

NABA

NUOVA ACCADEMIA
DI BELLE ARTI

**SERVICE GUIDE
NABA MILANO**

**Academic Year
2023/2024**

INDEX

WELCOME TO NABA	5
WHERE TO FIND US	6
How to reach NABA	6
Campus Map	7
ACADEMIC SUPPORT	8
Academic coordination	8
Language Support Centre (CSL)	10
International Opportunities	10
Communication between NABA and students	11
Student areas and classrooms	12
Study halls	12
Student Lounges	12
Classrooms – computerized classrooms	12
Classrooms for theoretical and theoretical/practical lessons	12
Laboratories	13
Design Department Laboratories	14
Media Design Department Laboratories	16
Painting and Visual Arts Department Laboratories	18
Fashion Design Department Laboratories	19
Collection and resources	22
Borrowing	23
Materials Library	23
Library Services	24
Photocopies/prints on campus	25
Print and photocopy stations in the students' computer room	25
Library photocopier	25

ACADEMIC CAREER AND REGISTRATION SERVICES	26
1. Student registration office	26
2. Online services registration office	27
Student career procedures	28
MyNABA reserved area and other online services	28
Assistance to international students	29
Compliance with Italian regulations	29
Opening a bank account	30
Healthcare	30
Support to students with learning disabilities or physical disabilities	31
Career ALIAS	31
STUDENT LIFE	33
The Student Council (Consulta degli Studenti)	34
Cultural, recreational and sporting activities	34
ENROLLMENT ASSISTANCE AND OTHER ADMINISTRATIVE SUPPORT	35
Administration office and enrollment assistance	35
University scholarships (DSU)	36
Part-time collaboration (150 hours)	37
COMPUTER AND ELECTRONICS SERVICES	38
Personal badge	38
Wi-Fi and computer access service	39
OneLogin	39
NABA email account	40
MyNABA: the academy online	41
MyNABA App	42
INDUSTRY RELATIONS & CAREER SERVICE	43
Preparing for the world of work	44
Finding an internship	44
NABA Alumni community	46
OTHER SERVICES	47
Housing service	47

The Corner – campus bar & restaurant	48
Agreements with stores and services	49
STUDENT WELLBEING	50
Individual Counselling	50
Psychological Desk	50
QUALITY MONITORING	51
Student Council e Student Forum	51
Satisfaction questionnaires	51
USEFUL INFORMATION	52
Emergency numbers	52
Police station	52
Healthcare assistance	52
Codice verde	53
Family planning	53
Pharmacies	53
Hospitals	54
Postal services	54
Private courier services	54
Credit cards	54
Milan: Open WIFI	55
Public transport “ATM” Milan	55
Railways	55
Airports	56
Milan taxis	56

WELCOME TO NABA

Dear Student, NABA would like to welcome you to the Academic Year 2023-2024!

This guide contains the information you need about the services and opportunities offered by NABA to help you make the most of your experience at the Academy.

The services offered range from the ones you need as soon as you arrive, such as housing, IT and electronic services, administration, and support for learning, academic career, to extra-curricular services to make your life easier even outside lectures and studying.

NABA offers services that have been specifically designed for international students: from our buddy project to support in bureaucratic procedures.

The content page serves to help you consult the information you need.

Enjoy your stay in NABA!

