



Further to announcements of the President of the French Republic and of the government declaring a national lockdown, the services dedicated to students, PhD students and researchers of the Université Grenoble Alpes (UGA) are adapting to the situation in order to maintain continuity of service, despite the ongoing restrictions.

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International Students & Scholars Office - ISSO

In Grenoble

The Welcome center ISSO is closed to the public until further notice.

The building remains accessible only to those who have an appointment with the prefecture (more information below).

In Valence

All reception desks are closed to the public until further notice.

The service remains available by email, and continues to offer its assistance for residence permits procedures remotely.

Important

Whether you are in Grenoble or Valence, for any question related to visa validation, residence permits, CAF housing allowance, health insurance, accommodation ... please visit our website dedicated to International students, PhD students and researchers : international.univ-grenoble-alpes.fr/en/

If you cannot find answers to your questions on the website, you can contact the International Students & Scholars Office ISSO by email.

Visit the [Contact](#) section of this website.

On-campus prefecture office in St-Martin-d'Hères

The on-campus Isère Préfecture office in St-Martin-d'Hères remains open **upon appointment only**.

Bringing an additional document to your dossier (after an appointment) is possible by sending it by email to the International Students & Scholars Office ISSO (isso@univ-grenoble-alpes.fr) along with a copy of your récépissé. The International Students & Scholars Office - ISSO will then pass them on to the Isère prefecture for you.

Good to know

If you want to have your application dossier checked before your appointment at the on-campus prefecture office, ISSO can check it online for you!

[More information in the Visa - Residence permit section of this website.](#)

Drôme Prefecture

ISSO Valence assistance for residence permits applications at the Drôme Prefecture is maintained.

[To find out more, visit the section of this website dedicated to residence permits in Valence.](#)

Colibri welcome desk

The welcome desk Colibri, for persons in exile, is closed during the lockdown period, but you can ask for an appointment by :

Sending an email to info-migrants@univ-grenoble-alpes.fr

Calling Manon Siaud : 06 50 31 55 47

[For more information, please visit the Colibri website](#)

Crous Grenoble Alpes

Crous restaurants

Crous restaurants are adapting to the situation and offer cold or hot meals to take away only.

You can visit [the Crous Grenoble Alpes website to find out about the restaurants that are open in Grenoble and Valence](#)

Crous social service

The Crous social service remains available for students most urgent requests.

Whether you need exceptional food or financial help, or for psychological support, you can make an appointment with a social worker online, via the website mesrdv.etudiant.gouv.fr.

You can contact the Crous social service :

By email if you are a student in Grenoble : ce.crous-social@crous-grenoble.fr

By email or telephone if you are a student in Valence : Mrs Odile Méry odile.mery@crous-grenoble.fr, 07 61 90 63 67 or Mrs Clara De Sousa (substituting for Mrs Ababsa) clara.de-sousa@crous-grenoble.fr, 07 61 78 14 47

By phone at 0970 150 096 (cost of a local call, not overtaxed)

Psychological support

All of the HappsLine and HappsHours consultations are maintained, remotely by video consultation.

You can make an appointment on the [Apsytube](#) website.

Students health center - Grenoble

The Students health center remains open and welcomes students and PhD students upon appointment.

To see a general practitioner, gynecologist, sports medicine physician, psychologist or for medical consultations concerning disabilities : make an appointment on line on <https://centredesante-uga.contactsante.fr> .

If you are seeking for advice, you can contact the Students health center :

By phone : 04 76 82 40 70

By email, via the webpage '[Horaires & plans d'accès](#)' on the Students health center website

If there are no more appointments available to see a **psychologist**, the Students health center has prepared [a list of places and contacts for getting psychological support](#).
[Visit the Students health center website](#)

Youth health center - Valence

The Youth health center remains open.

However, all the group activities are suspended, and the stress management workshops will be offered individually over 30 minutes sessions.

Teleconsultations will be favored.

You can contact the Youth health center :

By phone : 04 75 56 62 11

By email : centresantejeunes@mairie-valence.fr

Appointments with **the psychologists of the Point relais oxygène** are maintained, and will be either on site or by phone.

The workshop 'Où sont mes racines ?' is suspended in November.

You can contact the psychologists by phone : 04 75 42 05 54.

Do not hesitate to leave a message if you want to be called back.

Covid-19 testing centers

Covid-19 testing centers remain open.

[For more information, please visit the section 'Covid-19 - Getting tested' on this website.](#)

University libraries

From November 4, the university libraries (BU) 'Droit et lettres', 'Joseph Fourier', and 'Médecine Pharmacie' are reopening Monday to Friday, 9am to 5pm.

The other university libraries will remain closed for the moment.

Access to the open libraries is possible only for the Université Grenoble Alpes students, teachers and staff.

To go and study at the library, or to benefit from the libraries services (loan of documents, use of computers or printers, etc), you must make an appointment online via [the application Affluences](#).

Collections, computer equipment, and study rooms will be available for a maximum of 50% of their usual reception capacity.

[For more information, visit the UGA University libraries website](#)

Orientation and professional integration (or career centers)

In Grenoble

The '*espace orientation et insertion professionnelle (OIP)*' cannot welcome students on site, but offers different options to continue informing and helping : telephone helpline, distance interview...

[Visit the Prose platform for more information](#)

And if you are a student at Grenoble INP, Sciences Po Grenoble or ENSAG, do not hesitate to contact your career center or service : '[espace carrière Grenoble INP](#)', '[espace carrière Sciences Po Grenoble](#)', or the ENSAG '[mission orientation insertion et professions](#)'.

In Valence

The CIO'SUP in Valence continues to help and inform you at distance : telephone helpline....

[Visit the Prose platform for more information.](#)

Updated on November 26, 2020

#UGAonEstEensemble

A website to share your experiences of lockdown, keep in touch, know about the initiatives within the UGA, cultivate solidarity...

[#UGAonEstEensemble](#)

Support and solidarity

Exchange, advice and solidarity devices are being set up little by little. If you need help or wish to offer your own, do not hesitate to regularly consult [this page](#) which will be updated daily.

Work and computer areas during the lockdown

The Université Grenoble Alpes has arranged to provide several work and computer areas for students who do not have a computer, or a good WiFi access at home.

[Find out more](#)