2019-2020

Preparing for your stay and getting settled

Practical guide for international students

http://international.univ-grenoble-alpes.fr
Welcome to the Communauté Université Grenoble Alpes!

Your enrollment in one of the institutions of the Communauté Université Grenoble Alpes represents a new step in your life, an experience that will bring about major changes for international students, because in addition to studies, you will discover a new country! To prevent being overwhelmed upon arrival, you need to keep in mind the steps you must take and the role of the different people whom you will contact.

This guide is designed specifically for international students. Its main objective is to provide an overview of all the steps you will go through from the moment you are admitted to the first days of your stay. More detailed information about the topics covered in the guide can be found on the web portal dedicated to international students. international.univ-grenoble-alpes.fr/en/student

COMMUNAUTÉ UNIVERSITÉ GRENOBLE ALPES

A major university and research center in Europe that also has an exceptional natural and sports environment!

The higher education institutions of the Communauté Université Grenoble Alpes form one multidisciplinary university that offers a large variety of educational programs in all disciplines, both undergraduate and postgraduate studies, and possibilities to change courses at every level.


➔ Université Savoie Mont Blanc: Sciences, Engineering, Technologies, Languages, Literature, Arts, Humanities and Social Sciences. www.univ-smb.fr

➔ Grenoble Institute of Technology (Grenoble INP): Engineering. www.grenoble-inp.fr

➔ Sciences Po Grenoble: Political Sciences, Law, Economics. www.sciencespo-grenoble.fr


PhD thesis are supervised by the Doctoral College in the Communauté Université Grenoble Alpes. This college groups 14 doctoral schools, which provide research training in all disciplines, both fundamental and applied.

Main sites of the Communauté Université Grenoble Alpes

Designed as genuine urban landscaped areas, located on the banks of lakes or in the heart of mountains, the six campuses of the Communauté Université Grenoble Alpes institutions have the necessary infrastructure to promote the dynamism of student life - Maisons des étudiants (Students' Houses), theaters, sports facilities, university restaurants, shops, etc. www.communaute-univ-grenoble-alpes.fr/en/
Prepare your stay...

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... in one of the institutions of the Communauté Université Grenoble Alpes
Step 1:
YOU HAVE BEEN ADMITTED
COMPLETING YOUR ADMISSION

As soon as you receive confirmation of your admission, check with your institution the necessary steps to follow before your arrival. You also need to ask when the academic year starts so that you can book your flight.

Good to know
If possible, avoid booking flights or trains that arrive on Sundays, public holidays or after 7 pm, as most shops will be closed and there will be less public transportation.

PLANNING YOUR BUDGET

Before leaving, it is essential to estimate your budget in order to anticipate for the main expenses to come during your stay in France, as well as the expenses related to your arrival and settling in.

Monthly expenses
Accommodation is the main expense for a student and can account for up to 50% of the monthly budget. Expect to spend between €210 and €600 per month depending on the type of accommodation, plus the charges (water, electricity and gas, €30 to €60). Food ranks second; you will spend about €300 per month. Then comes leisure, transportation, telephone and internet subscriptions, not to mention health care costs, which, even if they are well reimbursed in France, still represent a cost.

Expenses upon arrival
Beware, there are lots of expenses upon arrival, and it is possible that you will spend more than €1000: university registration fees, the first month rent, a deposit for accommodation (equal to one month rent), subscriptions for water, electricity, telephone and the internet, etc.

Financing your stay

Scholarships
Many scholarships are available to help you finance your stay. However, generally you need to apply several months in advance or even a year before registration.

Work
To finance your studies, you can also work part-time, up to a maximum of 964 hours per year, i.e. 60% of the legal number of hours counting as full-time work in France (apart from exceptions associated to certain types of visa). Each institution of the Communauté Université Grenoble Alpes has information and insertion facilities that can help you in this.

Housing allowance
Students who rent accommodation can apply for financial aid from the French State for their rent, called ‘aide au logement’, “APL” or “ALS”. This aid is subject to conditions, and its amount depends on the rent, the type of accommodation, its surface and your financial resources. Thus, it is difficult to include it in the calculation of your budget before your arrival.

Find out more
A detailed list of the main monthly expenses and your expenses upon arrival:
> https://international.univ-grenoble-alpes.fr/en/
Section Practical matters > Managing your budget

/> http://international.univ-grenoble-alpes.fr
Students can mainly choose between living in university residences (public or private) and the private rental sector. Finding an accommodation in the region can be challenging, especially in Grenoble, but there are many possibilities. We recommend you start your search at least two months prior to your arrival in France.

Public university residences (CROUS)
This is by far the cheapest type of accommodation, but you need to apply as soon as possible, because the number of places is limited. Note that applying to CROUS does not guarantee you a room!

