other highly combustible items; failing to evacuate; use of candles (lit or unlit) or an open flame; blocking, propping, or obstructing doors, hallways, stairwells, or community areas; tampering with, misusing, covering, damaging, or removing fire safety equipment; or violating the Residence Life & Housing Fire Safety Policy, as applicable to Suffolk University Madrid.

3.03 Throwing objects from windows, roofs, or balconies or failure to abide by norms stipulated in Suffolk University Madrid housing contracts.

3.04 Failure to abide by the University Weapons Policy or Spanish laws governing weapons.

3.05 Improper use of Suffolk University Madrid or Suffolk University Madrid -leased/rented vehicles.

3.06 Failure to abide by Suffolk University Madrid or Suffolk University Madrid housing procedures for emergencies.

3.07 Possession or care of pets in Suffolk University Madrid property or Campus-sponsored housing.

3.08 Unauthorized sports play in Suffolk University Madrid buildings, facilities, or Suffolk University Madrid -sponsored housing, including, but not limited to, wrestling, playing Frisbee or catch, and/or the use of rollerblades, roller skates, skateboards, and/or bicycles in Suffolk University Madrid buildings and housing venues.

3.09 Possession, storage or use of a self-defense spray/mace counter to Spanish laws regarding the same.

3.10 Use, possession, storage or charging of self-balancing battery powered devices or vehicles such as, but not limited to, self-balancing motorized boards, hoverboards, Segways, electric skateboards, self-balancing scooters, and Segways on Suffolk University Madrid premises or in Suffolk University Madrid -sponsored housing venues.

4. Physical or Emotional Health

4.01 Physical assault or verbal abuse, threats, intimidation, harassment, or coercion, including, but not limited to, any conduct that threatens or endangers the emotional/physical health or safety of oneself or another person.

4.02 Any action that insults, stigmatizes, threatens, or endangers another individual or that subjects another person to physical or emotional injury, because of that individual's race, gender, gender identity, gender expression, genetic information, disability, age, marital status, religion, color, national or ethnic origin, military or veteran status, or other personal characteristic as protected by U.S. or Spanish law.

4.03 Failure to abide by the Policy Against Discrimination and Harassment, as applicable to Suffolk University Madrid.

4.04 Failure to abide by the Non-proselytizing Policy, as applicable to Suffolk University Madrid.

4.05 Failure to abide by the Policy Against Hazing, as applicable to Suffolk University Madrid.

5. Suffolk University Madrid Housing Policies

5.01 Failure to abide by the Suffolk University Madrid Housing Policy pertinent to the student's individual Suffolk University Madrid-sponsored housing placement and stipulated in his/her housing contract.

6. Alcohol and Other Drugs

6.01 Being in the presence of alcohol while under the age of 18, and/or in the presence of alcohol in any Suffolk University Madrid-sponsored housing venue regardless of age, and/or being in the presence of alcohol at a Suffolk Madrid Campus function where alcohol has not been authorized.

6.02 Use or possession of alcohol while under the age of 18, and/or use or possession of alcohol in any Suffolk University Madrid-sponsored housing venue regardless of age, and/or being in the presence of alcohol at a Suffolk Madrid Campus function where alcohol has not been authorized.

6.03 Distribution of alcohol.

6.04 Hosting a gathering where prohibited drinking has occurred, or a common source of alcohol is present.

6.05 Failure to abide by the University Smoking Policy, as applicable to Suffolk University Madrid.

6.06 Being in the presence of illegal drugs.

6.07 Use and/or possession of illegal drugs, including but not limited to, marijuana and/or synthetic marijuana.

6.08 Manufacturing and/or distribution of illegal drugs or medication prescribed to another.

6.09 Being under the influence of illegal drugs or medications prescribed to another.

6.10 Possession of alcohol paraphernalia.

6.11 Possession of drug paraphernalia.

6.12 Sale and/or transfer of one's own prescribed medication to another or the possession, use, sale and/or transfer of another's prescribed medication.

6.13 Intoxication of a person, whether student or guest of a student, or being in the presence of alcoholic beverages in any campus building or property controlled by Suffolk University Madrid (including Suffolk University Madrid-sponsored housing), regardless of age.

6.14 Materials and social media posts that encourage any form of alcohol abuse or place any emphasis on quantity and frequency of use. Portrayal of the consumption of alcoholic beverages in any materials or social media posts as the focus of any function. The portrayal of alcohol as a solution to personal or academic problems, or as necessary for social, sexual or academic success.

7. Computer and Network Systems

7.01 Attempted use or use of electronic devices that invade a person's privacy.

7.02 Unauthorized transfer of a file such as but not limited to a Blu-Ray DVD, DVD or CD, or violation of the University Copyright Policy.

7.03 Failure to abide by University Computing Policies, as applicable to Suffolk University Madrid.

7.04 Attempted or unauthorized use of another individual's identification or password or computer equipment.

7.05 Use of computing facilities to send obscene, abusive, harassing, or threatening messages.

7.06 Failure to abide by Suffolk University Madrid norms for the use of computing and information technology resources as stipulated in this handbook.

8. Abuse of the Student Conduct System

8.01 Failure to obey a notice from a Suffolk Madrid Campus representative to appear for an administrative hearing.

8.02 Falsifying, distorting, concealing or misrepresenting information in connection with the Student Conduct System.

8.03 Submitting or corroborating a false written complaint or withholding information in connection with the Student Conduct System.

8.04 Disruption or interference with the orderly operation of a discipline proceeding.

8.05 Attempting to discourage an individual's proper participation in or use of the Student Conduct System.

8.06 Attempting to influence the impartiality of the hearing officer.

8.07 Harassment or intimidation of a complainant, charged student, witness, or hearing officer in connection with an administrative hearing.

