

# MASTERS STUDENTS GUIDE

## 2017-2018



# A MESSAGE FROM THE DEAN



**Alain Eraly**

Welcome to Brussels ! Welcome to the ULB ! Welcome to the Solvay Brussels School of Economics and Management (SBS-EM), one of the 12 Faculties, Schools and Institutes of the Université libre de Bruxelles (ULB). The reputation of our School has been growing since the early 20<sup>th</sup> century, thanks to a mix of three pillars : the first is a strong quality focus – we are AMBA and EQUIS accredited – and permanently assess the quality of our programme jointly with student representatives, the second is the mix of full-time professors who endlessly generate new knowledge and part-time professors, experts and leaders from our socio-economic environment. Third and not least, the School's reputation is also determined by the dynamism and entrepreneurial spirit of our participants, you are now part of our community.

We are committed to making our Masters as enriching as possible for you, both on a personal and professional level. Undoubtedly your participation will significantly enhance your skills. By joining the SBS-EM community, you will discover a source of inspiring exchanges stemming from dynamic extra-academic activities and a worldwide network of academic partners the world over.

Throughout the programme, dedicated staff will guide you with their enthusiasm and professionalism to make your learning experience as enjoyable and efficient as possible. This handbook includes key information to find your way around our programmes, their rules, important deadlines, procedures and information about daily life in Brussels. Please read it carefully. It will enable you to benefit even more from your experience at the Solvay Brussels School.

Our entire team and myself wish you a very fruitful learning experience.

# CONTENTS

THE CAMPUS	4
Campus Map	4
How to get to the Campus ?	5
How to find an Auditorium ?	5
COORDINATION	6
ACADEMIC LEADERSHIP	7
ACADEMIC LIFE	8
Official ULB e-mail address	8
Schedule-Timetable	8
Intranet : MonULB	9
Academic Calendar	10
Course descriptions	11
Handbooks, course material, books	11
Registration for optional courses	11
Where to study ?	12
Examination	12
Rules to succeed	13
Your Opinion counts !	13
Career Services	13
Compulsory medical visit	14
Feeling homesick?	14
BELGIUM	15
LIVING IN BELGIUM	18
Accommodation	18
Registration at the Town Hall	18
International embassies in Brussels	19
Phone, Internet and Cable television	19
Utilities	20
Home Insurance	21
Healthcare and health insurance	21
Social Security – “Mutuelle”	21
Transportation	22
Recycling your Rubbish	25
Bank Account	26
Post office	26
Copies	26
Stores, supermarkets and markets	27
EXTRA-ACADEMIC LIFE	28
Campus Life	28
Leisure	29
Language Lessons	30
Students' Associations	31
BEFORE LEAVING	33
USEFUL WEBSITES	33
EMERGENCY - USEFUL NUMBERS	34
NOTES	35

# THE CAMPUS

## Campus Map



- V Presses Universitaires (handbooks, etc.)
- E1-E2 Sports Halls
- F1 Accommodation Service, photocopies, fax, bookshop, restaurants, sandwiches, stationary, travel agency
- M Medical Service
- NB Humanities Library
- S Registration Department
- U Multimedia library
- 52 International Welcome Desk (52, Avenue Jeanne)
  
- H Solvay's Faculty Administration
- R42 Solvay's Building
- AW Solvay's International Programme, Credited Internship & Dean's Office

## How to get to the Campus ?

The campus area is currently under construction. The Solbosch campus is served by bus and tram lines :

**Tram 7** Stop *La Cambre – Étoile*

**Tram 25** Stop *ULB*

**Tram 94** Stop *ULB*

**Bus 71** Stop *ULB*

**Bus 72** Stop *ULB*

**Bus 95** Stop *Cimetière d'Ixelles* (10 minutes walk via Avenue de l'Université or connection with buses 71 and 72)

**Metro 5** Stop *Delta* (connection with bus 71 or bus 72)

**Train** Stop *Gare d'Etterbeek* (connection with bus 95)

**Train** Stop *Gare de Boondael* (connection with trams 25 and 94)

For more information on Brussels Public Transport, please visit [www.stib.be](http://www.stib.be).

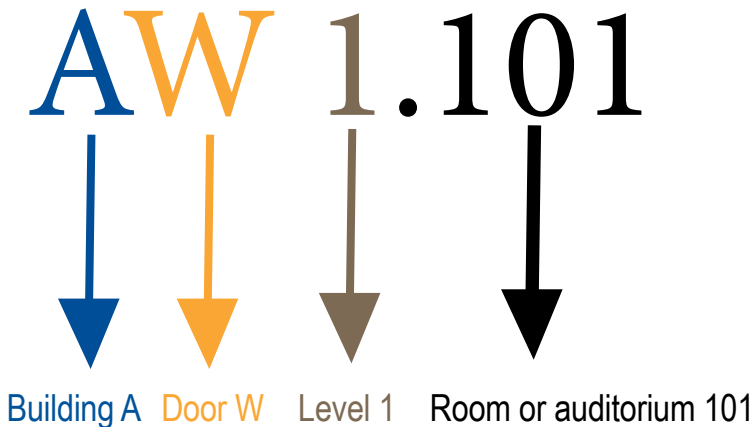
## How to find an Auditorium ?

The **first letter** refers to the building.

The possible **second letter** refers to the door.

The **first number** refers to the level.

The **other number(s)** refer(s) to the room.