How to apply to CROUS for accommodation

If you come in the context of an exchange program in Grenoble
⇒ The International Students & Scholars Office – ISSO centralizes all the application forms and acts as an intermediary between the student and CROUS. You will be automatically provided with a link for your online application.

If you come in the context of an exchange program in Valence
⇒ Contact the International relations office correspondent of your faculty or school, who will provide you with information on different accommodation options.

If you applied on an individual basis
You need to send an application form for international students - LEI ("Logement Étudiant International") - to CROUS, according to the DSE ("Dossier Social Etudiant") procedure. Note that all application forms sent after May 31 will not be considered as high-priority and thus will take longer to examine.

https://www.messervices.etudiant.gouv.fr/

If you received a scholarship from the French government managed by Campus France
⇒ Contact directly your local Campus France office, which will examine your application in connection with the CROUS accommodation service.

Private rental sector
The rental offer in the private sector is far greater. However, it may be challenging for an international student to find accommodation remotely. It is
You have been admitted

Obtaining a visa

Good to know
Temporary accommodations booked online with private owners do not allow to get a proof of address in France, document which is required to open a bank account in France.

Except for nationals from the European Economic Area, Monaco, Andorra and Switzerland, it is necessary to get a visa to enter and study in metropolitan France.

To find out whether you need a visa
> https://france-visas.gouv.fr

Applying for a student visa
If your country is affected by the “Studying in France” procedure (“Études en France” - CEF), you will get all necessary information about your visa application on the Campus France website: www.campusfrance.org/en/application-etudes-en-france-procedure

If your country is not affected by the “Studying in France” procedure (“Études en France” - CEF), you will have to consult the French embassy in your country of residence to follow the application procedure for a student visa. The duration of the procedure is variable depending on the country and the application period, but it generally takes several weeks. Therefore, it is necessary to apply well in advance.

Preparing your file
In addition to your admission, several aspects of your application will be reviewed by the Consulate, including: proof of residence in France (which may be temporary accommodation) and proof of sufficient financial resources. You will be required to have at least €615 per month for the duration of your visa.

Searching for accommodation

> Via the national web portal for student housing ‘LoKaviZ’; this website references rental offers in the private sector for apartments, shared apartments and rooms. You need to create an account to get contact information. www.lokaviz.fr

> Via real estate agencies: they offer a wide choice of accommodation and serve as an intermediary between property owners and tenants throughout the rental period. However, you will need to pay for their service (agency fees). In Grenoble, these agency fees can reach a maximum of €10/m2, to which €3/m2 will be added as entry inventory fees.

> Via private owners: some owners directly manage their property rental. In this case, there are no agency fees, but beware, this solution does not offer the same guarantees or structure as a real estate agency.

> Via websites specialized in apartment sharing.

> Via private students residences.

> Via the association ADIIJ (‘Association Départementale Information Initiative Jeunesse’) that publishes private listings. www.info-jeunes.fr

Finding a guarantor

French law protects tenants from evictions. That is why almost all owners require tenants to have a guarantor for rent payment.

A guarantor is a person, a fiscal resident in France, who agrees to pay your rent in your stead if you can no longer ensure the payment.

For international students who may have difficulties in finding a guarantor in France, other solutions exist, namely the “Visale” procedure, which is also accepted by CROUS.

www.campusfrance.org/en
Section Students > Getting organised > Accommodation
www.visale.fr
LEARNING ABOUT HEALTH INSURANCE COVERAGE

In France, the healthcare system generally takes care of most healthcare costs. **Subscription to health insurance is mandatory** for stays of more than 3 months, unless there is a bilateral agreement between France and your country of origin. This is the case for all member states of the European Union, European Economic Area, as well as Switzerland and Quebec: steps are thus to be taken before your arrival in France.

**Health insurance ("Sécurité sociale")**

→ **You are from Europe (EU/EEA) or Switzerland:** prior to your arrival, you have to get a European Health Insurance Card from the health insurance provider of your country of origin. It must be valid for the whole duration of your stay in France.

→ **You come from Quebec:** you have to get a certificate issued by the "Règle d’Assurance Maladie du Québec" (RAMQ) before you come to France.

→ **For all other nationalities:** You will have to register with the French health insurance, « Sécurité sociale », via the health insurance website dedicated to new international students registrations (see the section « Registering for health insurance » in this guide).

This registration is free of charge, but is only possible after you completed your administrative enrollment at university. Because this procedure can take up to several weeks, we recommend you take out a private health insurance in order to be covered during the first weeks of your stay.

**IMPORTANT!**

Health insurance, commonly known as « Sécurité sociale », covers only part of the healthcare costs.

To cover the remaining healthcare costs that are uncovered by social security, we highly recommend you take out an additional health insurance, known as "complémentaire santé" or "mutuelle".