8.08 Failure to comply with a sanction imposed under the Student Conduct System.

8.09 Influencing or attempting to influence another person to commit an abuse of the Student Conduct System.

Student Conduct System

The [Suffolk University Dean of Students](#) is responsible for the overall administration of the Community Standards and Student Conduct System. The Dean of Students, or designee, is authorized to delegate responsibilities to others and will appoint hearing officers to conduct administrative hearings. Under his/her direction, the assistant dean of students has been charged with the day-to-day responsibility for the administration of the Community Standards and Student Conduct System. At the Suffolk Madrid Campus, and in collaboration with the Office of Student Affairs, the Suffolk University Madrid Director, or designee, will develop and maintain policies and procedural rules for the administration of the Suffolk University Madrid Student Conduct System consistent with the provisions of the Suffolk University Madrid Community Standards.

If a written complaint involves more than one charged student, the hearing officer, at his/her discretion, may determine whether an administrative hearing concerning each student will be conducted separately or jointly.

Students are required to attend administrative hearings.

Administrative hearings are not open to the public. Therefore, members of the Suffolk University community who are not directly involved in the incident and friends, parents, partners, siblings, legal counsel, and others are not permitted in the room where the administrative hearing takes place but may wait nearby for support purposes.

Students will be held accountable for violation such as the failure to obey a notice from a University representative to attend a meeting and/or appear for an administrative hearing; falsifying, distorting, or misrepresenting information at an administrative hearing; submitting or corroborating a false written complaint or withholding information; attempting to discourage an individual's proper participation in or use of the Student Conduct System; attempting to influence the impartiality of the hearing officer; harassment or intimidation of a complainant, witness, or hearing officer in connection with an administrative hearing; failure to comply with a sanction imposed under the Student Conduct System; or influencing or attempting to influence another person to commit an abuse of the Student Conduct System.

Formal rules of process, procedure, or evidence such as those applied in civil or criminal courts are not used in the Student Conduct System.

Hearing officers will recuse themselves from a case when appropriate.

Decisions resulting from an administrative hearing will be final, pending the appeal process.

Student conduct that warrants sanctions may result in forfeiture of all Suffolk scholarships, financial aid, or monies paid.

Initiation of Disciplinary Proceedings

Any individual member of the Suffolk University Madrid community may submit a written complaint alleging a student violated the Suffolk University Madrid Community Standards. Complaints may also be submitted on behalf of the University.

The written complaint will be directed to the Suffolk University Madrid Director or designee. A written complaint must be submitted within 30 Suffolk University Madrid working days of the incident.

Upon receiving a written complaint, the Suffolk University Madrid Director, or designee, may take one or more of the following steps:

- Offer a student the opportunity to accept responsibility for a violation of the Suffolk University Madrid Community Standards by signing a waiver and accepting sanctions.
- Conduct an investigative hearing which includes notifying a student that he/she has been charged with a violation(s) of the Suffolk University Madrid Community Standards and must attend or schedule an administrative hearing.
- Dismiss the written complaint, such disposition being final and with no subsequent action; and/or
- Impose interim restrictions.

Waiver to Forgo an Administrative Hearing and Accept Responsibility for Violating the SUFFOLK UNIVERSITY MADRID Community Standards and Accept Sanction(s).

A hearing officer may offer a student alleged to have violated the Suffolk University Madrid Community Standards a waiver to forgo an administrative hearing. By signing a waiver, the charged student accepts responsibility for violating the Suffolk University Madrid Community Standards and agrees to complete a sanction as determined by the hearing officer. The student waives his/her right to an administrative hearing and may not appeal the determination or sanctions.

Administrative Hearings

An administrative hearing will be conducted by a hearing officer appointed by the Suffolk University Madrid Director, or designee.

The purpose of an administrative hearing is to review information gathered from a charged student, complainant, and/or witnesses or others with information or knowledge of the incident so that the hearing officer can make a determination as to whether the charged student violated the Suffolk University Madrid Community Standards.

The charged student will be notified that a written complaint has been received and that he/she must schedule or appear at a predetermined time for an administrative hearing. Notification is deemed to have occurred on the date on which the notice to appear is mailed, an email is sent, a telephone conversation takes place, or a written message is delivered advising the student of this information.

Notice of the charges for an administrative hearing will be in writing and will include the date by which the student alleged to have violated the Suffolk University Madrid Community Standards must schedule the administrative hearing or will include the date, time, and location of the hearing the student is required to attend.

After being notified that he/she must schedule an administrative hearing, the charged student must do so within three (3) business days of such notification. The charged student is encouraged to schedule the administrative hearing as soon as possible.

After being notified that he/she must attend the administrative hearing at a predetermined time, the charged student must attend the administrative hearing.

Administrative hearings may be recessed at any time at the discretion of the hearing officer.

In the absence of compelling circumstances as determined by the hearing officer, if a charged student does not schedule an administrative hearing or appear at an administrative hearing scheduled for a predetermined time, the administrative hearing will be held in the student's absence. The hearing officer will issue a decision and sanctions will be imposed, if appropriate.

Generally, but not always, the order of an administrative hearing will proceed as follows:

- Introduction
- Reading of the charges
- Opening statement from the charged student
- Questioning by the hearing officer
- Closing statement from the charged student.

If the University is the complainant, an authorized representative of the University shall serve as the complainant.

The charged student may provide the names of up to four (4) witnesses with knowledge of the incident at least one (1) business day prior to the administrative hearing. Character witnesses are not permitted. The hearing officer will decide, in his/her sole discretion, whether to seek to obtain information from witnesses.

All procedural questions and decisions are subject to the final decision of the hearing officer.

Decisions of the hearing officer will be made based upon a determination of whether it is established, by a preponderance of the evidence, that the charged student violated the Suffolk University Madrid Community Standards.

After the administrative hearing concludes, the hearing officer will determine whether the charged student violated each section of the Suffolk University Madrid Community Standards that the student is alleged to have violated.

The charged student will be notified in writing of the decision and sanction(s) imposed, if any. Notification is deemed to have occurred on the date on which a document is mailed, an email is sent, or a written message is delivered.

