

WELCOME TO RIT CROATIA!



Erasmus+

Dear Erasmus+ students,

Welcome to the RIT Croatia, located in the capital city– the wonderful city of Zagreb!

We hope this handbook will help you in getting around Zagreb and assimilating to the surroundings as soon as possible. For your convenience, we have gathered basic information regarding the city itself, the region, RIT Croatia, way of living, Croatians and their culture, etc.

Consider this handbook as a good starting point for exploring, but keep in mind, the real experience of a new culture can be felt not from books but from your own senses. Having this in mind, we encourage you to open up, embrace differences and enjoy in this adventure called Erasmus+ at the RIT Croatia in Zagreb, Croatia.

All the best from RIT Croatia!

Sve najbolje želi vam RIT Croatia!

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CROATIANS AND THEIR CUSTOMS/BEHAVIOR

Croatians are known for their strong coffee drinking culture, their socializing culture and are considered laid back. They might not be so open in the beginning but once they get to know you they are open and friendly. They pay a lot of attention to their appearance, especially then going out. Croatians do not have the tendency to chat with you while standing in line and waiting for something, but if you ask for help they will help you out. The majority of Croatians know English the exception being the older population.

Croatians are known to be very loud, especially the Dalmatians – as it is their temperament.

Making an effort to learn some Croatian words and phrases would be good as Croatians seem to really appreciate it.

CROATIAN CLIMATE

The Croatian climate is generally mild, with Mediterranean climate in the coastal region and mild continental climate in the northeast parts of the country. Zagreb has four seasons and is described to have continental climate. The summers are warm, with the average temperature of 22 °C that can be very humid. The winters are cold, with a high chance of snowfall, where the average temperature is 1°C. The fall and spring seasons are wet with high precipitation falls, where on average the day temperatures are around 15 °C but are known to drop to 7°C at night. Overall the weather is quite nice, especially since there is a good distribution of the type of weather as there are no extreme changes.

TIME

The Croatian time is 6 hours ahead of US Eastern Standard Time. Croatians use a 24-hour clock system; thus 3 PM is 15:00, and 10 PM is 22:00.

Daylight Savings Time goes into effect one week earlier than the U.S., but ends at the same time in the autumn (check Academic Calendar for more information).

ELECTRICITY

The electrical supply voltage in Croatia and most of Europe is 220 volts (U.S. voltage is 110). This means that you will need an adapter or transformer to use your electrical equipment. Adapters/transformers can be purchased in the US or when you arrive for approximately \$20. Home appliance stores are open from Monday to Friday, but usually have limited hours for the weekend.

CURRENCY IN CROATIA AND THE REGION

Croatia's currency is the Kuna (HRK); the current exchange rate can be checked on line at www.hnb.hr or www.oanda.com. Croatia does not use the Euro, but its neighbors, Bosnia and Herzegovina, Montenegro, Slovenia and Hungary will accept this currency, so it may be handy to have some Euros.

The Bosnian official currency is the Konvertibilna Marka (KM); the Hungarian official currency is the Hungarian forint. The Slovenian and Montenegrin official currency is the Euro.

Nominal values are:

COINS: 1, 2, 5, 10, 20, 50 **lipa** and 1, 2, 5 **kuna**

NOTES: 10, 20, 50, 100, 200, 500, 1000 **kuna**

1 kuna = 100 lipas

BANKS, EXCHANGE OFFICES AND ATMS IN ZAGREB

Credit cards, primarily Visa, MasterCard and American Express are accepted at most shops and restaurants.

Zagreb like most cities has cash points (ATMs) that are widely in use and can be found on busy streets, in commercial centers, at banks, main transport terminals and even in some hotels. All mayor international symbols are recognized and withdrawing should not be a problem. Using the ATM is probably the most convenient way for you to obtain Kuna. Your U.S. bank takes a small service charge. Note that most machines dispense only 100 & 200 Kuna notes. The maximum ATM withdrawal is 5,000 kuna per day.

Although travelers check are quite safe, they may not be accepted everywhere.

The biggest banks in Croatia, like Zagrebačka banka or Privredna banka have their headquarters in Zagreb. This is why they have a lot of branch offices throughout the city. All of the other important banks have their branch offices in Zagreb.

Bank working hours

- 8 a.m. to 7 p.m. on work days (Monday to Friday)
- 8 a.m. to 1 p.m. on Saturdays
- The banks do not work on Sunday

Some of the banks names are: OTP, PBZ, Erste, Hypo, Splitska banka, or Zagrebacka banka. The Croatian word for bank is 'banka'. Bank tellers are used to doing business with tourists so they speak English.