**Repatriation insurance**

We also advise you to take out repatriation insurance for the duration of your stay, before your arrival in France, in order to cover for repatriation expenses in the event of serious illness or death. Some bank-cards include a repatriation insurance, check with your bank before leaving.

**Good to know**

There are two other mandatory insurances to be taken out upon arrival in France: the housing insurance, and the civil liability insurance.

For more information, see the section "You have just arrived" in this guide.

Find out more

> [https://international.univ-grenoble-alpes.fr/en/Section Health > Insurance](https://international.univ-grenoble-alpes.fr/en/Section Health > Insurance)

Practical information sheets about health are also available on this website.
Step 2:
YOU WILL ARRIVE SOON
**HOW TO GET HERE**

**From Paris**

There are two airports for Paris:
- **Paris-Charles de Gaulle airport (CDG, ex-Roissy),** located in the northeast of Paris,
- **Paris-Orly airport,** located in the south of Paris.

**Getting to the train station "Paris - Gare de Lyon"**

Whether you arrive in Paris-Charles de Gaulle or in Paris-Orly, you will need to go to the “Paris-Gare de Lyon” train station to then get to Grenoble, Chambéry, Annecy or Valence by TGV (high-speed train). There are three options: by bus, by RER (Paris’s suburban railway), or by taxi.

**By Bus**

From Paris-Charles de Gaulle airport (CDG)
- Roissybus
- Bus Direct Paris Aéroport

From Paris-Orly airport
- Orlybus
- Bus Direct Paris Aéroport

**By RER (Paris’s suburban railway):**
- RER line B to Châtelet-Les Halles, then line A.
- Orlyval, then RER line B to Châtelet-Les Halles, and then line A.

**By taxi:**

From the airport, a certain number of taxi companies can take you to the “Paris-Gare de Lyon” train station.
Price: about €50 during daytime (about 15% more during night time)

**From "Paris-Gare de Lyon" to the Communauté Université Grenoble Alpes:**

From the “Paris-Gare de Lyon” train station, high-speed trains (“TCVs”) serve Grenoble and Chambéry in 3 hours, Annecy in 4 hours, and Valence in 2 hours 30 minutes. You should try and book your ticket in advance to benefit from better pricing.

**From Lyon**

From Lyon airport to the Communauté Université Grenoble Alpes:

**By bus:**

Ouibus buses go directly to Grenoble, Chambéry, Aix-les-Bains, Annecy and Valence.
- [www.ouibus.com](http://www.ouibus.com)

**By train:**

You can go to Grenoble, Chambéry, Aix-les-Bains, Annecy or Valence from one of those 3 train stations:
- Lyon-St Exupéry train station (airport)
- Lyon-Part-Dieu train station (Lyon town center)
- Lyon-Perrache train station (Lyon town center)

**From Geneva**

From the Geneva airport, there are direct buses to Grenoble, Chambéry, and Annecy, and direct trains to Valence.
- [www.gva.ch/en](http://www.gva.ch/en)
- Geneva-Grenoble
  - [www.ouibus.com](http://www.ouibus.com)
- Geneva-Chambéry
  - [www.ouibus.com](http://www.ouibus.com)
- Geneva-Annecy

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**Good to know**

You can check information related to public transportation in Paris on the RATP website: [www.ratp.fr/en](http://www.ratp.fr/en)
The RATP also provides a smartphone application to help you plan your trip:
Good to know
Some European destinations are also served by two local airports: Grenoble Alpes Isère airport and Chambéry Savoie Mont Blanc airport. Please note that these flights are seasonal, and do not operate all year round.
For more information:
www.grenoble-airport.com/en
www.chambery-airport.com/en

Moving around town
Every city has its own public transportation network. Upon arrival, you can easily get tickets for 1 ride, 10 rides, day or 3 to 7 day passes. Monthly and yearly passes are the most cost-effective, but you can only get them after opening a bank account in France.

Grenoble
The network of public transportation in Grenoble is called the TAG. Greater Grenoble is well served by 44 separate bus routes and by 5 tram lines.
+ www.tag.fr

Chambery
The public transportation network in Chambery is called Synchro Bus. This network serves Greater Chambery but also the cities of Le Bourget-du-Lac and Méry.
+ www.synchro-bus.fr

Annecy
The public transportation network in Annecy is called SIBRA. 26 bus lines serve Greater Annecy.
+ www.sibra.fr

Valence
The public transportation network in Greater Valence is called Citéa.
+ www.citea.info
Upon arrival, if you have not yet found permanent housing, you can book a place in a youth hostel, a private home or a hotel.

**FUAJ (Fédération Unie des Auberges de Jeunesse) - Youth hostels**

Rooms to share for 2, 4, 6 or 8 persons. You must be a member of the HI (Hostelling international) association: [www.hihostels.com](http://www.hihostels.com). Price for a room to share: from €18/night/person.