A charged student will be entitled to:

- Receive written notice of charges.
- Receive a copy of the incident report within one (1) business day of the written request for a copy. The names of other individuals in the report will be removed consistent with applicable law.
- Be notified of the date, time, and place of the charged student's administrative hearing.
- Receive notice of the fact that the charged student's failure to schedule an administrative hearing by the due date or appear for an administrative hearing may result in the administrative hearing being conducted in the absence of the charged student.
- Provide the names of up to four (4) witnesses with knowledge of the incident at least one (1) business day prior to the administrative hearing. The hearing officer will decide, in his/her sole discretion, whether to seek to obtain information from witnesses.
- Decline to answer any questions or make any statements during an administrative hearing. The outcome of the administrative hearing will be based on the information or lack thereof presented at the administrative hearing and information gathered through an investigation (if applicable).
- Be informed in writing of the decision and sanction, if any; and
- Request in writing an appeal of the decision resulting from an administrative hearing no later than two (2) business days after the date of the determination letter.

The date of the request for the appeal is the date on which a document is mailed, an email is sent, or a written message is delivered. A charged student is entitled to one appeal.

Sanctions

In determining a sanction, the hearing officer may consider all relevant information, including, but not limited to, the charged student's present demeanor; past disciplinary record; the nature of the misconduct; and the severity of any damage, injury, or harm resulting from the misconduct. Sanctions do not become effective until the appeals process is completed; however, any interim sanctions imposed remain in effect during the pendency of a hearing and/or an appeal. Some University policies specify sanctions for violations. See individual policies for required sanctions, if any.

The hearing officer may impose the following sanctions on any student found to have violated the Suffolk University Madrid Community Standards:

Warning: A notice, either verbal or written, that the student is violating or has violated Suffolk University Madrid regulations, must cease the conduct immediately, and that continuation or repetition of wrongful conduct may be cause for more severe disciplinary action.

Parental Notification: Suffolk University Madrid may notify parents/guardians when students under the age of 21 have been found responsible for violating the Madrid Campus's alcohol or other drug policies, or when there is a serious health or safety issue regarding a student.

Loss of Privileges: Denial of specified Suffolk University Madrid privileges and/or Suffolk University Madrid-sponsored housing for a designated period of time, which may include, but is not limited to, denial of access to any campus facility, activity, event, class, or program. This includes, but is not limited to, orders prohibiting the student from having contact with a member of the Suffolk University Madrid community. This also includes, but is not limited to, loss of privileges in Suffolk University Madrid-sponsored housing including but not limited to: guest privileges, early arrival/late stay status, vacation period housing, or removal from a floor, room, building or host family assignment. Should space in other Suffolk University Madrid-sponsored housing not be immediately available, relocation may take place at an arranged time.

Confiscation of Property: Confiscation of items that Suffolk University Madrid determines are inappropriate for the Campus setting.

Fines: Financial sanction.

Restitution: Compensation for loss, damage, or injury. This may take the form of appropriate service or monetary or material replacement.

Campus Service: Assignment of an appropriate service project that will benefit the Suffolk University Madrid community, responsible students, or others.

Educational Program or Project: Required attendance at the student's expense at an educational workshop or completion of an educational project that will benefit the Suffolk University Madrid community, responsible student, or others.

Referral: A student may be referred to Suffolk University Counseling, Health and Wellness, Student Affairs, Center for Learning & Academic Success or another appropriate office or local agency for consultation or assessment.

De-enrollment from a Course and/or Academic Program: A student may be de-enrolled from a course and/or an academic program. In such cases, tuition and fees for the course will not be refunded to the student.

Order of No Contact: an order that restricts communication/contact between two or more parties.

Disciplinary Probation: A period of time during which a student's behavior is subject to examination.

Strict Disciplinary Probation: A period of time during which a student's behavior is subject to close examination. In addition, the student may be excluded from participation in some or all social and/or extracurricular activities, including, but not limited to, representing the University, participating in intercollegiate athletics, holding elected or appointed office in the Student Government Association or other student organization, or studying abroad.

Housing Relocation: Required reassignment to another Suffolk University Madrid-sponsored housing venue.

Deferred Loss of Housing: Warning that if the student is found responsible for violating the Suffolk University Madrid Community Standards during a specified period, the student may be immediately removed from Suffolk University Madrid-sponsored housing for a specific period of time, after which the student may reapply for housing.

Loss of Future Housing: The student is prohibited from participating in Suffolk University Madrid-sponsored housing until the date specified or indefinitely if no date is specified.

Housing Suspension: Separation of the student Suffolk University Madrid-sponsored housing venues for a specific period of time, after which the student may reapply for housing. The student may not apply for Suffolk University Madrid-sponsored housing for the following year or be on the housing waitlist while on Housing Suspension. Reapplication for housing does not guarantee the student will receive Suffolk University Madrid-sponsored housing. Conditions for returning to Suffolk University Madrid-sponsored housing may be specified.

Housing Dismissal: Permanent separation of the student from Suffolk University Madrid-sponsored housing.

Deferred University Suspension: A warning that if the student is again found responsible for violating the Suffolk University Madrid Community Standards during a specific period of time, the student may be immediately suspended from Suffolk University Madrid for a specific period of time, after which the student may reapply. Conditions for return may be specified. This sanction will be applied following consultation with and approval by the assistant dean of students.

University Suspension: Suspension of the student from Suffolk University Madrid and/or the University for a specified period of time, after which the student may apply to return. Conditions for return may be specified. This sanction will be applied following consultation with and approval by the assistant dean of students.

Deferred University Dismissal: Warning that if the student is again found responsible for violating the Suffolk University Madrid Community Standards during a specific period of time, the student may be immediately dismissed from Suffolk University Madrid and/or the University. This sanction will be applied following consultation with and approval by the assistant dean of students.