EXCHANGE OFFICES IN TOWN:

- **Croatia Express**, Main Railway Station,(Mon-Sat: 7am-7pm; Sun: 7am-6pm)
- **Exchange Corporation d.o.o.**, Zagreb Airport,(5.30am-11pm)

- **Accenseo**, Vlačka 68 (Mon-Sun: 9am-10pm)
- **In Kapital**, Trg P. Preradovića (Centar Cvjetni), Mon-Sat 09.00 – 21.00; Sat 10.00 – 18.00)

Your peer mentor will additionally inform you about this topic.

MEASUREMENT UNITS IN CROATIA

In Croatia we use the metric system. The two common conversions are.

1 pound = 450 gram (0.45 kilogram)

1 inch = 2.5 centimeters (0.025 meters)

THE CITY OF ZAGREB

The city of Zagreb is the capital and the largest city in Croatia, located near the Sava River in the north central part of the country. Originally the city was a Roman town that has over the years changed a few different rulers until 1991 when they broke apart from Yugoslavia. The city itself has much to offer, a lot of which is accessible by walking or using public transportation services. The city is very alive throughout the year, with many cultural activities and various festivals. The city is responsible for 38 cultural institutions; the most significant museums are the Zagreb Municipal Museum, Museum for Arts and Crafts and the Museum of Contemporary Art. The city meets various lifestyles being very cultural and urban. It is also has a rich student life because of the various colleges and universities that are located throughout the city.

TRANSPORTATION IN ZAGREB, CROATIA AND THE REGION

It is quite easy and fast to travel to other parts of Croatia and the region from Zagreb.

Zagreb Municipal Transit System or ZET (Zagrebački Električni Tramvaj) is the main transportation system for the city of Zagreb and one part of the Zagreb County. It uses buses, trams and cable cars to organize transportation. Students have a special student card with discounted monthly prices. You will need to discuss this with your peer mentor or the SA mentor. ZET is known for its blue colored transportation, it's really hard to miss so will have no problem locating them.

The trams work from 4 am to midnight and then have 4 tram lines for the night schedule. Make sure to check out the schedule and the routes online.

More details can be found in handouts and on the following links:

City Bus and Tram Website- www.zet-hr

Other ways to travel in Croatia is by plane, bus, ferry or train. Underneath are the links to each:

- Airline—"Croatia Airlines"-
<http://www.croatiaairlines.com/Default.aspx?alias=www.croatiaairlines.com/en>
- Boat – "Jadrolinija" - <http://www.jadrolinija.hr/default.aspx?lang=2>
- Train - <http://www.hzpp.hr/homepage>
- Bus- <http://www.akz.hr/>

WHERE TO OBTAIN TRAM/BUS PASSES?

We'll give you stamped application forms. You need to take your photo and application to the tram centers (there is one located at the main train station). In a few days the bus pass will be ready. It costs 120 kuna per month and allows you to ride the city buses and trams as much as you want. It expires every month, so you'll need to "renew". To do this, you need to take your card to the ZET center; they will recharge it straight away for 120 kuna.

FOOD IN CROATIA

Places to buy food include: smaller mini-markets, supermarkets, fresh green markets restaurants, fast foods, and many more places. The Local cuisine is influenced by many surrounding cultures from Italian (especially around the coast), German, French cuisine (continental Croatia) to Hungarian. There are also some traces of Turkish or Greek influences, particularly in the fast foods and deserts.

There is a growing food culture taking place in Zagreb, this is why in the last few years many different types of food restaurants have opened up, from Wok places, to healthy fast food. Just in the old town and center there are many options to choose from.

The tap water in Croatia is drinkable, and of very high quality. The water contains a high mineral content, important to know when you use a dishwasher or an iron.

You can cook at home, which is a good option. You can also go to restaurants or students here usually eat at student restaurants ("menza"), where Croatian students have subsidized prices.

Not everything leans towards traditional cuisine: try Nishta, which opened in Zagreb in 2014 after its immense success in Dubrovnik, for quality vegetarian food, or Royal India, one of many Asian restaurants to open in recent years.

How can I avoid seafood? If seafood is present in a meal, the fact is usually stated with pride on the menu. Fish is called “riba” (reebah) in Croatian, and clams are called “školjke” (shcolke). To make sure, always ask the waiter.