**In Grenoble**
10 avenue du Grésivaudan - 38 130 Échirolles
+33 (0)4 76 09 33 52
grenoble@hifrance.org
[www.hifrance.org/auberge-de-jeunesse/grenoble-agglomeration.html](http://www.hifrance.org/auberge-de-jeunesse/grenoble-agglomeration.html)

**In Aix-les-Bains** (the closest youth hostel to Chambery)
Promenade du Sierroz - 73 100 Aix-les-Bains
+33 (0)4 79 88 32 88
aix-les-bains@hifrance.org
[www.hifrance.org/auberge-de-jeunesse/aix-les-bains.html](http://www.hifrance.org/auberge-de-jeunesse/aix-les-bains.html)

**In Annecy**
4 route du Semnoz - 74 000 Annecy
+33 4 50 45 33 19
annecy@hifrance.org
[www.hifrance.org/auberge-de-jeunesse/annecy.html](http://www.hifrance.org/auberge-de-jeunesse/annecy.html)

**Tourist Offices**

The tourist offices also have lists of temporary accommodation: hotels, aparthotels, guesthouses, B&B, etc.:

- **Grenoble tourist office**

- **Chambery tourist office**
  + [www.chambery-tourisme.com](http://www.chambery-tourisme.com)

- **Annecy tourist office**
  + [www.lac-annecy.com](http://www.lac-annecy.com)

- **Valence tourist office**

**Good to know**

In order to open a French bank account, you will need to provide a proof of address in France. Temporary accommodations do not always make it possible to get such a document.
**PREPARING YOUR ARRIVAL: CHECKLIST AND TIPS**

**Essentials**

**For all students:**
- ID card (European nationals) or passport.
- Health record and vaccination certificates (if available).
- Original of your birth certificate with filiation, along with its French translation (see "Good to know" note below.).
- Letter of acceptance from the French educational institution (original if available).
- Driver’s license if you want to use a car in France.
- Socket adapter, depending on the standard in your country.

**For European (EU, EEE) and Swiss nationals:**
- European Health Insurance Card (EHIC) valid for the whole duration of your stay in France.

**For Quebec nationals:**
- RAMQ (Régie de l’Assurance Maladie du Québec) certificate/form, for your health expenses.

**For students staying less than 3 months:**
- Health and repatriation insurances covering the whole duration of your stay.

**Good to know**

Every document written in a language other than French (birth certificate, driver’s licence, etc.) must be translated by a translator sworn by the French courts. If you want to translate these documents before leaving, we recommend asking the French embassy or consulate in your country, in order to have the translated documents legalized or apostilled.

**TIPS**

If you do not have a European Health Insurance Card, or a RAMQ form, remember to get a private health insurance contract in order to be covered during the first weeks of your stay in France.

Scan all your important documents and send them to your mailbox. Also take two or three photocopies of these documents with you, you will quickly need them upon arrival.

If you travel by plane, keep all the documents from the checklist with you: they can be claimed upon arrival by the border control services.

Write down the essential information in case you do not have internet access upon arrival: accommodation’s address, reception telephone number (for student residences), directions between the station and your accommodation with bus and tram numbers, contact at your institution, etc.

If your country uses a currency other than the Euro, consider changing money at the airport to be able to make your first payments. Before leaving, check the terms of overseas money withdrawal with your card, because opening an account in France can take one to two weeks (see the section “Opening a bank account” in this guide).

Some schools or departments offer their exchange students opportunities to be put into contact with a student volunteer already living in Grenoble (a buddy), who can help them settle. Contact your correspondent in the International Relations office to find out if this applies to you. You can also contact associations for international students, which also offer student mentoring programs. (See the section "Associations for international students" in this guide.)
Step 3:

YOU HAVE JUST ARRIVED
GETTING INTERNET ACCESS

Lots of wifi spots are available for you to use upon your arrival:

- In airports, cafes, but also in different places in the town centre.
- In university restaurants and students residences.
- On university campuses: you will get your logins and passwords to access the wifi campus network at the time of your enrollment at university.

On the Grenoble campus, computers are available with free access to the internet at the iCampus – Welcome center.

You can also get internet access via your phone. However, roaming charges may apply if you do not use a French sim card! In France, all mobile tariffs include an internet access; you can find offers with (almost) unlimited internet access for around €20 a month.

Find out more
https://international.univ-grenoble-alpes.fr/en/ Section Practical matters > Keeping in touch
WiFi in Grenoble: www.grenoble.fr/demarche/464/659-le-wifi-a-grenoble.htm
Free access computers at Grenoble iCampus – Welcome center: https://international.univ-grenoble-alpes.fr/en/ Section Contact
YOU HAVE JUST ARRIVED

FINDING ACCOMMODATION

Finding accommodation once you have arrived

Finding accommodation requires engagement and time: regularly consult internet and real estate agency listings, and do not hesitate to seek advice from other students. When visiting accommodation, do not forget to bring several copies of your complete file: this will allow you to get in first if you find the place of your dreams!