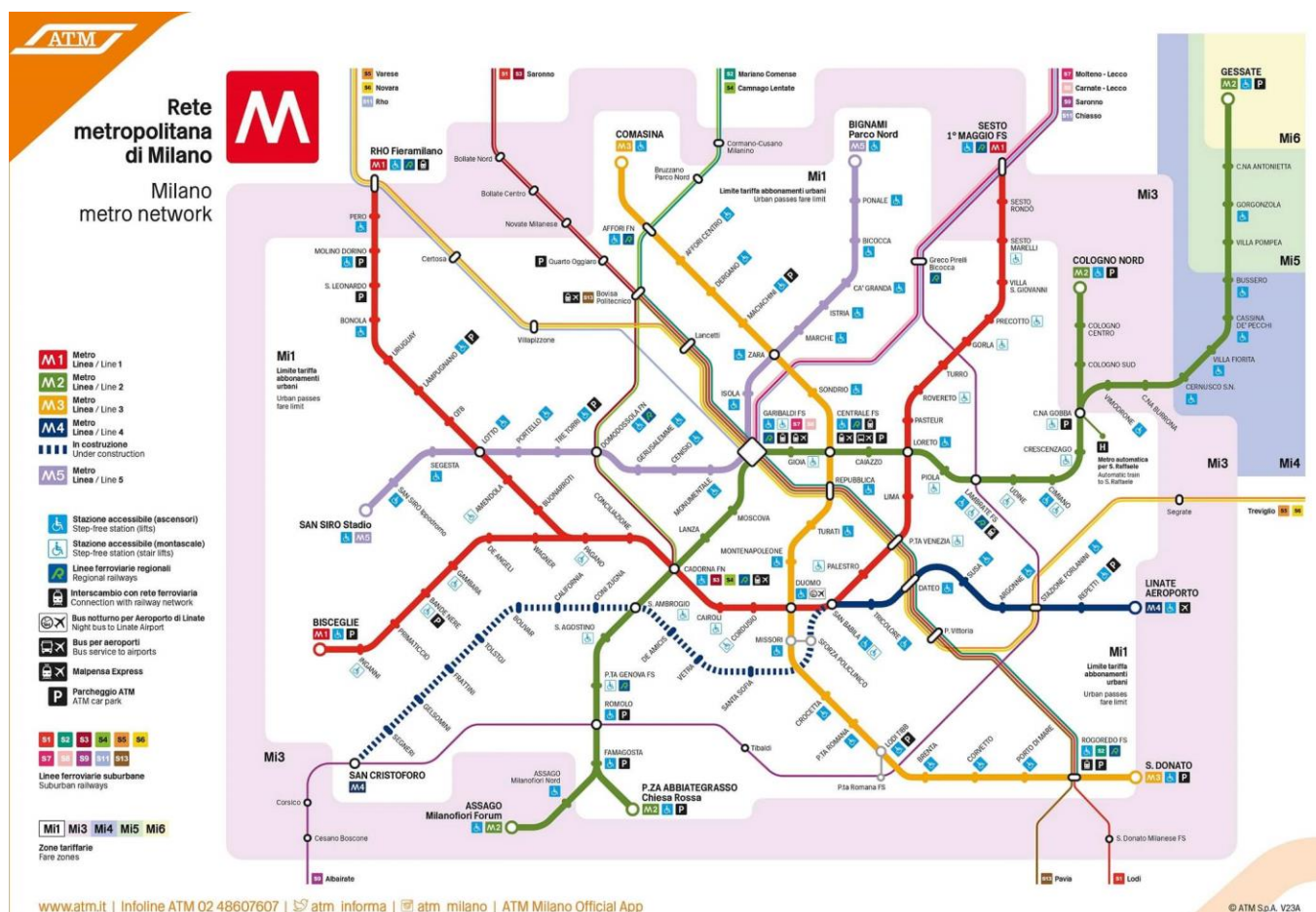
WHERE TO FIND US

How to reach NABA

The Academy is served by the following public transport:

- MM 2 green line – Romolo and Porta Genova stops
- BUS no.90 – 91 – 47 – Piazza Belfanti stop
- TRAM no.3 – Via Meda / Via Tantardini stop