RESTAURANTS IN ZAGREB

Town

PIZZA:

Duksa- “It is thin crusty pizza, prepared in a wood oven, fresh basil, organic garlic, extra virgin olive oil. The Interior makes you want to stay forever. “It is considered casual dining, a really good pizza place, which is located across the Maximir park. Address: Duknoviceva 4

Karijola- Is rated as Zagreb’s best pizza, it has two locations in Zagreb, addresses: Vlačka 63 and Kranjčevićeva 16a. They also have another restaurant on the island of Vis. The prices vary from 28 Kn - 56 Kn.

Pizzeria Purger- Offers Italian cuisine, pizza and pasta selections. It is casual dining place with a relaxing atmosphere. Address: Ozaljska 68

***There are much more pizzerias in Zagreb, but these are just a few options for the start before you get to know the city.

INTERNATIONAL CUISINE:

Asia- Restaurant Asia is the first traditional Chinese restaurant in Zagreb which opened in 1990. The restaurant has many compliments as well as satisfied guests which is the result of their top chefs, careful attitude so that every guest experiences a pleasant restaurant ambient. They offer a wide selection of traditional Chinese dishes mainland China meat and vegetables as well as fish and seafood. Adress: there are two locations Nova Ves 88, Zagreb and Šenoina 1, Zagreb (really near the main train station)

Sofra- offers a rich offer of traditional Bosnian dishes, cooked dishes, grilled dishes that are very filling. The food offered is really good, combined with a good atmosphere makes a good experience. Addresses: Radnička 50 and I Gardijske brigade Tigrovi 27 Borovje

Takenoko Sushi bar- Is a sushi bar offering a fusion of Asian food where the house dishes are sushi menus. There are two locations, one closer to town in Kaptol Centar and one near the

Double tree Hilton. This is a nice dining experience with quality food when in the mood for sushi. Address: Radnička cesta 37b, Kaptol Centar Nova Ves 17.

Mex Cantina- Mex Cantina has been operating since 1998, and to this day has become the most famous Mexican restaurant in Zagreb thanks to the quality and large selection of authentic Mexican dishes. It offers good food and a comfortable atmosphere. Address: Savska cesta 154

Delicija Libanesi- Our restaurant, Delicija Libanesi in Zagreb shares the special taste transferring their customers to the oriental breeze by the charming Lebanese atmosphere that's full of joy and with their delicious dishes. There is a wide menu of Lebanese food. Address: Radnička cesta 48

Wok by Matija- WOK by Matija is a healthy combination of color, taste, and smell. All of the meals are prepared by their own original recipe. The only link with the Chinese cuisine is that the food is heat-treated in a wok, and the possibility of choosing chopsticks because of practicality and the specific packaging. Address: two locations, ILICA 33 and VARŠAVSKA 16

Papas American Bar- A really good American burger place that leaves you little room for the good deserts. They offer a selection of burgers, tortillas, sandwiches, hot dogs, Taquitos, salads and an assortment of deserts. It is located in town and offers an indoor and two outdoor venues. Address: Tuškanac 1

VEGETARIAN:

Nishta - this is restaurant which serves selected vegetarian dishes with vegan options. It is recommended for both vegetarians and non-vegetarians. It is located in the city center. Address: Masarykova 11/1.

Vege Hop- Combining ecological whole grains, pulses, vegetables and other ingredients rich in nutrients, top-quality chefs create the harmony of tastes and a true feast for your palates. Address: Remetinečki gaj 2G

Miscellaneous:

Sandwich Bar Pingvin- Is located on one of the central streets, close to the Flower Square and Trg Ban Jelcica. It is a classic sandwich bar with a wide menu. One of the most popular dishes is the toplo/hladno (hot/cold), grilled chicken and vegetables sandwich. Address: Nikole Tesle 10

Mali Medo – (beer bar) is a traditional Croatian restaurant, that has a lively atmosphere, youthful clientele, and all very affordable. It offers a menu of excellent ćevapčići and gulaš, not to mention superb beer. Mains: 20-40 kuna. Address: Tkalčićeva 36

Pivnica Medvedgrad- (beer bar) has great food and beer for reasonable prices. Make sure to try 'čvarkuša' (4 HRK). 500ml beer: 12 HRK. Addresses: Samoborska cesta 217, Božidara Adžije 16, Tkalčićeva 36

MOCA- Newly open at the main square that serves great and cheap fried, deep fried and baked potatoes with a large variety of dips for takeout: cost is 10 kuna.