## COORDINATION



**Patricia MOREAU**

**Coordinator Masters in Economics & Master in Management Science**

+32 (0)2 650 39 10 - patricia.moreau@ulb.ac.be  
Office H13.147



**Natalie TRICNOT**

**Coordinator  
Master in Business Engineering**

+32 (0)2 650 41 74 - natalie.tricnot@ulb.ac.be  
Office H13.147



**Tamara SCHULLER**

**Head of International Relations  
Outgoing Students**

+32 (0)2 650 41 68 - tamara.schuller@ulb.ac.be  
Office AW1.111



**Pascaline FLON**

**Internships Coordinator**

+32 (0)2 650 25 96 - pascaline.flon@ulb.ac.be  
Office AW1.115



**Estefania FUENTES VELAZQUEZ**

**Career Services Manager**

+32 (0)2 650 66 28 - estefania.fuentes@norkay.edu  
Office AW1.115



**Anne GEORGES**

**Contact Person for Master refugee-student matters**

+32 (0)2 650 45 76 - anne.georges@ulb.ac.be  
Office AW1.112

# ACADEMIC LEADERSHIP



**Gani ALDASHEV**

Director

Master in Research in Economics or in Economics & Statistics

+32 (0)2 650 44 71 - gani.aldashev@ulb.ac.be  
Office R42.6.223



**Marco BECHT**

Director

Master in Management Science

+32 (0)2 650 44 66 - marco.becht@ulb.ac.be  
Office R42.5.204



**Eric DE KEULENEER**

Director

Master in Business Economics

+32 (0)2 234 35 11  
eric.de.keuleneer@ulb.ac.be



**Patrick LEGROS**

Co-Director

Master in Economic Analysis & European Policy

+32 (0)2 650 42 19 - patrick.legros@ulb.ac.be  
Office R42.6.206



**Hugues PIROTTE**

Director

Master in Business Engineering

+32 (0)2 650 65 21 - hugues.pirotte@ulb.ac.be  
Office R42.4.220



**Philippe WEIL**

Co-Director

Master in Economic Analysis & European Policy

+32 (0)2 650 42 20 - philippe.weil@ulb.ac.be  
Office R42.5.219

# ACADEMIC LIFE

## Official ULB e-mail address

The e-mail you received to confirm your acceptance indicates you the process to follow to create your official e-mail address : ...@ulb.ac.be. This is compulsory :

- it is the only address you can use with the Faculty's Administration;
- official communications are sent to this address only.

## Schedule-Timetable

The **courses schedule** of the Faculty is available on GEHOL : <http://gehol.ulb.ac.be/gehol/>

Please note that the **written exams** schedule will be available on the same website a few weeks before the start of the official exams period.

The **registration for the oral exams** will be available on MonULB (tab «*Ma Faculté*»), a few weeks before the start of the official exams period.

The screenshot displays the GeHol website interface for selecting a course level. The main heading is "Choisissez un niveau - Semestre 4B : 05/06/2016 - 12/06/2016". Below this, there is a grid for selecting courses, with columns for each day of the week (Samedi 05/06, Dimanche 06/06, Lundi 07/06, Mardi 08/06, Mercredi 09/06, Jeudi 10/06, Vendredi 11/06, Samedi 12/06) and rows for time slots (08:00, 09:00, 10:00, 11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00). The interface also includes a sidebar for filtering by Niveau, Matière, and Groupes, and a navigation bar at the top with options like Mon Horaire, Horaire par niveau, Horaire par cours, and Horaire par enseignent.



## Intranet : MonULB

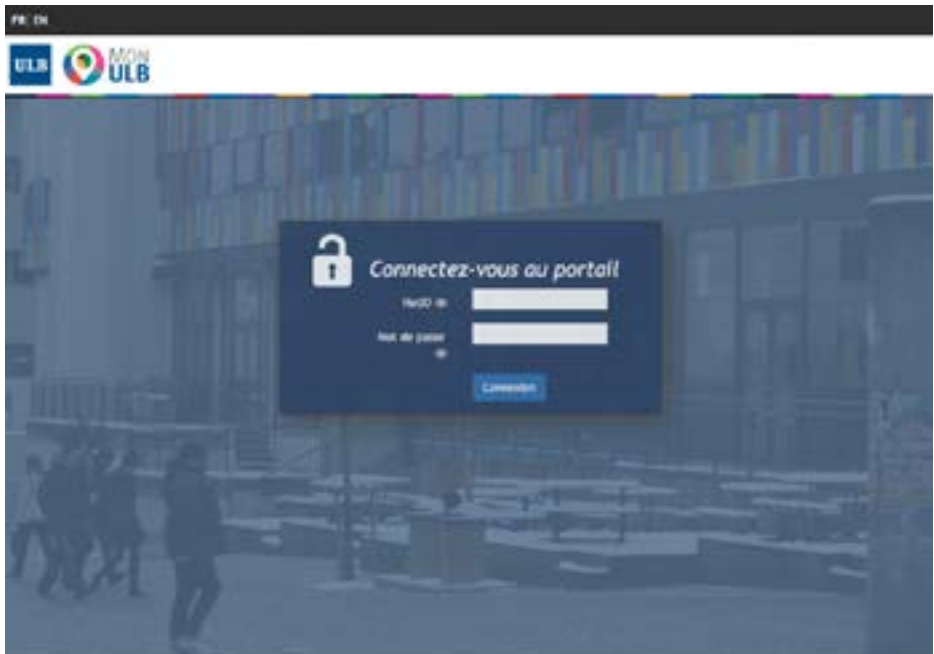
MonULB is the official interface between the students and the Faculty's Administration. We advise you to **check it daily** on Internet (<http://mon-ulb.ulb.ac.be>) or on your smartphone through the mobile app.

### How to use it?

- The *nom d'utilisateur* is usually the first letter of your first name, followed by the 7 first letters of your last name. In case of any problems, please contact [support@ulb.ac.be](mailto:support@ulb.ac.be).
- The *mot de passe* is the password you use to connect to your e-mail address.

The registration procedure has been communicated to you by email prior to arrival. In order not to miss any important information, please note that it is absolutely necessary to consult the informations messages of the Faculty, aimed at all the students.

We consider that a piece of information posted on the electronic information-board has been read by the students. Therefore, if you do not check the board often enough and miss an important piece of information, claiming that you did not know is not an excuse.



## Academic Calendar

14-09-2017	New Students Welcome day ( <a href="http://www.ulb.ac.be/jane">www.ulb.ac.be/jane</a> )
15-09-2017	Opening Ceremony for the start of the Academic year
18-09-2017	Beginning of classes - 1 <sup>st</sup> period
27-09-2017	Holiday for the French-speaking Universities
30-10-2017	End of the possibility of choosing the optional courses
01-11-2017	Holiday for Belgium (All Saints Day)
02-11-2017	Holiday for the University
11-11-2017	Holiday for Belgium (Remembrance Day)
20-11-2017	Holiday for the University (Celebration of the establishment of the ULB - Saint Verhaegen)
23-12-2017	End of courses - 1 <sup>st</sup> period
25-12-2017	Beginning of Winter Holidays for students
08-01-2018	Beginning of the January exams session
27-01-2018	End of the January exams session
29-01-2018	Beginning of Holidays
05-02-2018	Beginning of classes - 2 <sup>nd</sup> period
13-02-2018	Holiday for students (Shrove Tuesday)
02-04-2018	Start of Spring Holidays for students
16-04-2018	End of Spring Holidays for students
01-05-2018	Holiday for Belgium (Labour Day)
10-05-2018	Holiday for Belgium (Ascension Day)
19-05-2018	End of courses - 2 <sup>nd</sup> period
21-05-2018	Holiday for Belgium (Pentecost)
22-05-2018	Beginning of the June exams session
23-06-2018	End of of the June exams session
02-07-2018	1 <sup>st</sup> examination session proclamation
13-08-2018	Beginning of resit session
09-09-2018	End of resit session
14-09-2018	Resit session proclamation

## Course descriptions

Courses descriptions are available on the courses catalogue : [www.ulb.ac.be/programme](http://www.ulb.ac.be/programme)

## Handbooks, course material, books

- **Presses Universitaires de Bruxelles**

Location : Building V, avenue Paul Héger 42

Tel. : +32(0)2 649 97 80 – Fax : +32(0)2 647 79 62

[www.ulb.ac.be/pub/](http://www.ulb.ac.be/pub/)

Opening hours: Monday-Thursday 09.00-18.30, Friday 09.00-18.00.