NABA's address is: Via Carlo Darwin 20 – 20143 Milan

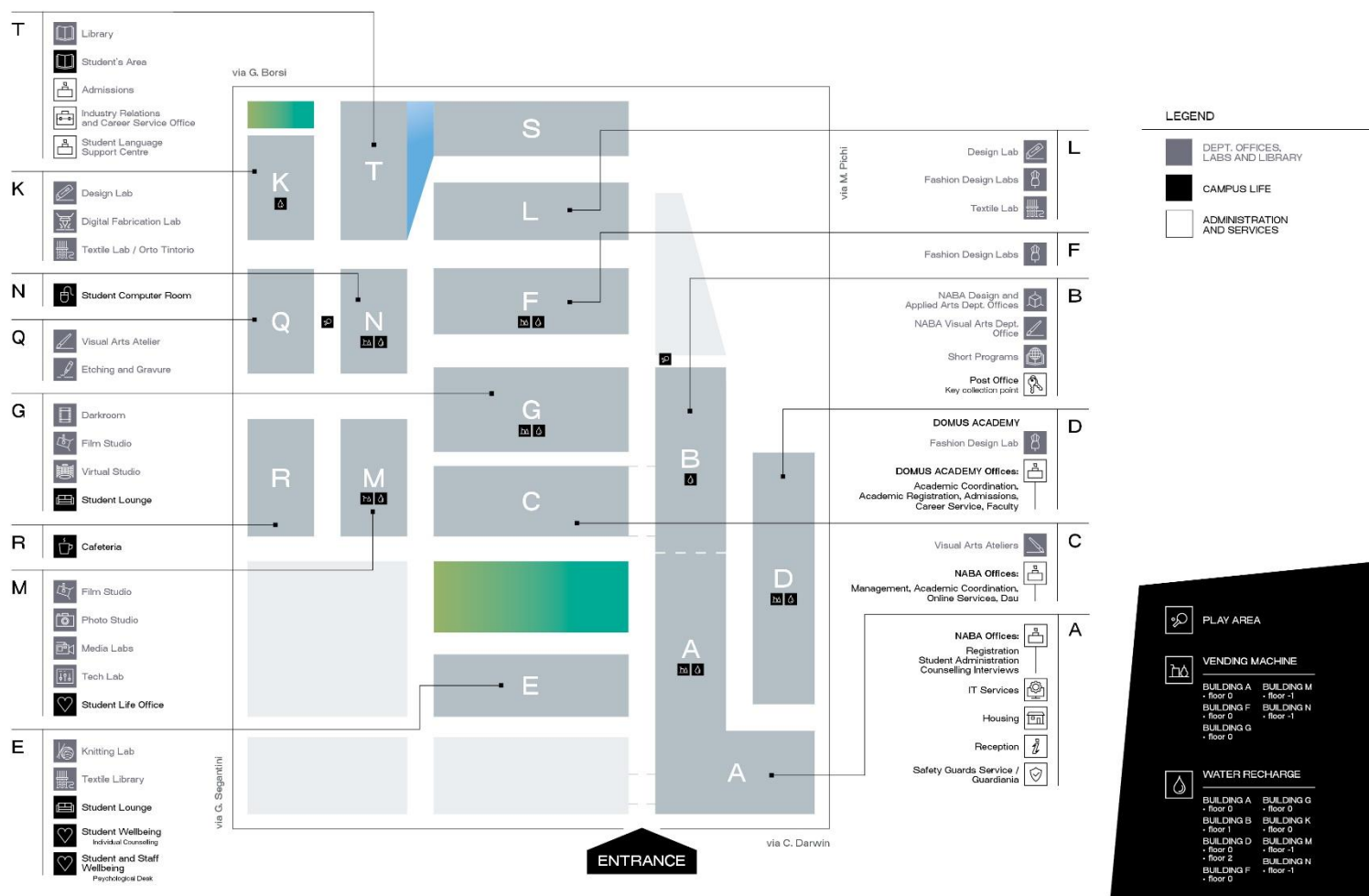


Campus Map

The campus entrance is in Via Carlo Darwin 20.

The buildings are marked with the relevant letters, which can be seen easily on the front.

This way, using the map provided and following the signs, you can move around the Campus and reach the offices and other sites.



ACADEMIC SUPPORT

Academic coordination

The Academic Coordination Office ensures the development of educational activities and educational programmes, keeping in mind the quality and the continuity of courses.

The Academic Coordination Office monitors students' academic progress, constantly supervises and supports the students and their academic path and allows timely actions to guarantee a high-level performance during their career.

The coordinator - our the students' main referent - makes sure that all the procedures to facilitate student-teacher relations are correctly applied through the Academic Coordination Office. Coordinators are also in charge of indicating students the several services offered by the Academy.

WHERE	Building C – second floor
OPENING HOURS	The office receives mainly by appointment, which can be fixed by mail or telephone. All services can also be provided remotely by telephone, e-mail and video conference.
CONTACTS	<p>Academic Coordination – Design Area (Bachelor of Arts in Design, Master of Arts in Interior Design, Master of Arts in Product Design, Master of Arts in Social Design, Master in New Urban Design):</p> <p>coordinamento.design@naba.it</p> <p>Academic Coordination – Fashion Design Area (Bachelor of Arts in Fashion Design, Master of Arts in Fashion Design, Master of Arts in Textile Design, Master in Fashion Digital Marketing, Master in Business Law for Fashion System):</p> <p>coordinamento.fashion@naba.it</p> <p>Academic Coordination- Communication and Graphic Design Area (Bachelor of Arts in Graphic Design and Art Direction, Master of Arts in</p>