Nocturno- offers a menu of different pizza and pasta. Address: Skalinska 4 (*On Kaptol, between Tkalčićeva Street and the Cathedral*)

Pizza Cut Duck- Is a pizza-slice bar that also serves fresh tortillas with veggie and/or meat filling. Address: Teslina Street.

** Nicer restaurants: if you want to go for a nicer dinner to explore some good cuisine, you can try:

- **Bistro Appetit** (FRENCH RESTAURANT) located in Jurjevska 65 or Masarykova 18 Obrtnički prolaz 7.
- **Vinodol** (MEDITERRANEAN RESTAURANT) located in Nikole Tesle 10, Zagreb, and Grad Zagreb.
- **Carpaccio** (ITALIAN RESTAURANT) located in Teslina 14, Zagreb, Grad Zagreb

In Croatian restaurants the doggy bag concept is not as common, be sure to ask. Also keep in mind that generally the portions are smaller as oppose to the U.S. but for some foods the portions are too big; there is a lot of fast food options, as well as franchises such as Mc Donald's and KFC. The popular culture in Croatia is to eat fast baked goods this is why there are a lot of bakeries where you can buy snacks, pastry, etc... A lot of pizza places and some restaurants deliver at home.

*****How much should I tip? Tipping is not mandatory, but it is nice to leave a tip. You will usually be expected to round up (leave a 20 if bill is 18), or add around 5% for a larger bill. If you are paying with card, leave the tip in cash.

SHOPPING IN ZAGREB

There are a lot of choices, from smaller shops, and vendors that do not act like typical American vendors; the service is provided with less enthusiasm. The custom is to say hi while entering and bye while exiting the store. Keep in mind that the selection is limited compared to the U.S.

- Grocery shops – are distributed all over the city, you have smaller stores in each neighborhood, and large supermarkets in all key areas. Each neighborhood has a large supermarket in the vicinity; it would be good to find the one closest to you which can be done online. The food product choices are not like in the U.S. a lot of the times you will not find some products you have in the U.S. but some may be packaged differently, so ask for someone to help out. The super market chains to go to are:

- Konzum
- Interspar
- Tommy
- Billa
- Lidl
- Getro
- Muller
- Union
- Mercator
- Pharmacies –If possible, bring prescription medications with you (not shipped) and copies of the prescriptions in the event that you need a refill from a Croatian pharmacy. You cannot buy any drugs/medicine in our supermarkets. Local pharmacies are identified by large green neon crosses, and sell only drugs and pharmaceuticals.
- Green markets – Open air green markets offer the opportunity to bargain and to shop around for fresh but cheap vegetables and other foods. It is a very healthy option for vegetables and fruits but for dairy and meat products as well. Each neighborhood has one.

The most known green market is above the Main square Ban Jelačić called Dolac. –They usually work in the early morning hours and end by 6pm.

- News and Publications - The International Herald Tribune, The Economist, Business Week and other English language papers are available at selected locations. RIT’s library also has some of these publications available.

MALLS

In the last few years a lot of malls have opened up in Zagreb and in the vicinity. The options for brands may not be as diverse as like in the U.S. but there is still a large pool of stores to check out. The closest mall to the college is Avenue Mall which is located at the first stoplight heading away from the city.

List of Malls:

- **Arena Centar**- Lanište 32
- **Avenue Mall**- Avenija Dubrovnik 16
- **Branimir Centar**- Branimirova 29
- **Centar Kaptol**- Nova Ves 11
- **City Center One (East)**- Slavonska Avenija 11D
- **City Center One (West)**- Jankomir 33
- **Cvjetni Centre**- Trg P. Preradovića (Cvjetni trg)
- **Green Gold**- Radnička cesta 52
- **Importanne Centar**- Starčevićev trg bb
- **Importanne Galleria**- Iblerov trg 10
- **King Cross**- Velimira Škorpika 34

Shopping in the Surrounding area:

- **Roses Designer Outlet**- Vrankovec 1, 49223 Sveti Križ Začretje
- **WESTGATE Shopping City**- Autocesta Zagreb-Macelj (A2) / izlaz Zabok Pojatno

**For more information about the malls check out the link below:

<http://www.zagreb-touristinfo.hr/?l=e&id=109>

INFORMATION ABOUT EXPENSES

When you are making purchases for food items, keep in mind that the price/quantity ratios are much different here than in the States. Most of the food prices are similar, but the package size is a couple of times smaller for most items here therefore you end up paying more for less. If you like to save up on groceries be sure to follow different discounts, this can be done online by looking at each supermarket website.

