FAQ for students enrolled in the University of Gastronomic Sciences

General

All programs

What is a credit (CFU)? A credit (known in Italian as CFU or *Credito Formativo Universitario*) is the unit of measurement of the value of an academic activity. It is used to determine the minimum requirement for students to graduate. The value of one credit is equivalent to 25 hours of work (whether carried out as personal study or participation in workshops or classes).

What is an academic activity? The academic activity is the course (compulsory or optional) which is part of each student's study plan. Each academic activity requires the student to attend classes and carry out individual study.

What is a study plan and how can I complete mine? The study plan defines the academic activities that each student participates in during their university career. It is divided between compulsory activities, which are assigned automatically to students, and optional activities which students must choose themselves. Students can only take exams for the academic activities in their latest approved study plan. study plans must be updated and confirmed by a set deadline. The plan can be changed, but only prior to the set deadline. Study plans can be viewed online by going to the "Study Plan" page.

Where can I see the academic calendar? Here -
https://unisg.esse3.cineca.it/Home.do;jsessionid=574F4ED48B7392DA77BF07903E3FD003.esse3-unisg-prod-01?cod_lingua=eng

Courses and teaching materials

For all courses

How can I find out more information about a course (content, textbooks, exam methods)? On the UNISG portal under "Online Guides" choose your program, then click on **Study Plan and Teaching**, choose your cohort and you will find your syllabus. By clicking on individual courses you can access the description with further information about content, teaching materials and exam methods.

Where can I see the teaching material? Every lecturer will share the teaching material for their course with students via UNISG e-learning platform. You will also receive an email from the library about collecting textbooks.

Exams

(valid only for students enrolled in the Three-Year Undergraduate and Two-Year Graduate degree programs)

How can I register for an exam session? Log in to the UNISG portal and access your Student area. Go to the "Exams" menu and select "Sessions" or "Partial Tests," or from the "Career" menu choose "Student Record" or from the control panel choose "Available Sessions." You can only register for exams during the period that registration is open, only if you are up-to-date with payment of the university fees and only if your study plan has been updated by the set deadline. Students in the second year of the three-year undergraduate degree must have passed their first-year language exam.

What should I do if I cannot find any session to register for? Check that the course for which you want to take the exam is present in your study plan and also check that you are within the period for booking online. For any other questions about exam sessions, contact the Academic Office (didattica@unisg.it).

What if I can't manage to register? Check that you are up to date with your university fees and that your study plan has been updated and confirmed within the set deadline. If the problem continues, contact the Academic Office (didattica@unisg.it).

How can I find out the deadline for registering for an exam session? The deadlines for registering for exam sessions can be found on your UNISG portal in the "Exams" section, under "Exam Sessions," in the "Registration" column.

Can I still register for an exam on the last day for registrations? Yes, you can register for the exam until 11.59pm on the day the registration closes.

If I have not registered for an exam, can I still show up and sit it? No, students who have not registered following the correct procedure cannot take the exam.

Do I need to bring ID to the exam? Yes, all students must bring their UNISG student card and/or a valid ID, otherwise they will not be able to take the exam, whether oral or written.

Where can I see the number of students already registered for a session? After registering for the session, you can see your registration and the number of students already registered for the same session by going to the "Exams" menu and selecting the "Bookings Dashboard" option.

How can I cancel my registration for an exam session? After logging in to the UNISG portal, go to the "Exams" menu and select the "Bookings Dashboard" option. Next to your registration you will see an "X" to cancel the registration. Registrations can only be cancelled during the period when registration is open.

What happens if I do not cancel my registration and do not show up for the exam? You will be marked as absent. It is always best to cancel your registration for a session if you are not planning to take the exam, to help the Academic Office and the lecturers organize the logistics for the day of the exam (classrooms, tasks, etc.). The system keeps track of registrations made. N.B. You cannot register for the same exam in the same session if you have not cancelled your previous registration.