Check the section “Searching for accommodation” in this guide for more detailed information on searching for accommodation in the private rental sector.

Find out more
Glossary of accommodation terms:
https://international.univ-grenoble-alpes.fr/en/Section Accommodation > Glossary of accommodation terms
Documents that may be required for signing a rental agreement:
www.service-public.fr/particuliers/vosdroits/F1169

When entering your accommodation

Signing the rental agreement (“bail”)

Before you can enter your accommodation, the owner and yourself must sign a rental agreement, called the ‘bail’. This agreement is drawn up in two copies and defines the rental conditions, stating the amount of the rent, the surface area of the accommodation, the duration of the agreement, etc. When signing the agreement, you will have to pay various entry fees, such as:

- the security deposit
- the agency fees (if you rented through a real estate agency), and the inventory fees
- the first month’s rent

Find out more
www.service-public.fr/particuliers/vosdroits/N349

Entry Inventory (“État des lieux d’entrée”)

An entry inventory is a procedure whereby the owner and the tenant review the state of the apartment and record any defects or damage in a written report. It must be carried out systematically before renting, and your presence is mandatory. It also defines the responsibilities of each party in case of litigation. At the end of the stay, it will be compared to the exit inventory.

This step generally occurs before the keys are handed over, but can be performed the same day. If the inventory is carried out by a professional, you will be charged partly.

Good to know

During the inventory, pay close attention to any defects or damage in the accommodation and do not forget to read the entry inventory report before you sign it. A copy of the inventory must be given to you. If you want to modify or add to the inventory, you must send a registered letter with proof of delivery (“recommandé avec accusé de réception”) detailing the modifications you want to make, within 10 days after moving in.

Insuring your accommodation

All rented accommodation must be insured by the tenant for rental risks: fire, water damages, or explosions. However, this insurance does not necessarily cover possessions you have in your home, for example in case of burglary.

Get information from banks, student insurance providers and other insurance companies which all offer rental liability and multi-risk insurance contracts. This insurance certificate will be asked for by the owner, or the agency.

Concluding contracts for water, electricity, gas, internet and a landline

If water, electricity and gas are not included in the rental charges (in university residences, they are usually included), you have to take out contracts with providers of your choosing, even if you already have access to water, electricity and gas when you move in.

Find out more
https://international.univ-grenoble-alpes.fr/en/Section Accommodation > Private rental sector
€ OPENING A BANK ACCOUNT

To open a bank account you need to provide a proof of address in France, thus it is not possible to start the process before your arrival. Please also note that temporary accommodations do not always make it possible to get such a document.

A French bank account is almost essential (though not mandatory): wage payments and health costs reimbursements can be paid only to a French bank account.

**Steps to follow to open a bank account:**

- Choose a bank: check if your bank in your home country has a partnership with a French bank, or if your institution has concluded a privileged partnership.
- Make an appointment with a bank advisor.
- Prepare your file with the requested documents. The documents usually required are:
  - proof of identity (ID card, or passport with visa)
  - proof of address with your name on it (rental agreement or 'bail', certificate of university students residence, rent receipt, electricity bill, etc.)
  - Student card (optional, in case of special offers)

Find out more
https://international.univ-grenoble-alpes.fr/en/
Section Practical Matters > Managing your budget

Good to know
Opening an account is usually free of charge, but some services may have to be paid for (credit card, money transfers, overdraft facilities, etc.). Get as much information as possible and do not hesitate to compare several bank offers!

€ TAKING OUT CIVIL LIABILITY INSURANCE

In addition to health and rental liability insurances, this is the third mandatory insurance in France. It covers any damage you may involuntarily cause to others. You will need this insurance to complete your enrollment in your institution. Banks, student insurances (LMDE or SMERRA) and other insurance companies provide liability insurance contracts.

Good to know
If you have already taken out a "multirisque habitation" insurance, it usually contains the civil liability insurance-check with your insurance provider!

€ OBTAINING A CVEC ATTESTATION

Except if you come through an exchange program (Erasmus for example), you will need a CVEC attestation before being able to complete your university enrollment. The Student and Campus Life Contribution (CVEC) finances students' services: health, sports, culture and student initiatives. But don’t confuse the CVEC with health insurance! There is no link between the two, they are entirely separate.

Find out more
https://international.univ-grenoble-alpes.fr/en/
Section Coming to study > University registration

€ COMPLETING YOUR ENROLLMENT

After your arrival, you must finalize your administrative registration (‘inscription administrative’) at the ‘service de scolarité’ of your host institution to receive your student card. This is when you will pay for registration fees. Please refer to the specific instructions given to you along with your admission to know how to proceed, and what documents to bring. There will then follow your course registration (choice of courses, options, methods of assessment), which take place in your particular Faculty (UFR: ‘Unité de Formation et de Recherche’).