MOBILE PHONES – your peer mentors will help you out in terms of finding what the cheapest options are in terms of getting a mobile phone/prepaid card here in Zagreb.

If you have a 3Band mobile device, it will function here in Croatia as well.

- Mobile Provider “T-Mobile” - <http://www.t-mobile.com> – we would recommend T-Mobile due to its quality and it has the highest coverage rate in Croatia.
- Mobile provider “Vip” - <http://www.vip.hr/>
- Mobile provider “Tele 2” - <http://www.tele2.hr/>
- Mobicel provider “Tomato” - <http://www.tomato.com.hr/naslovnica>

FITNESS IN ZAGREB

There are too many fitness centers to list and to choose from, differentiating in their service, price and location. If you wish to join the gym we suggest that you choose one in your vicinity. You can check out the whole list of gyms at the link below:

- <http://www.fitness.com.hr/gradovi/zagreb.aspx>

SOCIAL LIFE

Zagreb is known for its booming student social life. This is why behaving while you are out is really important; do not get into conflicts with locals while under influence of alcohol, and do not go wandering around under the influence of alcohol as you might hurt yourself.

While you are in Zagreb, we want you to have an unforgettable time, but at the same time, keep in mind that you are RIT students, and at the same time RIT Croatia students, and your behavior should be suitable and appropriate reflecting both campuses.

The city really does a good job to reflect all the various social styles, from high end clubs to rock bars and alternative scenes and bar hopping. Be sure to ask around where the students of RIT Croatia go to, it might give to a start to experiencing the exciting Zagreb night life. There are also various websites describing the night life options. Be sure to do some research, you can start with the links below:

- <http://www.likealocalguide.com/zagreb/nightlife>
- <http://www.zagrebexpat.com/site/list/business-directory-bars-and-night-life-discotheques-clubs/55>

APARTMENTS IN ZAGREB

Kitchens in apartments have a cooking stove –gas or electricity – if you are cooking please be careful while using it. Turn off air-conditioning when leaving the apartment as electricity is expensive. Shut down the shutters when you are not in the apartment as the wind or rain can start to blow suddenly and it can create damage to the shutters. Using the washing machine in the apartments– make sure that your landlord gives you instructions on how to use the washing machine to wash your laundry because Croatian ones function differently that the USA ones.

LAUNDRY

You may have your clothes laundered by a hotel but the prices may be higher than you may expect. If it is charged by bag, then you might combine clothes from multiple rooms. If the prices at the hotel are too steep, there are laundry services across Zagreb.

- **Bubanj**- Open 09:00 - 18:00, Sat 09:00 - 14:00. Closed Sun, Address: Lastovska 2 (+385-1) 631 02 44
- **Dubravka**- Laundry. Open 08:00 - 12:00, 17:00 - 20:00, Sat 08:00-13:00, Closed Sun.
- **Clean Express**- Located in Svetog Mateja 108 , Zagreb (+385 1 6679 125)
- **Veš4Keš** – Located in Savska 76 , Zagreb, Opened Monday to Sunday from 8:00-11:00 (American style laundry mate)

RIT CROATIA ENVIRONMENT

Do not be intimidated by any reserved behavior you might encounter at the beginning. Make the first move; once you get to know people they will embrace you. We encourage you to step out of your comfort zone and your SA group and meet new people even on an individual basis.

****Smoking is allowed in front of the building but the cigarette buds must be thrown appropriately. (There are two large garbage bins in front of the college)**

Wireless Internet (Wifi) –is accessible everywhere in the building, be sure to ask for the password at the reception when you arrive.

IMPORTANT PHONE INFORMATION

Croatia's country code is 385.

Zagreb's area code is 01 (1). Dubrovnik's area code is 020 (when calling from abroad dial only 20) For example, to call RIT Croatia from the States, dial: 011 385 1 643 9100.

To call the US from Croatia dial 001, and then the area code followed by the number.

Directory assistance within Croatia is available by dialing 11888 or at www.tportal.hr/imenik/.

For details about local events, schedules of local buses, planes and trains and other general information about Zagreb, dial 11888. Even though majority of information is in Croatian the staff will be able to assist English speaking customers.