University Dismissal: Permanent separation of the student from Suffolk University Madrid and/or the University. This sanction will be applied following consultation with and approval by the assistant dean of students.

Revocation of Admission or Degree: Admission to the University or a degree awarded from the University may be revoked for fraud, misrepresentation, or other violation of the University's Community Standards in obtaining the degree or for other serious violations committed by a student prior to graduation.

Withholding Degree: The University may withhold awarding a degree otherwise earned until the completion of the disciplinary process, including any investigation, set forth in the Student Conduct System, including the completion of all sanctions imposed, if any.

Student Organization Recognition in Jeopardy: A warning that if the student organization is found responsible for violating the Suffolk University Madrid Community Standards during a specified period of time, the student organization's recognition may be immediately revoked.

Loss of Recognition: During a specific period of time, a recognized student organization may not associate itself with the University by using the University name, facilities, or other rights and privileges of recognized student organizations, after which the organization may reapply for recognition. There is no guarantee re-recognition will be granted. If re-recognition is granted, conditions for re-recognition may be specified.

More than one of the sanctions listed above may be imposed for any single violation. Other sanctions may be imposed instead of or in addition to those specified above. This list is provided by way of example only, and it is not intended to be exhaustive.

In addition to the above sanctions, student conduct that warrants action within the Suffolk University Madrid Student Conduct System may result in forfeiture of all Suffolk scholarships, financial aid, or monies paid.

APPEALS OF DECISIONS AND SANCTIONS RESULTING FROM ADMINISTRATIVE HEARINGS

A charged student may submit one request for an appeal of the decision resulting from an administrative hearing no later than two (2) business days after notification. Notification is deemed to have occurred the date on which this document is mailed, an e-mail is sent, a telephone conversation takes place, or a written message is delivered advising the student of this information.

A request for an appeal is to be submitted in writing to the hearing officer who heard the case, who will then forward the appeal request to the Suffolk University Madrid Director, or designee, for review. Appeals will be considered only for failure to follow the process or procedures outlined in the Student Conduct System or if new information not available at the time of the hearing is now available. Students must include a statement of why the additional information should be considered and why it was not presented at the time of the original hearing.

An appeal is not a new hearing on the matter. Disagreement with the sanction is not grounds for an appeal.

Following consultation with the Assistant Dean of Students, the Suffolk University Madrid Director will:

- Determine whether the appeal request merits a formal appeal hearing and, if so, schedule an appeal hearing. An appeal is not a new hearing on the matter;
- In consultation with the Assistant Dean of Students, determine there are no grounds for the appeal, thus upholding the decision; or
- Refer the case to the hearing officer who originally heard the case for consideration of suggestions.

Appellate decisions are final.

INTERIM RESTRICTIONS

The Suffolk University Madrid Director, or designee, may impose restriction(s) upon a student pending disciplinary proceedings. Interim restrictions become effective immediately without prior notice whenever the Suffolk University Madrid Director, or designee, believes the student may pose a serious threat to others or property, cause serious disruption to the Suffolk University Madrid community, or determines that interim restrictions are in the best interest of the University.

Interim restrictions may include suspension from the Campus or residence areas; relocation of residence; restriction to designated Suffolk University Madrid-sponsored residence areas or other campus facilities by time or location; restriction of communication with named individuals or groups within the Suffolk University Madrid community; or the requirement to obtain advance authorization to engage in a specified activity or any other restrictions which the Suffolk University Madrid Director, or designee, determines are appropriate under the circumstances. Interim restrictions will remain in effect during the pendency of an administrative hearing and/or appeal.

Discipline Records

Discipline records are educational records and are maintained in the Student Affairs and Residence Life & Housing offices at the Suffolk Boston Campus. Discipline records are maintained by the Student Affairs and Residence Life & Housing offices for at least seven (7) years from the date of the incident. In situations involving both a charged student and a student who believes he/she was the victim of a student's misconduct, the records of the process and of the sanctions imposed, if any, will be considered to be the education records of both the charged student and the alleged student victim because the educational career and chances of success in the academic community of each may be affected.

Suffolk University Madrid and the University will, upon written request, disclose to the alleged victim of a crime of violence (as that term is defined in Section 16 of Title 18, United States Code), or a non-forcible sex offense, the report on the results of any disciplinary proceeding conducted by such

institution against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim for purposes of this paragraph.

Interpretation and Revisions

Any question of interpretation or application of the Suffolk University Madrid Community Standards and Student Conduct System will be referred to the Assistant Dean of Students, or designee, for final determination. The Suffolk University Madrid Community Standards and Student Conduct System will be reviewed at least every two (2) years under the direction of the Assistant Dean of Students, or designee. As a result, the next scheduled review of the Community Standards and Student Conduct System will be held during the 2025-2026 academic year.

Section 5

Living in Madrid

YOUR LEGAL STATUS WHILE IN SPAIN

If you are studying in Spain for an academic year or want to extend your visa to stay for more than one semester, please review the following information.

Suffolk Madrid has partnered with the immigration law firm Proyecto Océano to help students with their immigration processes. They are experts in the management of migration law of the European Union, they work with various universities, and they offer the best service and pricing structure.

With Proyecto Océano, the dedicated team will provide a tailored service for international students, and help them obtain the necessary permits to work, study and live in Spain. They offer a comprehensive service, personalized to meet your needs and ensure a smooth transition to your life in Spain.

With Proyecto Océano, we aim to facilitate your immigration process by delivering the solutions you need to remain in legal status while studying at Suffolk Madrid. The corresponding service fees will be the responsibility of the student. The student will make the payment of this service directly to Proyecto Océano; fees represent the direct charge by Proyecto Océano, with no markup assessed by Suffolk.

Please refer to the [website](#) for the amounts to pay.

NOTES:

1. Each of these processes requires a minor mandatory governmental administrative fee.
2. Appointments are required for the process. You must contact Proyecto Océano to reserve your appointment time.

If you have any additional questions, please reach out to [Dalila Jacobino](#).