The PUB offers :

- Books, readers and syllabi edited and updated by the professors
- Special prices for students and a discount card
- Promotions and events

- **Solvay Entraide et Publications (SEP)**

Location : R42, at the *Cercle Solvay*

The SEP offers :

- Official course notes
- Summaries written by students

Do not hesitate to drop by and to ask any question about the courses!

Please make sure you attend the first class and ask about the support material and where to find it!

## Registration for optional courses

It is compulsory to register for the optional courses. Registration is organized each year at the beginning of the first period. Make sure you read the notice of your Faculty administration.

## Where to study ?

ULB offers over 3,000 seats in its libraries. During the exams, ULB opens specific study rooms. Please find more information (in French: [www.ulb.ac.be/enseignements/support-enseignements/reussir-lieux.html](http://www.ulb.ac.be/enseignements/support-enseignements/reussir-lieux.html))

## Examination

- **Periods**

There are 2 examination sessions at ULB :

- January, for courses ending at the 1<sup>st</sup> period
- May-June, for courses ending at the 2<sup>nd</sup> period

There is no procedure for the registration at these sessions. Your registration to the course automatically enrolls you for the exams.

- **Resit Exams**

Every student has the opportunity to take his/her failed exam a second time during the resit period. The resit period will take place in August and September.

**ATTENTION : you are required to register for the resit exams**

- **Assessment methods at ULB are as follows:**

- written exams
- oral exams
- papers
- presentations

The assessment method of each course will be specified by your professors. Do not hesitate to ask for clarification about the calculation of the final grade.

- **Exams Results**

Your exams results will be available online once they are submitted by your professors.

- **Official transcript of records**

Your official transcript of record can be requested at your secretarial office (see p. 6) after the 1<sup>st</sup> examination session proclamation (end of June) or after the resit period proclamation (September).

## Rules to succeed

A course is considered as having been successfully passed with a grade of at least 10/20. A programme is considered as succeeded if all the courses have been successfully passed.

## Your Opinion counts !

This assessment of university teaching is conducted by the ULB and takes place once the period has finished. It is done via two online surveys, one after the January exams and the other after the June exams.

Students are requested to fill in a questionnaire for each courses they have taken. The questionnaire will cover three distinct aspects of your courses: course design, teaching and assessment (exams).

## Career Services

Are you ready for the next big step ?

During this year, you will be launching your career and marketing yourself to your dream organizations. To help you succeed in this, the SBS-EM will support you all the way through its Career Services.

Coordinated at Faculty level, this service will give you access to all the students' career development activities on campus, as well as provide you with tailor-made solutions to your specific needs. From CV writing through coaching and mock interviews, you will be able to participate in group and individual sessions that will shape the way you highlight your talents forward and find the position and organisation that will allow you to grow further.

Visit our recruitment platform : [www.solvay.edu/talents](http://www.solvay.edu/talents).

Contacts :

Estefania FUENTES VELAZQUEZ : +32 (0)2 650 66 28, [estefania.fuentes@solvay.edu](mailto:estefania.fuentes@solvay.edu)

Pascaline FLON : +32 (0)2 650 25 96, [pascaline.flon@ulb.ac.be](mailto:pascaline.flon@ulb.ac.be).

## Compulsory medical visit

It is possible that you will be contacted by the ULB's medical service for a mandatory visit. If you possess a medical certificate or a thorax X-ray photograph proving that you have gone through a tuberculosis screening test in your home country, bring it with you to the medical visit.

## Feeling homesick?

When away from home, it can happen that you feel homesick. Indeed, living in a new environment and being immersed in a new culture requires adaptation and patience. After the exciting period of discovery, you may be facing homesickness, a feeling of being overwhelmed or frustrated as you try to adapt. Then, being abroad might become more of a burden than a pleasure. However, homesickness is not inevitable. It is a normal feeling, but there are ways to get rid of it:

- Write a private diary
- Share your feelings with other foreign students
- Improve your language skills in order to better communicate with your fellow students
- Learn about the new culture, try to find things that you can enjoy about living here
- Get involved in local activities or sports so that you meet people

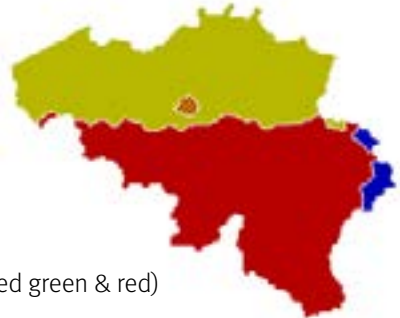
In more serious cases, seek the help of a professional: psychologists and psychiatrists are at your disposal at Psycampus (see p. 29).

# BELGIUM

In order to acquaint you with our small country, its inhabitants as well as its very 'Belgian' organization, please find below some interesting figures...