EMERGENCY NUMBERS ARE AS FOLLOWS:

Emergency Call Center: 112 (central number for all emergencies)

Police 192

Fire Department 193

Hospital Emergency 194

US Embassy is in Zagreb (the capital of Croatia)

2 Thomas Jefferson Street

10000 Zagreb

Phone; 01- 661-2200; fax 01- 661-2300; www.usembassy.hr

TAXI SERVICE IN ZAGREB:

The default billing policy for the taxis in Zagreb is to measure the distance covered by taxi (meaning, the price usually gets higher with each additional kilometer traveled). However, some relations like from the airport to the city's center, usually has a fixed price. The taxi spots are spread all over the city, and they usually consist of a row of taxi vehicles parked in a row. Get into the first vehicle in the row, as it is that driver's turn to take the next customer. You can't pick your car unless you order it by phone. Zagreb has many taxi companies. If you find one you like remember the number and their sign. Another note is that certain drivers might offer you their mobile phone number, so that you can hire them again.

List of the main taxi companies:

- **Cammeo TAXI**-1212
- **Eko TAXI** - 1414
- **Radio TAXI** -1777
- **VG Taxi** - 060 760 760
- **Taxi Zebra** -060 7557

IMPORTANT NOTE: Have all emergency numbers with you at all times!!

STUDENT SERVICES

The following is the list of services as well as information on full time staff members at RIT Croatia:

In Zagreb:

Student Services Reception Desk

Tanja Peša	Student Services Assistant	Ground floor	tanja.pesa@croatia.rit.edu
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Academic Services

Danijela Kraljević	Academic Adviser	Room 21	danijela.kraljevic@croatia.rit.edu
Marija Šušak	Administrative Services Manager&College Ombudsperson	Room 21	marija.susak@croatia.rit.edu

Career Services, Study Abroad and Alumni Relations

Marina Androš Drmač	Career Services and Alumni relations Manager	Room 23	marina.andros-drmac@croatia.rit.edu
Petra Vodopija Borković	Career Services & Study Abroad Specialist	Currently located in Dubrovnik	petra.vodopija-borkovic@croatia.rit.edu

Events Management

Christina Petrović	Events Manager & Assistant to the President	Ask at the reception	christina.petrovic@croatia.rit.edu
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Finance and Human Resources (Located in Dubrovnik Campus)

Ivona Labaš	Director of Finance, Facilities and ITS		ivona.labas@croatia.rit.edu
Dubravka Radiš	Finance & Accounting Specialist		dubravka.radis@croatia.rit.edu
Jelena Zvono	Human-Resources Manager & Ministry Liaison		jelena.zvono@croatia.rit.edu

Marketing Recruitment and Enrollment Office

Ivana Silic	Recruitment & Enrollment Manager	Room 23	ivana.silic@croatia.rit.edu
Adriana Ljutić Gudelj	Graduate Admission - Recruitment & Enrollment Specialist	Room 26	adriana.ljusic-gudelj@croatia.rit.edu
Ivan Mikić	Undergraduate Admission-Recruitment & Enrollment Specialist	Room 26	ivan.mikic@croatia.rit.edu
Katarina Vatavek	Recruitment & Enrollment Administrative Assistant	Room 26	katarina.vatavek@croatia.rit.edu
Alice Almer	Marketing & Communications Manager	Room 22	alice.almer@croatia.rit.edu

Information and Technology Services (ITS)

Hrvoje Kuk	ITS & Facility Manager	Room 8	hrvoje.kuk@croatia.rit.edu
Vlaho Korać	ITS & Facility Support	Room 8	vlaho.korac@croatia.rit.edu

RIT Croatia Office

Maureen Program Coordinator RIT masisr@rit.edu
Shannon

**Office hours vary and can be found on the reception desk on the ground floor.

PRESIDENT & DEAN

The DEAN'S OFFICE

Don President and Dean is located in don.hudspeth@croatia.rit.edu
Hudspeth the office area
room 24

The Dean is available and happy to meet with and assist you. Because of his many responsibilities and his busy schedule, please book an appointment if you need to speak with him. You can schedule appointments with Christina Petrović christina.petrovic@croatia.rit.edu

STUDENT OMBUDSPERSON

The OMBUDS OFFICE is located in the office space in room 21: Marija Šušak

The Ombudsperson is a resource available to RIT Croatia students who seek confidential assistance with their academic concerns. In addition to faculty advisors, the Ombudsperson is a neutral person students can contact for various issues, including how to handle a concern with a faculty member or even another student. Also, the Ombudsperson is the contact person for students requesting to take independent study. Drop-ins are welcome; however, students are encouraged to make an appointment.

COMPUTER LABS

There are three computer labs located in Rooms . They are to be used exclusively by currently registered RIT Croatia students. Computer labs working hours vary during the year and are posted on the doors of the labs each semester.

Please note that, throughout the year, the labs are also used as classrooms and during that time will be unavailable for general use.