Important Note:

The immigration process with the Spanish government is the student's responsibility. You can choose to do this process on your own or with your preferred legal team if you do not wish to accept Proyecto Océano's services. In that case, you must sign the following [waiver](#) and return to [Dalila Jacobino](#).

HEALTH INSURANCE

All students are required to carry adequate health insurance while studying in Madrid. Thus, we automatically enroll all students under a Medical, Security, Evacuation and Travel Accident plan for the length of their stay abroad.

Suffolk provides this plan through Crisis24 with an embedded Travel Accident policy provided by Cultural Insurance Services International (CISI). All students are enrolled in this program and will receive instructions for how to access the benefit of the program. The program even includes a free smartphone application for security and travel information, SOS button along with a quick one touch access to Suffolk's dedicated phone line.

The travel accident insurance provided by Suffolk University will give you access to medical as well as counseling care. You will be provided with a CISI Plan ID Card, a Statement of Benefits and Frequently Asked Questions regarding the health insurance portion as well as a copy of the health plan for detailed coverage information. All of these documents are also available in digital format to keep with you on your phone or computer.

MEDICAL NEEDS

Crisis24 - 24/7 emergency support: 001 (857) 343 -8107 / Policy Number: GLM-N14287206

When you need medical or counseling care, call the Crisis24 number. We suggest that you save this as a contact in your phone, or you can go through the app and press the call button. You will then be connected to Suffolk University's dedicated phone line.

When you call, please provide your name, phone number, and confirm that you are with Suffolk University. In the event you are asked, the policy number is GLM-N14287206. We suggest you keep that in the note field of your phone contact entry.

You are also free to walk into any health provider that you wish. In order to have no out of pocket costs, you **MUST** call **Crisis24** and inform them you are seeking care and the name and address of the provider you are visiting. We suggest you make this call as soon as you decide to go to allow the guarantee of payment to be set up as quickly as possible.

While in Madrid, there are several options that are recommended. You may visit any of these options by using the same process. Simply call and inform Crisis24 that you are going to that facility to seek care.

Suggested options for medical needs in Madrid:

VITHAS Internacional Hospitals (bilingual)

- Hospital Vithas La Milagrosa: Calle de Modesto Lafuente, 14.
- Free transport to the hospital
- Appointments 24/7
- On call doctor
- **24/7 emergencies: (+34) 649 228 766**

Hospital HM Universitario Madrid (bilingual)

- Plaza del Conde del Valle de Suchil, 16
- Metro: Quevedo
- Appointments 24/7
- **24/7 emergencies: 629-823-493**

MENTAL HEALTH NEEDS

Crisis24 - 24/7 emergency support: 001 (857) 343 -8107 / Policy Number: GLM-N14287206

Also provided under this coverage is access to outpatient **mental health counseling services**. You may take advantage of this service either for a single appointment or a series of appointments. Suffolk Madrid has established a relationship with **Counseling Madrid**, which provides a variety of English-speaking counsellors who offer both in-person and virtual sessions. A guarantee of payment has been established which means that you do not need to contact Crisis24 to schedule appointments with them. You may also choose a different provider or ask for a referral for a different office by calling Crisis24, to indicate that you wish to obtain outpatient mental health/counseling services.

[Counseling Madrid](#) - Calle de Serrano 19 - Metro: Serrano (line 4) / Retiro (line 2)

EMERGENCY PROCEDURES

MEDICAL & TRAVEL-RELATED EMERGENCY PROCEDURES

Crisis24 24/7 emergency support: +1 (857) 343 -8107 / Policy Number: GLMN14287206

In case of a MEDICAL EMERGENCY, the timeliest option is to go straight to the hospital. Make sure to call Crisis24 and inform them that you are seeking emergency medical care. If a fellow student from the University has been injured or is very sick, you can call on behalf of this individual and advise where they are going. We suggest that you always carry your student ID or passport (copy) with you.

CALL 112 (Spanish Equivalent to USA 911) for AMBULANCE services.

Suggested ER facilities in Madrid:

VITHAS Internacional Hospital La Milagrosa. Open 24/7. Calle de Modesto Lafuente, 14. Madrid. (Metro Iglesia or Alonso Cano). Free transport to the hospital. 649 228 766

HOSPITAL DE MADRID (HM). Open 24/7. Plaza del Conde del Valle de Súchil, 16, Madrid (metro Quevedo). Tel. 914 476 600

In case of a TRAVEL-RELATED EMERGENCY, call Crisis24 and explain that you are seeking assistance.

OTHER EMERGENCY PROCEDURES

Call **112** (Spanish Equivalent to USA 911) for **NON-MEDICAL emergencies**.

Call **628.294.290** – The SUFFOLK UNIVERSITY MADRID 24-HOUR EMERGENCY NUMBER is the student’s way to contact Suffolk in case of emergency in times when other venues might become unavailable. The very nature of this channel means that it should only be used when the Campus is closed, and only in case of an emergency.

Please note that the SUFFOLK UNIVERSITY MADRID 24-HOUR EMERGENCY NUMBER should, under no circumstances, be used for academic purposes, queries regarding classes, assignments, etc. If you find yourself in a situation where immediate help is needed, please do not hesitate to use it. However, common sense must be used as well, and issues which might very well wait for a few hours should not be addressed via this phone number. It needs to be available for true emergencies.

The ABC’s of Alcohol Poisoning: When you should be worried about a friend.

Awake: Can they be aroused if they appear to be asleep?

Breathing: Are they breathing normally? Is their vomit free of blood? Concerns are blood in vomit, dry heaving or gagging and breathing less than 8 times per minute.

Check Skin: Does their skin feel normal? Concerns are cold, clammy, or slightly blue skin.

Disoriented: Can they walk? Are they coherent?

Emergency: If the answer is no to these questions, it is a medical emergency. Call for help; dial 112 (standard emergency number)! Stay with the person until assistance arrives.