Good to know
Once your enrollment is completed, you will receive your login details to access the wifi campus network.
**REGISTERING FOR HEALTH INSURANCE**

**Health insurance (“Sécurité sociale”)**

- **You are from Europe (EU/EEA) or Switzerland:** you must have a European Health Insurance Card, valid for the whole duration of your stay. If not, you must register with the French health insurance (CPAM), via their website dedicated to new international students: [https://etudiant-etranger.ameli.fr/#/](https://etudiant-etranger.ameli.fr/#/).

- **You come from Quebec:** you must have a certificate issued by the RAMQ, covering you during the whole duration of your study stay in France. If not, contact the RAMQ immediately.

- **For all other nationalities:** After completing your administrative enrollment at university, you have to register with the French health insurance, CPAM, via their website dedicated to new international students: [https://etudiant-etranger.ameli.fr/#/](https://etudiant-etranger.ameli.fr/#/).

This registration is free of charge. Only three documents are necessary to start registering: your passport, your visa, and a proof of registration at university (the ‘certificat de scolarité’).

**ADVICE**

Always keep a health insurance certificate with you, in case you go to a doctor, or in the event of an accident.

**Good to know**

In Grenoble, all students enrolled in one of the Communauté Université Grenoble Alpes institutions can visit general practitioners, and some specialists, for free, at the Students Health Centers. Their team provide information, consultations, and preventive actions throughout the academic year.

In Valence, the Youth Health Centre also is available for students for free, providing consultations and preventive actions.

> [https://international.univ-grenoble-alpes.fr/en](https://international.univ-grenoble-alpes.fr/en) Section Health > Health care

**Additional health insurance (“complémentaires santé” or “mutuelles”)**

The health insurance « sécurité sociale » covers only part of the medical expenses. To be better reimbursed, we highly recommend you take out an additional health insurance, known as « complémentaire santé » or « mutuelle ». Many insurance providers have special offers for students, including the student insurance providers SMERRA or LMDE. Take your time to compare the different offers according to your needs.

If you have a limited budget, you can also apply for the additional health insurance called ‘CMU-C’ at the CPAM. This additional health insurance is free of charge, but is subject to residency and financial resources conditions.

**Find out more**

[https://www.ameli.fr/](https://www.ameli.fr/) Section Droits et démarches > Études, emploi, retraite > Études et stages > Étudiant > Student: your medical expenditure coverage

> [http://international.univ-grenoble-alpes.fr](http://international.univ-grenoble-alpes.fr)
APPLYING FOR HOUSING ALLOWANCE

For any stay longer than 3 months, every student can apply for a housing allowance (called “allocation”) to the CAF (Caisse d’Allocations Familiales). This allowance is calculated based on the type of housing, rent, financial resources, and the personal situation of the student. All applications are to be made online, on the CAF website. If the application is accepted, a monthly allowance will be paid starting from the 2nd month following the application.

Find out more

https://international.univ-grenoble-alpes.fr/en/
Section Accommodation > Financial assistance with accommodation

The CAF website also has practical documents in several languages to guide you through the application procedure:
http://www.caf.fr/presse-institutionnel/international

Good to know

Students with a visa marked “dispense temporaire de carte de séjour” cannot benefit from housing allowances.
VALIDATING YOUR VISA OR APPLYING FOR A RESIDENCE PERMIT

The procedure to follow depends on the type of your visa:

➜ If your visa bears the mention "dispense temporaire de carte de séjour", or if you have a visa "mineur scolarisé" and that you still are under 18 years old upon arrival: you have nothing to do.

➜ If your visa bears the mention "carte de séjour à solliciter…", or if you have a visa type C "étudiant-concours": you have to apply for a first residence permit, upon your arrival, at the Prefecture office of your place of residence.

If your visa bears the mention "étudiant": You have to validate your visa online.

Within the first 3 months upon your arrival in France, as soon as you have a fixed address, go to the ‘Direction Générale des Étrangers en France’ website: https://administration-etrangers-en-france.interieur.gouv.fr.

Once you have completed the procedure, and paid for the resident permit tax, you will receive a confirmation by email. Keep this document for the whole duration of your stay, and particularly if you are traveling.

Find out more
https://international.univ-grenoble-alpes.fr/en/Section Visas and residence permits > Validating your visa
NEED HELP? YOUR CONTACTS

You have left your country, your family and your friends to enjoy a new experience in a foreign country. Although you have prepared yourself for this stay, you can feel a certain “culture shock” to a greater or lesser degree, and a sense of homesickness. This is quite normal and is part of your adaptation process. Remember that, you are not alone! Special contacts are here to facilitate your integration.