COMPUTER LAB RULES ARE AS FOLLOWS:

1. Only current RIT Croatia students may use the computer labs. If asked, you must provide proof of being an RIT Croatia student by showing your grade book (indeks) or x-card.
2. The following are forbidden:
 - a. eating or drinking (Bringing food or beverages into the labs is prohibited. If you do bring food or beverages into the lab they must remain unopened and in your bag/back pack.)
 - b. chatting
 - c. viewing pornographic sites
 - d. listening to music (except via headphones)
 - e. disruptive activities
5. Be careful during the operation of each computer.
6. Since the computers are expensive to repair or replace, all students must follow the instructions for operating the computers and be careful not to damage them. The following rules apply to the operation of computers
 - a) Report any malfunctions or damaged equipment to the lab monitor immediately.
 - b) Do not alter computer settings in any way.
 - c) Do not attempt to fix anything yourself, not computers nor the printers.
 - d) Do not disconnect the computers, cables or equipment.
 - e) Do not connect laptops in the local area network outlets.
7. Please note that the lab computers are set to restart when they have been idle for 20 minutes. Upon restart or shut down anything saved on the Desktop, put in the Recycle Bin or saved on the C Drive will be erased. Therefore you must save all personal work on floppy disks or USB sticks as any work left on the hard drive may be accessed and deleted from the memory.
8. It is possible for other students to find your work on a lab computer and to copy it and hand it in as their own. If the professor discovers two papers which are alike, you will both receive a 0 for your work. Therefore, you must save your school work on CD or a USB stick and delete it whenever you leave the lab.
9. There is no one to clean up after you in the lab, so do not leave paper or garbage in the labs. Use the garbage and recycling bins.

10. When the lab is full, limit yourself to academic work so that each student has adequate time to use the computers.
11. Classes and exams have priority for use of the labs, so you must leave the lab 10 minutes before the class or exam is scheduled to begin. Notification of scheduled classes will be posted on the door of the lab.
12. You must finish with using the computer by the closing time.

****Please be advised that any student who does not adhere to the lab rules will be asked to leave the premises and may receive additional penalties such as losing the privilege of using the computer labs depending on the severity of the incident.**

Quiet lab – Room

In order to make a better learning environment for those students who wish to work independently and without distractions, Lab 2 (room) has been designated as a Quiet lab. Besides the general lab rules please note that the following are not allowed in that lab:

- extended conversations
- usage of mobile phones and headphones
- playing music and games
- using Skype program

COPY CENTER

RIT Croatia's Copy Center is located on the main floor in the Library and offers a number of services including: binding, color printing, and course packages.

Working Hours vary throughout the semester.

Library

RIT Croatia's Library is located on the main floor right of the entrance, Room 15.

Phone: (01) 643 9103

RIT Croatia Program Library working hours varies during the year and is posted on the door of the Library each semester.

The Library is equipped with computers with Internet access reserved for research purposes and one-on-one training. Rules of computer usage as in the computer labs also apply in the RIT Program Library.

The RIT Croatia library offers a variety of resources and services, which include printed and electronic sources (books, magazines, and newspapers, senior projects) relevant to RIT's academic program, librarian assistance with research in the library and online, a

study area, scanning services, and when the Copy Center is not working- color printing and binding services. Some services are subject to a minimum charge.

You will be charged for damaged and overdue materials. If you do not return materials to the library in good condition by the end of the semester, you will be charged an overdue fee and if the item is lost, the replacement cost. If you do not pay the library, these costs will be added to your tuition payment the following semester. If you are graduating, your diploma will be withheld pending these payments.

OTHER POLICIES

General Building Rules & Requests

Please keep in mind that the purpose of rules in any community is to make the living environment the most pleasant for all members of the community. If some members behave selfishly and refuse to follow the rules, the result is at least discomfort for the rest of the community and at worst increases in tuition costs due to maintenance, repair and replacement costs.

Smoking is not permitted inside the building or in the area immediately surrounding the building. Smoking fines include: 1,000 kuna for the individual, 5,000 kuna for the Dean, and 30,000 kuna for the college. Consequently, students who break this rule will be reported to the Student Ombudsperson and will be subject to one hour of college service.

No pets are allowed in the building.

Eating and drinking is not allowed in class, the computer labs or the library.

No advertising materials should be put on the bulletin boards nor distributed in the mail folders without the permission of RIT Croatia full time receptionist.

Materials of any kind may not be taped to the walls

Please make every effort to keep the noise level low as classes are in progress throughout the day.