The Kingdom of Belgium is a federal state with more than 11 millions inhabitants. The country is divided into :

- 3 cultural and speaking communities :
  - the Dutch-speaking (green)
  - the French-speaking (red)
  - the German-speaking (blue)
- 3 regions :
  - the Flemish Region (green)
  - the Walloon Region (red & blue)  
(including 85,000 German-speakers)
  - the Brussels-Capital Region (cross-hatched green & red)
- 10 provinces:
  - Anvers
  - Brabant Flamand
  - Brabant Wallon
  - Flandre Occidentale
  - Flandre Orientale
  - Hainaut
  - Liège
  - Limbourg
  - Luxembourg
  - Namur



*The Brussels-Capital Region is not part of any province.*

- 589 'communes' (municipalities)
- The Brussels-Capital Region includes 19 districts, called 'communes' in French :
  - Bruxelles-Ville (1000)
  - Schaerbeek (1030)
  - Etterbeek (1040)
  - Ixelles (1050)
  - Saint-Gilles (1060)
  - Anderlecht (1070)
  - Molenbeek-Saint-Jean (1080)
  - Koekelberg (1081)
  - Berchem-Sainte-Agathe (1082)
  - Ganshoren (1083)
  - Jette (1090)
  - Evere (1140)
  - Woluwe-Saint-Pierre (1150)
  - Auderghem (1160)
  - Watermael-Boisfort (1170)
  - Uccle (1180)
  - Forest (1190)
  - Woluwé Saint-Lambert (1200)
  - Saint-Josse-ten-Noode (1210)

*The 19 districts of the Brussels-Capital Region are bilingual French-Dutch, but 80%*

*of the Brussels population is French-speaking.*

- Population: 11 200 000+ inhabitants
- Surface area: 30 528 km<sup>2</sup>
- Federal capital: Brussels
- Head of State: King Philippe
- Prime Minister : Charles Michel
- National Day: July 21
- National languages: Dutch, French and German
- Currency: the Euro (€)
- Gross National Product: 402 billions of EURO (2014)
- Annual growth rate: 1,7 %
- Population density: 363 inhabitants / km<sup>2</sup>
- Weights and measures: metric system
- Domestic electricity: 220-230 volts
- Maximum distance between two points: 280 km
- Time zone: GMT + 1 hour (Summer time, from the last Sunday of March to the last Sunday of October: GMT + 2 hours)
- Highest point: Signal de Botrange (694 m above sea level)
- Average temperature: 9,8<sup>o</sup> Celsius
- Rainfall: 780 mm





- Sunshine : 1.555 hours (annual average - 2011)
- National motto: 'Union makes strength'
- National Holidays :
  - January 1st (New Year's Day)
  - Easter and Easter Monday (dates differ each year)
  - May 1st (Labour day)
  - Ascension Day (6th Thursday after Easter)
  - Whit Sunday and Monday (7th Sunday and Monday after Easter)
  - July 21st (National Day)
  - August 15th (Assumption Day)
  - November 1st (All Saint's Day)
  - November 11th (Armistice Day)
  - December 25th (Christmas)
  - State administrations are also closed on November 15th (King's Day)

Belgium is not only a very old country but also a recently independent one. Belgian people were mentioned for the first time 2,000 years ago by Julius Caesar in his book about the Gallic Wars. However, Belgium remained only a small part of much larger states for centuries. The country only gained its independence in 1830. It was on the 21<sup>st</sup> of July 1831 that the first King of Belgians – Leopold I – swore an oath of faith to the Constitution as well as to the Belgian laws.

For more information:

about Belgium : [www.belgium.be](http://www.belgium.be)

about Brussels : [www.bruxelles.irisnet.be](http://www.bruxelles.irisnet.be)



# LIVING IN BELGIUM

## Accommodation

If you have not yet found somewhere to live ('kot') so far, the first thing to do is to take note of the accommodation ads posted on the walls of the university buildings, as well as those at the Housing Office of the ULB, located in the F-building, on the second floor, between the two university restaurants (entry through the parking lot). Keep in mind that at the ULB's Accommodation Office has set up a database accessible with your net ID through the link: [www.ulb.ac.be/logements/english.html](http://www.ulb.ac.be/logements/english.html)



You can also walk along the streets in the university neighbourhood and look for the black and orange posters 'à louer' or 'te huur' (for rent).

### **Need help ? Conflict with your landlord?**

Do not panic: every problem has a solution. You just need to knock at the right door!! Here are useful addresses which can provide you with legal information:

- L'ATELIER DES DROITS SOCIAUX  
[www.atelierdroitssociaux.be](http://www.atelierdroitssociaux.be)  
A useful document (in French): [www.atelierdroitssociaux.be/brochure/louer-entrant-quetudiant](http://www.atelierdroitssociaux.be/brochure/louer-entrant-quetudiant)
- SYNDICAT DES LOCATAIRES  
<http://syndicat-des-locataires.skynetblogs.be/>
- OFFICE NATIONAL DES LOCATAIRES  
Chaussée de Wavre, 1176 – 1160 Bruxelles  
Tel.: +32(0)2 218 75 30 - Fax: +32(0)2 218 75 43
- Other sources of information:  
[www.ulb.ac.be/logements/english.html](http://www.ulb.ac.be/logements/english.html)

## Registration at the Town Hall

As a foreigner, you have to register with the Foreign Office at your Town Hall in Brussels (as soon as you will have found your accommodation). You will be requested to provide your ID card or passport as well as the ULB registration certificate that you will have received during the welcome meeting. This procedure is mandatory and should be done within 8 working days.

At the end of your stay, please inform the municipality of your departure!

## International embassies in Brussels

Please find below a link to a list (contact details included) of all the international embassies in Brussels, should you need help from them during your stay in Belgium: [http://diplomatie.belgium.be/en/services/embassies\\_and\\_consulates/foreign\\_embassies\\_and\\_consulates\\_in\\_Belgium](http://diplomatie.belgium.be/en/services/embassies_and_consulates/foreign_embassies_and_consulates_in_Belgium).

## Phone, Internet and Cable television



### FIXED-LINE PHONE

The calling rates from a fixed-line phone depend on the service provider and the type of tariff plans.

Proximus : [www.proximus.be/en](http://www.proximus.be/en)

Telenet : [www2.telenet.be/en/](http://www2.telenet.be/en/)

### MOBILE PHONE

You can opt for a pre-paid card or take out a subscription. You can find service provider operating in Belgium at:

- [www.proximus.be/en](http://www.proximus.be/en)
- [www.orange.be/fr](http://www.orange.be/fr)
- [www.base.be/en.html](http://www.base.be/en.html)
- [www.lycamobile.be/en/](http://www.lycamobile.be/en/) (good option if you makes many calls outside Belgium)
- [www.mobilevikings.com](http://www.mobilevikings.com) (good option if you have a smartphone, want data but do not want to take out a contract)

Up to you to make a market research in order to evaluate the offer that best fits your needs.

### IF YOU ARE INTERESTED IN A PACKAGE COVERING INTERNET, CABLE TV, MOBILE AND/OR HOME PHONE :

- [www.proximus.be/en](http://www.proximus.be/en)
- [www.sfr.be/fr/](http://www.sfr.be/fr/)
- [www.voo.be/en](http://www.voo.be/en)
- [www.orange.be/fr](http://www.orange.be/fr)

On campus you can access wireless internet using your ULB login and password.