Your host institution

Should you have questions related to the academic or teaching process, your university enrollment, courses or exams, do not hesitate to contact the administrative staff (‘Service de Scolarité’ or International Relations) or a head teacher in your host institution.

Welcome centers

In Grenoble and Valence

ISSO – International Students & Scholars Office
The International Students & Scholars Office – ISSO is a welcome and support service dedicated to international students, PhD students, researchers and their families. The ISSO multilingual team welcomes and helps you upon arrival, and throughout your whole stay, for different administrative steps:

► Accommodation
► Visa validation procedures and residence permits
► Bank account opening, social security, insurances, CAF, practical matters
► Schooling, baby-sitting and family integration

In Annecy, Chambéry and Le Bourget du Lac: the Student life and campus service
Welcome and information centers to facilitate your integration, help you find the right contacts at university and in the city, for your everyday and community life.


Students health centers and preventive medicine services

Students from different university campuses can consult doctors, nurses, or psychologists, without having to pay in advance, at the students health centers or preventive health services.

In Grenoble

Students health centers

► https://centre-sante.univ-grenoble-alpes.fr/

In Valence

Youth health center

► http://www.etudierendromeardeche.fr/fr/vie-etudiante/sante/centre-de-sante-jeunes-de-valence/

In Annecy, Chambéry, and Le Bourget-du-Lac

Preventive medicine and health promotion service


Services for students with disabilities

The aim of these services (Services Accueil Handicap) is to ensure access by students with disabilities to all university training programs and help them participate fully in student life. These services thus accompany in their studies all students confronted with difficulties related to illness or disability, whether permanent or temporary.

In Grenoble and Valence

Résidence Les Taillées, bâtiment B - 271 rue de la Houille Blanche
Domaine universitaire de St Martin d’Hères/Gières


In Annecy, Chambéry, and Le Bourget-du-Lac

► www.univ-smb.fr/formation/amenagementments-specifiques/etudiant-e-s-en-situation-de-handicap/

CROUS social services

In the event of personal or financial difficulties, you
can make an appointment with a CROUS social worker, directly online via the website "Mes RDV Étudiant", or by contacting the CROUS social service of the city you study in.

+ https://mesrdv.etudiant.gouv.fr/fr
+ http://www.crous-grenoble.fr/aidessociales/contact/

**Harassment and discrimination**

Measures for combating harassment and discrimination have been implemented in different universities and schools. To find the appropriate contact, ask your host institution’s ‘service de scolarité’, international relations office, or director of studies.

**Associations for international students**

**In Grenoble : IntEGre association**

IntEGre is a dynamic association of Grenoble students whose aim is to welcome international students within the Communauté Université Grenoble Alpes, and thereby facilitate cultural exchanges through a variety of activities, outings, special welcome evenings, and discoveries of local and national heritage. The association organizes in particular at the beginning of the university year, visits round the campus and the city of Grenoble, as well as ‘discovery’ weekends. IntEGre also offers a program of student-mentors: as soon as you become a member of IntEGre, you can be put into contact with a student volunteer who is already in Grenoble. This person will help you in your settling-in process and will show you round the city and the campus.

+ www.integre-grenoble.org
+ Facebook "Association IntEGre"

**In Valence : The Inter’Val association**

Inter’Val is a students’ association dedicated to welcoming and integrating international students in Valence. They organize outings, cultural visits, events, one-day or weekend activities. It is also possible to get into a mentoring program, and be put in contact with a French student.

+ Facebook “association inter’Val Valence”

**In Annecy, Chambéry, and Le Bourget-du-Lac : The Foreigners Association Chambéry**

The Foreigners Association Chambéry puts French and international students in contact through various types of cultural and fun activities.

+ Facebook “Foreigners Association Chambéry”

**Student community associations**

**In Grenoble**

There are students’ community associations bringing together students with the same cultural background, and willing to share it with others. These associations also organize cultural, festive and sporting events, and can also help you with your settling-in procedures. Find the full list in the associations’ online directory, on the EVE (Espace Vie Étudiante) website:

+ https://eve-grenoble.fr/plateforme-alveole/annuaire-des-associations

**In Annecy, Chambéry, and le Bourget-du-lac**

You can find the list of students associations on the Université Savoie Mont Blanc website:

+ https://www.univ-smb.fr/vie-etudiante/vie-associtive/associations-labellisees/

**The “Maison de l’International” in Grenoble**

The “Maison de l’International” (International House) is a privileged place of welcome, exchange, information, documentation and exhibitions devoted to international matters. As it is managed by the City of Grenoble, you will find information on the international associations present in the city.