Other emergency numbers: VITHAS International Hospitals 24/7 **emergencies: 649 228 766**. Hospital HM Universitario Madrid 24/7 **emergencies: 629-823-493**.

Sobering up takes time!

An evening of heavy drinking follows you into the next day. Alcohol leaves the system at a rate of .015 percent per hour (less than one drink an hour). Drinking coffee, taking showers and other activities have NO effect on the speed at which you can “sober up,” despite what you have heard.

A 130-pound female reaches .17 after about 5 standard drinks. A 160-pound male reaches .17 after about 7 standard drinks. If a person were to go to bed at 2am with a BAC of .17, the next 12 hours might look like this:

Time	Activity	BAC
2am	Stop drinking	.17
3am	Sleep but no REM sleep	.155

4am	Very restless	.14
5am	Loss of sleep	.125
6am	Sleep but no REM sleep	.110
7am	Get up for class (feels hungover but drunk)	.095
8am	In class and still drunk	.08
9am	Judgment still impaired and still drunk	.065
10am	Mind still foggy - Fatigued, still drunk	.05
11am	Not hungry, cottonmouth - still drunk	.035
12pm	Head clearing	.02
1pm	Feeling better	.05
2pm	Sober at last	.00

USEFUL ADDRESSES. PHONE NUMBERS & E-MAILS

POLICE REPORTS. Police reports can be made over the phone, in English. 902.102.112

[U.S. CONSULAR OFFICES in Spain](#)

[US EMBASSY in MADRID](#) - Calle Serrano 75.

[US CONSULATE in BARCELONA](#) - Calle Reina Elisenda de Montcada, 23.

Note: Consular offices in Madrid and Barcelona are the only ones to issue visas and/or passports. The rest do not but will provide application forms for passports.

OTHERS

1. **Emergencies: 112** (Spanish Equivalent to USA 911)
2. **Emergency Police: 091** (medical emergency-061; firemen-080; ambulance-092)
3. **Madrid city information: 010**
4. [Madrid Airport Information](#)
5. [AMERICAN EXPRESS](#) (lost or stolen card)
6. [MASTERCARD](#) (lost or stolen card)
7. [VISA](#) (lost or stolen card)
8. [Farmacias de guardia \(24-hour pharmacies\)](#) - or call 010

SOME HINTS FOR GETTING BY IN SPAIN

These are some of the things you need to know about Spain if you are a foreign student:

- Some **small stores** in Madrid close from 2:00 pm to 5:00 pm and some stores are closed on Sundays.
- **Banks** are open Monday to Friday from 9:00 am to 2:00 pm and on Saturdays (October through April) from 9:00 am to 1:30 pm.
- Since **tipping** is not as important in Spain as in the United States, service isn't usually as fast.
- **Breakfast** is a small meal in Spain. Most people will drink a cup of (strong) coffee and eat a piece of toast or pastries. Lunch is the main meal, and it is served around 2:30 pm. Dinner is much lighter than lunch and is served between 8:30 and 11:00 pm.
- When you are **introduced to someone**, you should either shake hands (3men to men) or kiss both cheeks (men-women and women-women). Kissing cheeks takes place among friends, but not in a professional environment. At work, everybody shakes hands. It can be a good idea to wait until the other party acts and follow suit.
- **Electricity** is very expensive in Spain. Lights should be turned off while not being used, even when leaving a room for a short period of time.
- In a **restaurant**, the waiter will not bring the bill until you ask them to. Tipping is normally 5% or less depending on the type of restaurant.
- Tipping in **taxis** is about 5%.
- Stay away from trouble. Remember it is illegal for foreigners in Spain to participate in any type of public demonstration. You could be arrested and expelled from the country.
- Spain suffers from a high rate of **traffic accidents**. Never get into a car with someone who has been drinking or taking drugs. Never get into a car with someone you do not know. Also, be very careful when crossing the street. A red light does not always mean a car will stop. Do not watch only traffic lights; watch the cars too.

SAFETY

For its size, Madrid is not a dangerous city, but safety measures must be observed to guarantee your own safety.

Never walk alone at night. Make arrangements for someone to accompany you to your doorstep.

There are many **pickpockets** in the metro, buses, and on the streets. Make sure your wallet is somewhere difficult to reach. If you are carrying a backpack or a purse, make sure zippers are closed. Never carry large amounts of money with you.

Always carry some kind of identification with you. You may carry your driver's license instead of your passport. For day-to-day purposes the best idea is to carry a photocopy of your passport and leave the original in a safe place.

CLIMATE / WEATHER

Madrid has the highest number of cloudless days of all European capitals. The weather between September and May is cool to cold (30° - 70° F / 0° - 20° C). The rainier season falls between November and April. June, July and August are typically dry and hot (70° - 108° F / 21° - 42° C).

Fahrenheit	Celsius	Fahrenheit	Celsius
05	-15	68	20
14	-10	77	25
23	-05	86	30
32	0	95	35
41	05	98.6	37
50	10	104	40
59	15	212	100

CLOTHING

People tend to dress more formally in Spain than people in some other parts of Europe or the U.S. However, university students pretty much dress the same all around the world. One aspect that does make American students stand out, though, is the prevalent use of flip-flop footwear or shorts in the winter. Just remember that it does get cold in Madrid, so you will need other shoes. You will also need a coat!

FINANCES

Spain's currency is the Euro, the single European currency.

The best way to access money from abroad on a regular basis is an ATM cash card. Withdrawals are credited to your home bank account at the daily exchange rate. The only charges against your money are those levied by your home bank for ATM withdrawals. ATM cards that are part of the PLUS or CIRRUS network can be used throughout Spain and the rest of Europe.

It is highly advisable that students bring an ATM card or a credit card with an appropriate 4-digit **PIN number** for making cash withdrawals. American Express and Visa/Mastercard are the most widely accepted credit cards. It is also advisable to bring a credit card to cover any possible emergency situations. Western Union also has offices throughout Madrid for receipt of wire transfers. Their toll-free number in Europe is 900.633.633.