## INTERNAL PHONE NETWORK AT THE ULB

All university phone numbers on the Solbosch and La Plaine Campuses begin with 02 650. Phones located in the classrooms or university building halls are accessible to all and free of charge for all internal calls on campus. Just dial the last 4 figures of the phone number to reach your correspondent.

## Utilities



### GAS AND ELECTRICITY

There are several energy providers in Belgium (of which [www.electrabel.be/fr/particulier/#FR](http://www.electrabel.be/fr/particulier/#FR) is the main one). While most people use the provider already supplying gas and electricity to their home, there is nothing to stop you shopping around to find the cheapest or greenest gas and electricity supplier.

For information on how to choose a supplier, what to do when you move out etc. see [www.brugel.be/fr/brugel](http://www.brugel.be/fr/brugel)

To compare the energy prices of the various suppliers in your neighbourhood, see [www.monenergie.be/comparateur-prix-energie-](http://www.monenergie.be/comparateur-prix-energie-)

When you move into your home (and when you leave), you need to complete and sign a form and indicate the meter numbers, meter readings and date on which the meters were read, then send the form to the energy provider.

There is no charge made for transferring the meters to the next occupant. If, for any reason, gas and electricity have been disconnected in the property you are moving into, you will need to make an appointment with the energy provider to reopen the meters. You should contact the energy provider at least one week in advance.

### WATER

One company supplies the whole of Brussels: [www.hydrobru.be](http://www.hydrobru.be).

When you move into your home (and when you leave), you need to complete and sign a form and indicate the meter number, meter reading and date on which the meter was read, then send the form to the water company. The form can be found in the following link: [www.hydrobru.be/wp-content/uploads/2014/09/Formulaire-de-demenagement.pdf](http://www.hydrobru.be/wp-content/uploads/2014/09/Formulaire-de-demenagement.pdf)

## Home Insurance

It is generally stipulated in the rental contract that the tenant must take out tenant liability insurance (to cover him/her against damage caused to the home and to any furniture/equipment provided by the landlord) plus insurance of his/her own personal belongings.

Basic home insurance covers damage caused by fire, water and natural disasters. We recommend that you also take out additional insurance to cover expenses incurred in the event of a claim (e.g. alternative accommodation if the property is uninhabitable) and to cover your own belongings against theft and damage.

The insurance premium will depend on the surface area, the estimated value of the property (including any furniture/equipment provided by the landlord) and the value of your belongings.

It is important that your belongings be insured for the correct value and against theft both in and outside the home.

## Healthcare and health insurance

Students from EU countries, Norway and Iceland: do not forget to ask for a European health insurance card (specific to your studies abroad) before coming to Brussels. This will be provided to you by your local health insurance organization. It will prove that you are registered there, that your health care will be covered during your study period and allow you to register free of charge in a Belgian “mutuelle” (Belgian Social Security which refunds medical expenses). If you use the ULB’s medical services you will only pay the fees which will be refunded by your “mutuelle”.

Students from other countries: you can register with a Belgian “mutuelle” when you are in Brussels but you will need to pay a monthly fee (while EU-citizens & citizens from Norway or Iceland do not). You can also take out private insurance in your home country on top of it.

## Social Security – “Mutuelle”

The benefits of getting Belgian health insurance are clear: life in Belgium without health insurance is very risky because medical costs can be extremely high. Without health insurance, treatment of a common illness can cost you around €50. Treatment of medical

complications or severe injury can cost several hundred euros, or even more if it involves surgery or hospitalization.

It is compulsory for all residents (therefore you need to have your residence permit before registering) to register with a social security organisation (or “mutuelle”) in order to receive medical care in Belgium.

Belgian health insurance and the social security system are administered by the “mutuelles”, which are linked to the various political parties (Liberal, Neutral, Christian and Socialist).

You are free to choose the one that best suits you. Once you are a paying member of a mutuelle, you will receive your SIS (Social Information System) card, a microchip card which carries all your details.

This is the list of the various mutuelles to which you can register:

- Mutualité libérale : [www.mutualiteliberale.be](http://www.mutualiteliberale.be)
- Symbio, Mutualité Neutre : [www.symbio.be](http://www.symbio.be)
- Mutualité chrétienne : [www.mc.be](http://www.mc.be)
- Partenamut : [www.partenamut.be](http://www.partenamut.be)
- Mutualité socialiste : [www.solidaris.be/Pages/Home.aspx](http://www.solidaris.be/Pages/Home.aspx)

## Transportation

### PUBLIC TRANSPORT

No matter how close to the ULB your home will be, you will be very likely to use public transport during your stay in Brussels.

- **STIB : buses, trams and underground in Brussels**

Schedules, maps and journey planner on : [www.stib.be/index.htm?l=en](http://www.stib.be/index.htm?l=en)

Prices :

- student travel card (« abonnement scolaire », valid for students until the age of 24 only): €50,- for 12 months.
- travel card for 1 year : €499
- travel card for 1 month: €49
- 10 trips ticket, only through Mobib card\*: 14€
- 5 trips ticket only through Mobib card\*: €8
- 1 trip ticket: €2,10 only available through Mobib card
- 1 trip ticket from/to the Airport: €4,50 through Mobib\* outside a vehicle, and €6 if purchased inside a vehicle)

\*The Mobib card is a unique customer card which applies to a transactions (travel cards, 5 and 10 trips, villo, etc).



Season tickets are sold in sales booths GO, BOOTIK and KIOSK agencies from STIB. Please find the nearest sales outlets: [www.stib-mivb.be/article.html?\\_guid=30d93c3b-2b83-3410-94b5-eec92fbd03ff&l=en](http://www.stib-mivb.be/article.html?_guid=30d93c3b-2b83-3410-94b5-eec92fbd03ff&l=en)

You will be requested to provide :

- your ID card or passport,
- 1 ID picture and
- your ULB registration certificate.

You can also buy your tickets or travel cards online by clicking on : [www.stib-mivb.be/mystib/?l=en#anonymousblock](http://www.stib-mivb.be/mystib/?l=en#anonymousblock)

- **TEC (buses in Wallonia)**

Schedules and rates on [www.infotec.be](http://www.infotec.be)



- **DE LIJN (buses in Flanders)**

Schedules and rates on [www.delijn.be](http://www.delijn.be)



- **SNCB (trains)**

Even if you live in Brussels, the train is sometimes a good way of getting around or across the city. The closest train stations to the Solbosch and Plaine campuses are “Boondael” and “Etterbeek”.



The train is often the fastest way of going from one city to another, as motorways are generally congested. Various kinds of tickets can be purchased: one way, 10-trip cards and season tickets. For the under 26, the “Go Pass 10” (costing 51€ and valid for 10 trips) is a good idea, and you can use it to travel to any destination in Belgium. The “Go Pass 10” can also be used by a group of friends.