+ www.grenoble.fr/98-maison-de-l-international.htm

**Emergency contacts**

- All kinds of emergencies - France & Europe : 112
- Medical emergencies : 15
- Police : 17
- Fire services : 18
- Deaf and mute emergencies : 114 (text messages only)
- Pharmacies on duty: www.servigardes.fr or 0825 74 20 30 (€0,15/min). www.3237.fr or 3237 (€0,35/min)
- Grenoble Campus security service (St Martin d’Hères/ Gières) : 04 76 82 82 82
- Poisoning and intoxication: 04 72 11 69 11
- Grenoble hospital (CHU) : 04 76 76 75 75
- Chambéry hospital : 04 79 96 50 50
- Annecy hospital : 04 50 63 63 63
- Valence hospital : 04 75 75 75 75
- SOS Médecin 24/7 : 36 24 (€0,12/min)
  Home visits 24/7.
  Be careful: overtaxed consultations.
- In Grenoble : Médecin 7 sur 7: 04 76 86 59 00
  84 cours Jean Jaurès, Grenoble
  Tram E arrêt “Condorcet”
  Walk-in service, 7days/week, 8am to midnight
  Be Careful: overtaxed consultations after 6pm, on Sats after 12pm; and on Sundays
- In Grenoble : Maison Médicale de Carde, at the Hôpital Couple Enfant (under the civil hospital porch) : General practitioners consultations, from Monday to Friday 8pm to midnight, on Sats from 12pm to midnight, on Sundays and bank holidays from 8am to midnight.
### USEFUL ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ADIIJ</td>
<td>Association Départementale Information Initiative Jeunesse</td>
</tr>
<tr>
<td>BU</td>
<td>Bibliothèque Universitaire</td>
</tr>
<tr>
<td>CAF</td>
<td>Caisse d'Allocations Familiales</td>
</tr>
<tr>
<td>CDD</td>
<td>Contrat à Durée Déterminée</td>
</tr>
<tr>
<td>CDI</td>
<td>Contrat à Durée Indéterminée</td>
</tr>
<tr>
<td>CHU</td>
<td>Centre Hospitalier Universitaire</td>
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<tr>
<td>CM</td>
<td>Cours Magistral</td>
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<tr>
<td>CMU-C</td>
<td>Couverture Maladie Universelle Complémentaire</td>
</tr>
<tr>
<td>CPAM</td>
<td>Caisse Primaire d’Assurance Maladie</td>
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<tr>
<td>CROUS</td>
<td>Centre Régional des Oeuvres Universitaires et Scolaires</td>
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<tr>
<td>CUEF</td>
<td>Centre Universitaire d’Études Françaises</td>
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<tr>
<td>CVEC</td>
<td>Contribution Vie Étudiante et de Campus</td>
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<td>ECTS</td>
<td>European Credit Transfer System</td>
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<td>EEE</td>
<td>Espace Économique Européen</td>
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<tr>
<td>EVE</td>
<td>Espace Vie Étudiante</td>
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<td>FLE</td>
<td>Français Langue Étrangère</td>
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<td>GEG</td>
<td>Gaz Electricité de Grenoble</td>
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<tr>
<td>ISSO</td>
<td>International Students and Scholars Office</td>
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<tr>
<td>LMD</td>
<td>Licence, Master, Doctorat</td>
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<td>LMDE</td>
<td>La Mutuelle Des Étudiants</td>
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<td>RATP</td>
<td>Régie Autonome des Transports Parisiens</td>
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<td>RH</td>
<td>Ressources Humaines</td>
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<td>RIB</td>
<td>Relevé d’Identité Bancaire</td>
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<td>RU</td>
<td>Restaurant Universitaire</td>
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<tr>
<td>SAH</td>
<td>Service Accueil Handicap</td>
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<tr>
<td>SIBRA</td>
<td>Société Intercommunale des Bus de la Région Annécienne</td>
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<tr>
<td>SMERRA</td>
<td>Société Mutualiste des Étudiants de la Région Rhône-Alpes</td>
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<tr>
<td>SNCF</td>
<td>Société Nationale des Chemins de Fer</td>
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<tr>
<td>SUAPS</td>
<td>Service Universitaire des Activités Physiques et Sportives</td>
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<tr>
<td>TAG</td>
<td>Transport de l’Agglomération Grenobloise</td>
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<tr>
<td>TCF</td>
<td>Test de Connaissance du Français</td>
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<td>TD</td>
<td>Travaux Dirigés</td>
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<td>TGV</td>
<td>Train Grande Vitesse</td>
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<td>TP</td>
<td>Travaux Pratiques</td>
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<td>UE</td>
<td>Union Européenne</td>
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<td>UFR</td>
<td>Unité de Formation et de Recherche</td>
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<td>VLS-TS</td>
<td>Visa Long Séjour valant Titre de Séjour</td>
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http://international.univ-grenoble-alpes.fr/en