How many times can I register for the same exam? During the same session you can only register once for the same exam. If you do not pass the exam or if you withdraw from it, you must register for the exam in a subsequent session.

If I cannot sit an exam for which I registered due to illness, and the registration period has already ended, can I still cancel? This cannot be done through the portal. You must provide the Academic Office with a medical certificate and ask them to cancel it for you.

Where can I see communications from the lecturers about the exams? Every UNISG student has an official email address (f.lastname@studenti.unisg.it), created during enrolment. All communications about the exam sessions and other administrative information will be sent to this address.

How are exams held? The exams will be held according to the methods indicated by the lecturer at the start of the series of classes. This information can also be found in the "Exams" dashboard of the portal. Normally all exams are held in person in the university's classrooms, with the exception of particular cases expressly indicated by the university and/or the lecturer.

Can I take exams remotely? You can take exams remotely only if you have finished attending all the classes in the complete cycle of your course, in other words after finishing all the classes in the third year for Three-Year Undergraduate Degree students and all the classes in the second year for the Two-Year Graduate Degree.

How can I register to take exams remotely? If you meet the criteria set out above, you must make a formal request to the lecturer when registering for the exam. Every lecturer will establish the criteria, rules and procedures for their specific exam. The final exam and the thesis discussion cannot be completed remotely, only in person in the classroom in Pollenzo.

Results

(valid only for students enrolled in the Three-Year Undergraduate and Two-Year Graduate degree programs)

Where are the results published? Marks are automatically recorded in the student's record book after they have been assigned by the lecturer.

Can I refuse a mark? No, it is not possible to refuse a mark. Students have the right to withdraw from

the exam, but this must take place before the mark is communicated for an oral exam, or before the submission of a written exam. Each lecturer can set their own specific procedure for a withdrawal before the exam has started.

When will I receive the mark for a written exam? Lecturers must grade the exams and publish the results no more than 15 days after the exam was held.

After receiving my mark, can I see my exam paper again to see my mistakes? After the registration of the grades, the students can ask to view the written exams..

Exams

(valid only for students enrolled on Masters courses)

Do I need to register for exams? Yes, every student must register for the exam session and complete a questionnaire evaluating the course. Only one exam session is planned for each course.

How many exam sessions are planned for each course? Only one exam session is planned for each course. All marks will be recorded directly through the online process. Students who miss one or more exams will not be able to discuss their final thesis and graduate from the Masters program.

What happens if I do not pass an exam? Students who do not pass an exam will have to take it again. The new exam will be graded with a penalty, as indicated in the REGULATIONS FOR EXAMS AND FINAL THESIS/REPORT FOR MASTER PROGRAMS on the university portal.

What is the highest mark I can receive? In the Italian system, marks are out of 30, so 30/30 is the highest possible mark, whereas marks under 18 are fails.

Where can I find more information? On the portal -> Internal Regulations -> REGULATIONS FOR EXAMS AND FINAL THESIS/REPORT FOR MASTER PROGRAMS .

Records

Are negative results also recorded? Negative results are not recorded in the student's electronic record book, but the system keeps track of failed tests and absences.

What should I do if the mark given by the lecturer during an oral exam is not the same as the mark registered in the online record? Contact the lecturer who recorded the mark to see if an error was made during the registration of the results.

Where can I find more information? On the UNISG portal – Useful Links - Internal Regulations for the Study Plan (valid only for students enrolled on the Three-Year Undergraduate and Two-Year Graduate degree programs).

Optional Courses

(valid only for students enrolled on the Three-Year Undergraduate and Two-Year Graduate degree programs)

How can I take an optional course? Students must enroll in optional courses by completing and confirming their study plan within the set deadline. If the study plan is not updated, it will not be possible to take exams.

Do I need to update my study plan every year? Yes, you do.

How can I update my study plan? Each student must update their study plan by entering their optional courses and including a language course in the first year of the Three-Year Undergraduate Degree. If the study plan is not updated, it will not be possible to register for exam sessions.