For more information see [www.belgianrail.be/en/travel-tickets/passes-cards/go-pass-10.aspx](http://www.belgianrail.be/en/travel-tickets/passes-cards/go-pass-10.aspx)

For more information on the train network, see [www.belgianrail.be/en/Default.aspx](http://www.belgianrail.be/en/Default.aspx)

## **BICYCLES**

Brussels centre is very well covered by a network of bike rent stations (every 450m approximately). Close to the ULB, you will find two stations on av. F.D. Roosevelt.

Different payment schemes are available depending on your usage. For more detailed information, please check the web site of the rental company: <http://en.villo.be>



Annual fee €32 – first 30 minutes of each trip are included.

You can also find useful information on mobility on: [www.ulb.ac.be/mobilite/Velo.html](http://www.ulb.ac.be/mobilite/Velo.html)

There is a security parking site for bikes on the campus, next to the bookshop “PUB”.

More details on : [www.ulb.ac.be/mobilite/docs/Parkings-velos-Solbosch.pdf](http://www.ulb.ac.be/mobilite/docs/Parkings-velos-Solbosch.pdf)

## TAXIS

Taxis in Brussels are quite expensive. If you need a taxi, it is best to book it by phone, as there are generally few available on the streets. Official taxis are black, with a yellow stripe, as shown in the picture.



You should expect to pay 1.60 - 2.70€/kilometer, an initial tax of 2.40 - 4.40€ per ride, plus 50 cents per minute if you are in a traffic jam.

The two main taxi companies in Brussels are :

Taxi Vert : +32 (0) 2 349 49 49, [www.taxisverts.be/en](http://www.taxisverts.be/en)

Taxi Bleu : +32 (0)2 268 00 00, [www.taxisbleus.be/index.php/en/](http://www.taxisbleus.be/index.php/en/)

The STIB public transport company offers a collective taxi service “Collecto”, between 23.00 and 6.00. There are around 200 pick-up points around the city (at STIB bus or tram stops) and the taxi will drop you off wherever you want in Brussels. It may take some time to get home, but the ride costs only 6€ (or 5€ if you have a STIB MOBIB card). The collective taxi has to be booked in advance and when making the booking you need to give the stop where you will be waiting for the taxi, your name, and your destination address. For precise information on how to book a “Collecto” see [www.collecto.org](http://www.collecto.org) (which includes a link to a trilingual brochure).

## CARS SHARING/RENTING

Brussels also offers a car-sharing company, from which you can easily rent a car. The necessary information is available from the «Cambio» web site: [www.cambio.be/cms/carsharing/en/](http://www.cambio.be/cms/carsharing/en/). You will find a Cambio station on the ULB campus (at level of number 87, avenue Buyl).

You can also rent a car through a renting company, such as Avis, Europcar, etc.

### BE CAREFUL!

Check that your driving licence is valid in Belgium.

A parking disc is obligatory on most of the ULB area. This covers a period of 2 hours, so you will have to update it every 2 hours if you would like to stay for longer than that. On some of the more commercial streets, you will have to buy a parking ticket. Before starting your journey, either by bike or by car, please check the Highway Code.



If you have a car, motorbike or moped, it is mandatory to take out third party insurance in Belgium.

Third party insurance covers damage caused to other people and vehicles – but does not cover the driver or car responsible for the accident.

To cover any damage you cause to yourself or to your own vehicle, you will need to take out driver insurance (assurance conducteur), also known as “fully comprehensive” insurance (omnium). Car insurance can be arranged through your bank or an insurance broker.

## Recycling your Rubbish

In Brussels, sorting and recycling your rubbish is compulsory. Not doing so can be punished by fines.

In order to do so, you need to buy special bags sold in supermarkets and grocery stores (around 1,50€ for 20 bags (30l each)):

- Blue bags: for tins, cans, plastic bottles, milk boxes, etc.
- Yellow bags: paper and cardboard
- White bags: residual waste (everything you cannot put in the blue or yellow bag, except for glass)

Collection days vary depending on your district and the bag color. Please check the collection days here: <https://forms.arp-gan.eu/calendarV3/index.html?Language=EN>

Glass bottles and jars must be brought directly to the nearest “bulle à verre” to you. Please find the nearest glass container here: <https://forms.arp-gan.eu/localisation/index.html?Language=EN>

Doubt about what to put where? Check the sorting memo: [www.arp-gan.be/en/sorting.html](http://www.arp-gan.be/en/sorting.html)



## Bank Account

To pay your rent and your deposit – among others – it might be easier for you to open a bank account in Brussels. In order to do so, you will need the following documents:

- Passport or identity card
- Proof of registration at the ULB
- Certificate from the municipality or a copy of your lease indicating your address in Brussels (if possible)



The costs for opening a bank account are generally free of charge for persons under 25 years and around €40 for others. A ING agency is situated on the campus ( build. F) and there is certainly one close to your place. Post offices also offer banking services: they are cheaper, but they also offer fewer advantages.

## Post office

To find the nearest post office to your home, opening hours, etc. : [www.bpost.be/fr/home](http://www.bpost.be/fr/home)



You can also buy stamps from the “Points Posts” in many supermarkets, magazine stalls, stations, etc.

## Copies

On the Solbosch campus, 6 copy machines are at your disposal in the building F1, Monday-Friday: 08.00-18.00.

You can also print from a USB key.

Other copy machines are also available at the Humanities library (building NB): you will find further information about this service on the library website:

[www.bib.ulb.ac.be/fr/services-sur-place/reprographie-et-sauvegarde/photocopie/index.html](http://www.bib.ulb.ac.be/fr/services-sur-place/reprographie-et-sauvegarde/photocopie/index.html)

There are a lot of shops which provide copies in the vicinity of the University.

## Stores, supermarkets and markets

Most stores are usually open from Monday to Thursday 10.00 - 20.00, Friday 10.00 - 21.00 and Saturday 10.00 - 19.00 .

The cheapest supermarkets are the German chains Lidl and Aldi ; of the Belgian supermarkets Colruyt has the best price/quality ratio. Carrefour and Delhaize offer good quality products, but are somewhat more expensive.