For arrival day, you need to bring at least 50€ to cover first-day emergency transportation, snacks, and other possible unforeseen expenses. You can also exchange money or access an ATM machine at the airport.

What to do if your credit cards are stolen or lost

First, you must cancel your credit cards, and then file a report with the police at Comisaría de Policía Centro, Calle Luna, 29. After completing a report, make two copies: one for yourself and one for your home country embassy. Above are telephone numbers to either cancel or replace your cards.

BANKING

In recent years, an agreement has existed between Bank of America and Deutsche Bank here in Spain, in which an international transaction fee of 3% of the converted US dollar amount is charged. Foreign ATM operators may offer to do your currency conversion for you but may charge a higher fee for conversion. To Ensure that your currency conversion does not incur a fee higher than 3%, you may refuse the ATM operator's offer to convert the amount of the transaction.

This same agreement is available to Bank of America customers:

- In the U.K, through Barclays United Kingdom
- In France, through BNP Paribas
- In Italy, through BNL D'Italia
- In Germany, through Deutsche Bank

Note: This agreement is subject to change, so please be sure to review participating Financial Institutions prior to traveling internationally and using International Partner ATMs.

MAILING

If you wish to have a package sent to you, please be sure to use the campus address (Suffolk University Madrid Campus, C/ de la Viña, 3, 28003 Madrid, Spain)

It's important for you to be aware that most packages entering Spain from abroad, especially those from the U.S., will be stopped at Customs (ADUANAS) and that it is very difficult to retrieve them; it is very expensive and time-consuming. Because of this situation, we strongly encourage you (and your family) to find what you need in local stores or at European websites. Amazon, for example, is also present here in Spain (Amazon.es), Germany (amazon.de), etc.

Food, vitamins, medicines, cosmetics, and basically all electronic devices will most probably get stuck in Spanish Customs.

CUSTOMS - 91 746 70 11

TRANSPORTATION

GETTING AROUND MADRID

Metro

The Madrid subway system (the "Metro") provides good, basic transportation throughout the city. Once you catch on to the system (and it isn't difficult) you can get almost anywhere in the city quickly. The Metro runs from 6:30 a.m. until 1:30 a.m. A one-way ticket costs 1.50 –2.30 euros, depending on the number of stations, and it is good even when transferring from one line to another. There are maps outside and inside every station to help you. Line changes, directions, and street exits ("salida") are well marked.

Bus

There are many bus lines that go throughout the city and to the suburbs. The bus ticket costs 1.50 euros. You must get on the bus at the front and get off at the rear. In order to catch the bus, you must locate a sign with the bus number on it at a designated bus stop. Buses will stop only at their own designated stops.

Transportation passes

Tarjeta Transporte Público (Abono)

This is a pass permitting unlimited travel on the subway (metro), city buses, interurban buses (the green buses which go to the outskirts of Madrid) as well as the commuter trains (RENFE Cercanías). This means that you can travel anywhere within the Comunidad de Madrid (Madrid region) for 20€ per month for all people under the age of 26. El Escorial, Cercedilla, Alcalá de Henares, Aranjuez, Alcobendas, etc. are all destinations included within the Madrid region. This pass is valid for 30 calendar days, so for example, if you put 20€ on your pass on September 5th, it would be valid through October 4th, for as many trips as you would like to take. The unlimited *Abono* may only be used by the owner of the card.

Students who are enrolled in a course that includes off-campus visits located within the city of Madrid are encouraged to obtain the *Abono* since the recommended form of transportation to these visits is through public transportation.

Tarjeta Multi

This transportation card can be purchased at any subway station, and can be done in English, Spanish or German. The cost of the card is 2,50€, but it is valid for ten years and guaranteed for two. Once purchased, the user can charge up to 20 trips on the card at a time, at a cost of 1,22€ per trip—or 24.40€ if you charge 20 trips at one time. So, the first time you get a Tarjeta Multi the cost would be 26.90€, but after that you would pay 24.40€ for 20 trips or 12.20€ for 10 trips, with no time limit as to when or how you could use the trips. So, for someone who lives close to the Suffolk University Madrid Campus and doesn't go out much or who likes to walk most places, this option might be the best one. The Multi cards can be used by more than one person.

Taxis

Taxis are everywhere and are not very expensive by U.S. standards. Flag down is between 2 and 3 euros and the fare is then set by the meter according to mileage and time. There are 2 rates, depending on whether or not you are traveling during peak or off-peak times. Weekdays the meter should indicate 'fare 1' from 6:00am-9:00pm, and 'fare 2' from 9:00pm-06:00am. On Sundays and public holidays the fare should be number 3. There is also a flat airport rate of 30 euros and a supplement to/from train & bus stations. Tipping taxis is not mandatory, and it is suggested to just leave small change. Some taxis accept credit cards, but not all of them will. It is advisable to always have enough cash handy. There should be a list of prices placed on the back windows. Check it out and always ask for a receipt! It is possible to request a taxi through the [FreeNow](#) app.

Radio-Taxi: 91.547.8600/91.547.8200

Tele-Taxi: 91.371.3711/91.371.2134

Radio-Taxi Independiente: 91.405.1213

If you think you are getting cheated, ask for a receipt and note down the driver's taxi license number (displayed on a metal card on the glove compartment). Report it to the nearest police station or to the city council.

UBER - Our students like UBER because it's already familiar to many of them, and the app is easily installed on a cellphone. Payment can be made via credit card or debit card, therefore eliminating the need to have cash on you when traveling around a city.

CABIFY - This service is similar to UBER and users praise the professionalism, cleanliness and economically priced service. It is said to be a bit cheaper than regular Madrid taxis.

GETTING AROUND SPAIN

Train Travel RENFE (Spanish Train system). You can buy [tickets online](#) or at train stations or travel agencies.