How many optional courses must I choose throughout the program? By the end of the three years of the Undergraduate Degree, students must have earned the number of credits indicated in the relevant Study Plan. By the end of the two years of the Graduate Degree, students must have earned the amount of credits foreseen in their Study Plan.

Meetings and Conferences

(valid only for students enrolled on the Three-Year Undergraduate Degree program)

How many credits must I earn?
If you began your studies prior to the 2018/2019 academic year, you must accrue 7 credits by the end of the three years.
If you began your studies in the 2018/2019 academic year or after, you must accrue 4 credits by the end of the three years.
What value does each activity have in the current 22/23 academic year?
Each participation in an activity has a value ranging from 0.05 to 0.5 credits.
Where can I find the values of the conferences for the 22/23 academic year?
There are two ways to find the value of each conference:
1 – on Moodle, when you register for the page for the activity, you will find a document stating the values.
2 – by accessing Quick Presences on your profile.
How can I check how many activities I have participated in so far in the current 22/23 academic year?
You can check your attendance by accessing Quick Presences from the My UNISG app or the unisg.it site. Next to the activity attended, you will find the name of the conference and its value.
When are the credits earned from the conferences recorded?
They are recorded at the end of the three years.

(valid only for students enrolled in the Two-Year Graduate Degree and Masters programs)

Can I attend the meetings and conferences? Unless otherwise specified, all meetings and conferences are freely open to all UNISG students. Only students in the Three-Year Undergraduate Degree program can receive credits for attendance, however.

Required Credits for Graduating

(valid only for students enrolled on the Three-Year Undergraduate and Two-Year Graduate degree programs)

How many credits do I need in order to apply for graduation? Students in the Three-Year Undergraduate Degree program can apply for graduation only after at least 135 credits have been recorded. This requirement is 150 university credits for the cohorts preceding the cohort 2019/2020.
The application to graduate must be presented at least two months before the defense date. It is not possible to make an application without having the requested number of credits recorded.
How many credits do I need to be admitted to a graduation session? For admission to the final exam, Three-Year Undergraduate Degree and Two-Year Graduate Degree students must have earned the number of credits indicated in the relevant Study Plan through passing exams, participating in study trips, writing papers and attending optional courses and the meetings and conferences set out in the syllabus.
How is the final graduation exam taken? The final exam and the thesis defense are always held in person in Pollenzo. Thesis cannot be defended remotely.
Where can I find more information? On the UNISG portal -> Useful Links -> Internal Regulations.

Masters students can find information on the portal -> Internal Regulations -> REGULATIONS FOR MASTERS EXAMS AND FINAL THESIS.

University fees

For all courses

What happens if I do not pay my fees on time? If you are in debt to the university, you cannot carry out any academic activities.

Where can I find the university's bank details? They are in the payment instructions, available on the portal -> Useful Links -> Internal Regulations. Masters students can find information in the "Admissions Methods" document.

Information

For all courses

Where can I find the contact details and office hours for lecturers? On the UNISG portal, use the "Search a teacher" at the top left.

Where can I find information about course content? On the UNISG portal, use the "Search for a unit" at the top left.

Where can I see the syllabus for my program? Click on "Online Guides" on the portal and choose your program (for example: Three-Year Undergraduate Degree > [LSG18] Gastronomic Sciences and Cultures > List of courses by program/curriculum > comune - PDS0-2018 - Ord. 2018

Where can I download a certificate of enrolment/exams/payment of fees? Certificates relating to your university career can be printed or saved online directly from the UNISG portal.

1 – log in with your credentials
2 – choose "Registrar's Office"
3 – "Certificates" or "Self-certification"
4 – save or print

If you need a certificate to be printed and stamped, please request it from segreteria@unisg.it

Still unclear? Stop by the Registrar's Office or contact us via email at segreteria@unisg.it or didattica@unisg.it.