You can check where the supermarkets are located via

- [www.lidl.be/fr/2994.htm](http://www.lidl.be/fr/2994.htm)
- [http://fr.aldi.be/aldi\\_magasins\\_et\\_heures\\_douverture\\_25.html](http://fr.aldi.be/aldi_magasins_et_heures_douverture_25.html)
- [www.colruyt.be/colruyt/static/1024/colruytwinkels\\_f.shtml](http://www.colruyt.be/colruyt/static/1024/colruytwinkels_f.shtml)
- [www.carrefour.eu/fr](http://www.carrefour.eu/fr)
- <http://shop.delhaize.be/storelocator?language=fr>

Another good option is to buy fresh vegetables and fruit, meat, fish, spices etc. at the open air markets. The biggest open air market is held on Sunday, from 9.00 to 13.00 next to the Gare du Midi. You can find a complete list of markets at [www.cityplug.be/en/Brussels/reviews/markets.html](http://www.cityplug.be/en/Brussels/reviews/markets.html).



Think about the environment: use recycling bags!

# EXTRA-ACADEMIC LIFE

## Campus Life



- **Libraries**

Your ULB staff or student card also serves as your library card. The following link provides information about all the ULB libraries : [www.bib.ulb.ac.be](http://www.bib.ulb.ac.be)

- **ULB Medical services**

The ULB has a Medical Centre on the Solbosch campus which offers first aid, appointments with general practitioners, specialists and sports doctors.

Location : building M

Tel. +32 (0)2 650 29 29, +32 (0)2 650 35 35

Opening hours : Monday-Friday 8.00-18.30, Saturday 9.00-13.00

At the same address, you will also find a preventive medicine service and an Info-Sida (AIDS information and support service). There is no dentist at the ULB medical service, but a private dental practice close to the Solbosch campus offers reduced rates to ULB students (Cabinet Lenertz, 128 av. G. Bergmann, 1050 Brussels, +32(0)2 640 86 78).

- **PsyCampus**

A team of psychiatrists, psychologists and social workers offers individual and confidential support to ULB staff and students at “Psyncampus”.

Location : 127 avenue Buyl, 1050 Brussels

Tel. (for appointments) : +32 (0)2 650 20 25

Opening hours : Monday-Friday 8.30-12.30, 14.00-16.30 (closed on Tuesday morning)

- **Aimer à l’ULB (Love life/Private life at the ULB)**

Aimer à l’ULB is a family planning center supported by the Commission communautaire française. It offers several services such as medical, psychological and legal help:

[www.aimerulb.be](http://www.aimerulb.be)

- **ULB Culture**

ULB Culture organizes Ciné Club screenings, concerts, exhibitions. The office is on the Solbosch Campus, Building F1, level 4.

Tel. : +32(0)2 650 21 57

Full details of activities organised can be found in [www.ulb.ac.be/culture](http://www.ulb.ac.be/culture).

- **ULB Sports**

A wide range of the activities are organized on the ULB Campuses. An annual card will give you access to collective sports lessons and a reduced price for sports infrastructures : [www.ulbsports.eu/home3.asp?ClubID=107&LG=FR](http://www.ulbsports.eu/home3.asp?ClubID=107&LG=FR)



- **Food**

There are several cafes and restaurants on the Solbosch (building F1), Plaine and Erasme campuses offering a wide variety of food at affordable prices. There are also restaurants, cafes and supermarkets in the vicinity of the three campuses.

A market selling locally produced and organic food is held on the Solbosch campus (avenue Paul Héger) every Tuesday 16.00-18.30.

- **Internet and e-mail**

Free Wi-Fi access is provided on the ULB campuses. All ULB staff and students receive a ULB e-mail address. Once you have your ULB identification number, you can log on at a computer in the library and submit a “formulaire de demande d’activation d’un compte” on the ULB website.

- **Travel**

A travel agency is located on the Solbosch campus (building F1).

[www.servicevoyages.be/agences/nos-coordonnees/bruxelles/item/41-1000-service-voyages-ulb.html](http://www.servicevoyages.be/agences/nos-coordonnees/bruxelles/item/41-1000-service-voyages-ulb.html)

## Leisure

Brussels is a multicultural city offering a broad range of activities.

If you stop by the International Welcome Desk (see map p. 5) on arrival in Belgium, they can provide you with maps and guides. Other valuable sources of information are :

- the Brussels Tourist office: [www.visitbrussels.be](http://www.visitbrussels.be),
- the Wallonia Brussels tourist office: [www.belgium-tourism.be](http://www.belgium-tourism.be),
- and the Flemish tourist office: [www.toerismevlaanderen.be](http://www.toerismevlaanderen.be).

The most popular sights in Brussels are the *Grand’Place*, the Manneken Pis statue, the Monts des Arts, the Royal Palace, the Atomium, etc.

Brussels has several excellent museums, among which are :

- the Fine Arts Museum, with an impressive collection of Primitive Flemish and modern art masterpieces: [www.fine-arts-museum.be/en](http://www.fine-arts-museum.be/en)
- the comic strip museum : [www.comicscenter.net/en/home](http://www.comicscenter.net/en/home)
- the Royal Museum of Art and History : [www.kmkg-mrah.be/cinquantenaire-museum](http://www.kmkg-mrah.be/cinquantenaire-museum)

The Centre for Fine Arts [www.bozar.be/en](http://www.bozar.be/en) puts on some excellent temporary exhibitions. A full list of museums in Brussels can be found at [www.brusselmuseums.be/en/musee-liste.php](http://www.brusselmuseums.be/en/musee-liste.php)

The websites [www.agenda.be](http://www.agenda.be) and [www.quefaire.be](http://www.quefaire.be) are good sources of information about what is going on– and [www.cinenews.be/en/](http://www.cinenews.be/en/) provides cinema programmes throughout Belgium.

Last minute theatre and cinema tickets can be bought through [www.arsene50.be](http://www.arsene50.be).

To discover Brussels through the eyes of a local, check out the website : [www.spottedbylocals.com/brussels/](http://www.spottedbylocals.com/brussels/)

## Language Lessons

If you would like to improve your knowledge of local languages, there are numerous options available to you. Language lessons are organized by the ULB, the local authorities, the French and Flemish communities and private language schools.

### FRENCH LESSONS

Information (in English) about French lessons organized for foreigners in each Brussels municipality can be found on the “*Maison de la Francité*” website:

[www.maisondelafrancite.be/fr/?ID=71](http://www.maisondelafrancite.be/fr/?ID=71)

The website provides information about lessons subsidized by the local authorities (eg. “*Cours de Promotion sociale*”, “*Cours du Soir*”) and also about private language schools.

Fondation 9 : [www.f9languages.eu/?page\\_id=3032](http://www.f9languages.eu/?page_id=3032) offers special rates for ULB students.