Please turn off your computer, the lights and the AC when you leave the space you were using.

NOTE: If you notice any damage or malfunctions around our building, please notify the Facility Manager.

FIRE SAFETY POLICY

In the event of a fire, alarms will go off in the entire building. Please follow the evacuation signs on the ceiling and evacuate the building immediately. To exit the building, you will be able to use three exists: the main doors the back doors and the doors by the auditorium (room 6 & 7).

You will be briefed about the fire routes by your peer mentor.

ALCOHOL & DRUG POLICY

The priority at RIT Croatia is education. The best environment for learning occurs when all of us are healthy and problems associated with alcohol and drug use are non-existent. This type of environment is the goal of our Alcohol and Drug Policy.

To achieve this goal, RIT Croatia will enforce a “Zero Tolerance” approach with regards to the use, or selling of drugs. Alcohol use during college hours will also not be tolerated, and immediate action will be taken against students caught violating this policy. At selected college sponsored events, the consumption of alcohol will be permitted on a controlled basis. Please note that this is a privilege granted to RIT Croatia since in the US the drinking age is 21 and RIT is a dry campus, meaning alcohol is not allowed at all.

RIT Croatia Faculty and Staff are also subject to national and local laws regarding alcohol and drug use. Serious civil and criminal legal liabilities can result from possession, use, serving, sale or unlawful manufacturing of drugs and/or alcohol. RIT will not protect individuals or groups from law enforcement by legal authorities with respect to drugs and alcohol use or abuse.

All parties and social functions that are advertised as RIT events must be pre-approved by the President and Dean. Any party or function that has not received prior approval may not be advertised as an RIT function.

Weapons & Dangerous Instruments Policy

Like our policy for drugs, RIT Croatia will enforce a “Zero Tolerance” approach when it comes to students being found with weapons or dangerous instruments in the college or on the college grounds, or at college functions.

NOTE: RIT, our faculty, our staff and our students are always being observed and judged by the community and your potential future employers. If you observe RIT students engaging in inappropriate behavior on or off RIT property, or if you see people who are not members of our community behaving inappropriate in our building or at RIT events, please notify the Facility Manager or another Student Services staff member.

CROATIAN LANGUAGE

Croatian is the official language of Croatia, and is written phonetically so once you learn the way each letter is said and sounds, you will be able to read and pronounce words.

There are 30 letters in Croatian language:

Aa- a as in Father

Bb - b as in Butter

Cc - ts as in pots

Ćć - ch as in Chair

Čč - tu as in posture almost like Ch

Dd - d as in dog

Đđ- dj as in fudge

Dž dž-like the G sound in Jury

Ee- e as in pet

Ff- F as in Fit

Gg- G as in Get

Hh- H as in Hot

li - ee as in eel or ea as in Eagle

Jj- J as in Yes

Kk- K as in Kite

Ll- l as in Lost

Lj- lj ly as in Brilliant

Mm- M as in Mint

Nn- N as in Never

Nj- nj ny as in Onion

Oo-O as in Open

Pp- P as in Paul

Rr- The R can also be a Vowel and is rolled as in Spanish

Ss - S as in Sam

Šš - Sh as in ship

Tt - T as in Tin

Uu-oo as in zoo

Vv -v as in velvet

Zz - z as in zoo

Žž- zh as in pleasure

BASIC WORDS AND PHRASES:

Most of the people in Dubrovnik and Croatia speak English, but it is always useful to know at least some phrases. As time passes by, you will learn more and more of these.

Yes

Da

No

Ne

How are you?

Kako ste?

Fine Thank you, and you?

Dobro hvala, a vi?

Good Morning

Dobro jutro

My name is...

Moje ime je...

I am ... old

Imam ... godina

Good Afternoon

Dobar dan

Good Evening

Dobar večer

Good night

Laku noć

Pleased to meet you

Drago mi je

Thank you

Hvala

Your welcome

Molim

Good, alright, fine

Dobro

Can you help me?

Možete li mi pomoći?

I'm lost.

Izgubljen (m.) / izgubljena (f.) sam.

I'm hungry.

Gladan (m.) / gladna (f.) sam.

I'm thirsty.

Žedan (m.) / žedna (f.) sam.

Don't mention it

Nema na čemu

Please

Molim

Good Bye

Doviđenja

HANDOUTS

- City Map of Zagreb
- Zagreb guide
- Bus schedules
- Phone numbers and emergency procedures
- Emergency number cards, laminated, pocket size