Train stations:

- Estación de Atocha
- Estación de Chamartín
- Príncipe Pío

Bus Travel - Bus stations:

- Estación Sur de Autobuses - Calle Méndez Álvaro, s/n. (Metro: Méndez Álvaro, line 6)
- Estación de Autobuses de Conde de Casal - Calle de Carlos y Guillermo Fernández Shaw, 1. (Metro: Conde de Casal, line 6)
- Estación Avenida de América - Avda. de América, 9 (Metro: Avenida de América, lines 4, 6, 7 & 9)

[Airlines](#)

NIGHTLIFE AND RESTAURANTS

Restaurants

Restaurants in Spain are rated by “fork” rating with one fork as the least expensive and five forks as super luxury. All restaurants are subject to government inspection at which time their “fork” rating is established. The law requires all restaurants to offer a “menu of the day” which offers a complete meal at a set price. When in doubt this is often a safe choice. Spanish law requires every restaurant, hotel, etc. to have a “libro de reclamaciones” or book of complaints at the disposal of the client. If you feel that you have been taken advantage of, you might ask for this book and register your complaints. However, this is considered a very extreme measure, and not to be taken lightly.

Tapas Bars and Mesones

The streets mentioned and surrounding those under “Inexpensive Restaurants” are also known for their “tascas”, small café-bars serving “cañas” (small glasses of draft beer), “chatos” (small glasses of wine), and “tapas” (typical Spanish snacks such as olives, sausages, fried mushrooms or seafood). A “tapa” is an individual portion, usually given along with your drink, and a “ración” is a plate of “tapas”. The tapas bars start filling up with locals about 8:00 p.m. and are lively until late in the evening. Some specific areas are Bilbao, Alonso Martínez, Cava Baja and Huertas, as well as the streets Espoz y Mina, and Victoria.

Tiping: Although the menu says that tips are included in the price, it is customary to include a 5% tip in a restaurant. The same rule applies to tapa bars. For taxis within the city, 1-2 euros is a common tip.

Live music

- Jazz
 - Clamores, Alburquerque 14
 - Manuela, San Vicente Ferrer 29
 - Café Central, Plaza Del Ángel 10
 - Café Populart, Huertas 26
 - Soul Station, Cuesta de Santo Domingo 22
 - Honky Tonk Bar, C/ Covarrubias, 24

- Classical Music
 - La Fídula, Huertas 57 (Antón Martín). Phone: 91 429 2947
 - El Salón del Prado, Prado 4 (Sevilla / Antón Martín). Phone: 91 429 3361

Flamenco

“Tablaos” de Flamenco in Madrid tend to be expensive. Many require that you have dinner while others will let you see the show for the price of admission, which includes the first drink. Some of the best “tablaos” are Café de Chinitas, Calle Torija 7. Phone: 91 559 5135, Corral de la Morería, Calle Morería, 17, Las Tablas in Plaza de España and Cardamomo on Calle Echegaray, 15.

Movie Theaters (In V.O./Original Language Version)

Madrid is a city where most people go to the cinema. Apart from films in Spanish, several cinemas show films in the original language. These are indicated in the “[Guía del Ocio](#)”, and include, among others:

- Bellas Artes. Marqués de Casa Riera 2. Metro: Banco de España
- Golem. Martín de los Heros 14. Metro: Plaza de España
- Ideal. Doctor Cortezo, 6 Metro: Sol
- Princesa. Princesa 3 Metro: Plaza de España
- Renoir. Martín de los Heros, 14 Metro: Plaza de España

- Rosales. Quintana 22 Metro: Argüelles
- Verdi. Bravo Murillo, 28. Metro: Quevedo

RELIGIOUS SERVICES

Suffolk University and its Madrid Campus are not affiliated with any religious institutions. However, for those students seeking a place of worship, here are some that worship in English.

<p><u>Community Church of Madrid</u> Intl., Ecumenical Fellowship of English-speaking Christians Service: Sunday 11:00 am Calle de la Viña, 3 Metro: Vicente Aleixandre</p>	<p><u>Christian Science Society Madrid</u> Service: Sunday 11:00 am Calle Pinilla del Valle, 5 Phone: 91 442 4125 Metro: Nuevos Ministerios</p>
<p><u>Baptist</u> Services: Sunday 11:00 am, 6:30 pm (young people) Calle General Lacy, 18 / Phone: 91 539 2537 Metro: Palos de la Frontera</p>	<p><u>International Church Madrid</u> Services: Sunday 10:00 am, 12:00 pm, 5:00 pm Calle Ancora, 23. Phone: 635 519 416 Metro: Palos de la Frontera</p>
<p><u>Immanuel Baptist Church</u> Services: Sunday 10:30 am, 1:00 pm Calle Hernández Tejada, 4. Phone: 91 407 4347 Metro: Arturo Soria</p>	<p><u>Jewish Synagogue</u> Calle Balmes, 3 Phone: 91 445 9835 Metro: Iglesia</p>
<p><u>Episcopal Anglican Church of St. George</u> Services: Saturday 6:30 pm, Sunday 11:00 am Calle Beneficencia, 18 Phone: 91 445 29 53 Metro: Tribunal or Alonso Martínez</p>	<p><u>Greek Orthodox</u> Service: Sun & Holidays 10:45 am Calle Nicaragua, 12 Phone: 91 457 4085 Metro: Colombia</p>
<p><u>Parish of Our Lady of Mercy</u> English Speaking Roman Catholic Calle Mauricio Legendre, 10 Phone: 91 733 94 09 Metro: Plaza de Castilla</p>	<p><u>Evangelical</u> Service: Sun 11:00 am Calle Trafalgar, 32 Metro: Noviciado</p>

[MUSLIM Mosque](#)

(Centro Cultural Islámico de Madrid)

Calle Salvador de Madariaga, 4

Tel: 91 326 2610 / Fax: 91 326 7859

Metro: Barrio de la Concepción