Other language schools offering courses in a variety of languages at affordable prices are :

- [www.cvo-bec.net](http://www.cvo-bec.net)
- <http://epfc.eu/main-info.html>

Both schools are close to the La Plaine campus.

### DUTCH LESSONS

For information about Dutch lessons in Brussels, see [www.huisnederlandsbrussel.be/en/home](http://www.huisnederlandsbrussel.be/en/home).

### LESSONS ORGANIZED BY ULB

Foreign students who are enrolled at the ULB may follow French lessons coordinated by the “Cellule Langues” :

[www.ulb.ac.be/international/students/en/international-en-fr-courses.html](http://www.ulb.ac.be/international/students/en/international-en-fr-courses.html).

## Students' Associations

### EXPRESS

EXPRESS is a non-profit-making association created by students, for students. Since 1991, Express has done everything in its power to ensure that international exchange and Erasmus students spend an unforgettable stay at the ULB.



As soon as you arrive in Brussels, a wide range of activities will help you discover the city and feel at home here. During the whole year, parties, visits, trips, sports and plenty of other activities will make your stay in Brussels an unforgettably wonderful experience. To access these activities and special discounts, you need to get the member card (10 euros).

Please find more information on [www.erasmus-brussels.org](http://www.erasmus-brussels.org)

### CERCLE SOLVAY

**Vision:** To train entrepreneur and free-inquired spirits.

**Mission:** To provide a fertile and dynamic environment that allows each student to implement its projects at the university level.



Cercle Solvay has the primary purpose of promoting free-inquiry and friendship in the University of Brussels. If every new student has an idea of what free-inquiry is when enrolling in ULB, his years in Cercle Solvay will allow him to refine those values, which are essential to our student association, our faculty and our university.

The “Cercle Commercial” was created in 1904, a year after the creation of the school. This student association aimed to create an official status of business engineer. Shortly after World War I, the “Cercle Commercial” became Cercle Solvay. In 1959, the Cercle Solvay took the non-profit status. In 2008, Solvay and the Faculty of Economics Sciences merged, and the two related student associations did the same a year later.

Over the years, the Cercle Solvay has evolved, nurtured many student initiatives, and worked for the welfare and development of students. The Cercle Solvay was an escape to the highly demanding courses in order to develop a both friendly and enterprising mind. Each Solvay Alumni who is today an entrepreneur is a source of pride and an example of the learning skills acquired, among others, through the Cercle Solvay experience. Specifically, the Cercle Solvay publishes the Caducée, organizes the annual Bal Orange, tastings and visits to the theater, a Beach Volley, stages a play, cooks for charity during

the “Opération Thermos”, raises funds for the Relay for Life and organizes the folkloric activities. Internationally, students can integrate ESTIEM network, go skiing in the Alps, discover a European city or participate in sport competition thanks to Euromasters. In addition, the Cercle Solvay, the Faculty and the Bureau Etudiant Solvay are working together to offer a recruitment service and support service to education. The Cercle Solvay invites anyone interested in those initiatives to contact them and join their activities and committees.

### **BUREAU ETUDIANT (BE SOLVAY)**

The Solvay Student Office (or “BE Solvay”) is the biggest student office of the ULB and accounts for more than 60 board members elected each years by the students. The main objective of this office is to defend the students inside their faculty, especially thanks to the student representatives. The student’s representation through the Solvay Student Office owns a real decisional power through its 22.5% voting power.



Those past few years, the BE Solvay diversified its range of activities thanks to the creation of many student “clubs”. The services offered are for all the students of the Solvay Brussels School (SBS-EM): from BA1 to MA2. Some clubs can be really specific to one discipline (from Finance to Debate) or more general like preparation for interviews, ... All those clubs want to add more value to everyone in their student life. Those subjects supported by the BE Solvay represent perfectly the wish of the BE to elevate itself as a promoter of student initiatives.

An academic life should not be limited to attending classes. The implication of students into student association is a major step to their blossoming. That is why, the Student Office gives the opportunity to anyone who wants to invest himself into a variety of committees. Those one will help them to get and develop more skills in a concrete way side by side with students from all walks.

Finally, the Solvay Student Office, the Faculty and the Cercle Solvay work together in the creation of a professional recruitment service. This service has the objective to help students of the SBS-EM to get an easier step into the real life. It constitutes a specificity of Solvay due to its management exclusively operated by students, for students.

Please find more information on : [www.besolvay.com](http://www.besolvay.com)

Contact : [besolvay@ulb.ac.be](mailto:besolvay@ulb.ac.be)



# BEFORE LEAVING

- Return your books to the library and pay the potential debts you may have
- Get your deposit back from your landlord
- Close your bank account: keep in mind that a bank account remaining open will produce costs that you will have to pay.
- Cancel your registration at the municipality

# USEFUL WEBSITES

## • For newcomers to Belgium

- [www.xpats.com](http://www.xpats.com)
- [www.expatica.com/be/main.html](http://www.expatica.com/be/main.html)
- <http://belgium.angloinfo.com/>
- [www.blbe.be](http://www.blbe.be)
- [http://brussels.irisnet.be/brussels?set\\_language=en](http://brussels.irisnet.be/brussels?set_language=en)
- [http://diplomatie.belgium.be/en/services/embassies\\_and\\_consulates/](http://diplomatie.belgium.be/en/services/embassies_and_consulates/)  
(Foreign embassies and consulates in Belgium)

## • Leisure activities

- [www.visitbrussels.be](http://www.visitbrussels.be)
- [www.shopinbrussels.be/en](http://www.shopinbrussels.be/en)
- <http://en.resto.be/>
- [www.brusselslife.be/en](http://www.brusselslife.be/en)
- [www.touristinfoforyoungpeople.be](http://www.touristinfoforyoungpeople.be)
- [www.bip.brussels/en](http://www.bip.brussels/en)

# EMERGENCY - USEFUL NUMBERS

7 Emergency at the ULB (from a ULB phone)

112 European Emergency Number

101 Police 

100 Ambulance - Fire service



105 Red Cross



+32 (0)70 245 245 Anti-Poisoning Center



+32 (0)2 513 02 02 SOS Doctors



+32 (0)900 10 500 To find an emergency chemist, also available on [www.pharmacie.be](http://www.pharmacie.be)



# NOTES

A series of horizontal dotted lines for writing notes.

## FOLLOW US ON SOCIAL NETWORKS

[www.facebook.com/Solvay.edu](http://www.facebook.com/Solvay.edu)

<https://twitter.com/solvayedu>

[www.linkedin.com](http://www.linkedin.com)