	<p>Visual Design e Integrated Marketing Communication, Master of Arts in User Experience Design, Master in Creative Advertising, Master in Sustainable Innovation Communication):</p> <p>coordinamento.graphicom@naba.it</p> <p>Academic Coordination – Visual Arts Area (Bachelor of Arts in Painting and Visual Arts, Master of Arts in Visual Arts and Curatorial Studies, Master in Photography, Master in Contemporary Art Markets, Master in Art & Ecology):</p> <p>coordinamento.visualarts@naba.it</p> <p>Academic Coordination – Media Design, Creative Technologies and Set Design Area (Bachelor of Arts in Set Design, Bachelor of Arts in Film and Animation, Bachelor of Arts in Media Design, Bachelor of Arts in Creative Technologies, Master of Arts in Creative Media Production):</p> <p>coordinamento.media@naba.it</p> <p>Coordination of non-institutional Courses (short courses; summer courses; Semester Abroad Programmes, Foundation Year Course):</p> <p>shortprograms@naba.it</p>
--	--

Language Support Centre (CSL)

NABA aims at supporting students developing language competencies necessary to reach the Italian/English minimum level required to acquire the academic credits included in the study plan. The Language Support Centre helps students completing potential linguistic gaps as to allow progressing in the study path and complete their studies.

Scheduling language courses are part of NABA's Academic Coordination service.

For further information regarding the requirements in the curriculum and for accessing language courses, please check the dedicated page on MyNABA.

WHERE	Building T
OPENING HOURS	The office receives mainly by appointment, which can be fixed by mail or telephone. All services can also be provided remotely by telephone, e-mail and video conference.
CONTACTS	CSL Milano (Language Support Centre - Centro Supporto Linguistico): csl.milano@naba.it

International Opportunities

International exchange opportunities are part of NABA's Academic Coordination service.

NABA develops and promotes opportunities for students and teachers who would like to spend a period of study abroad as part of their university experience.

The Erasmus+ programme, which includes exchanges within the European Union, as well as other international exchange programmes, allows incoming and outgoing students to improve their own academic skills and, where applicable, to gain credits that are recognised by NABA.

The full regulations concerning the international exchange programmes can be read on MyNABA.

WHERE	Building C – second floor
OPENING HOURS	The office receives mainly by appointment, which can be fixed by mail or telephone. All services can also be provided remotely by telephone, e-mail and video conference.
CONTACTS	International Exchange Coordination erasmus@naba.it

Communication between NABA and students

All educational information and notices are:

- Published on the Noticeboard of the MyNABA reserved area;
- Published on the MyNABA App
- Sent to the email address@studenti.naba.it

NABA only sends specific communications to a student's home address as administrative notices or reminders or sanctions. Students will only be contacted by telephone in the event of urgent personal communications.

It is therefore important for students to keep their telephone contacts and email addresses up to date on **personal details section** on the home page of the **MyNABA reserved area**.

NABA is also on the main social networks:

- Instagram: [@naba](#)
- Facebook: [@NuovaAccademiadiBelleArtiMilano](#)
- Twitter: [@NABAMilano](#)
- LinkedIn: [NABA Nuova Accademia di Belle Arti](#)
- YouTube: [NABA Nuova Accademia di Belle Arti](#)

To find news about the Rome campus, use the hashtag #Rome

Student areas and classrooms

Study halls

Students enrolled at NABA are free to use the study hall, where they can work in a peaceful setting in the intervals between lessons.

WHERE	Building N, first floor Building D, ground floor
--------------	---

Students enrolled at NABA will also find room to study, as well as educational resources and support for bibliographical research, in the Library.

WHERE	Building T, fourth floor
--------------	--------------------------

Student Lounges

The Student Lounges are common rooms, open to students, where it is possible to enjoy a snack from home at lunch time or between lectures. The rooms are also equipped with microwave ovens.

WHERE	Building G, ground floor, G0.5 Building E, ground floor, E0.5
--------------	--

Classrooms – computerized classrooms

Only students enrolled at NABA and identified with a regular ID badge are able to use the computerized classrooms.

Computerized classrooms can only be used for activities concerning NABA. The classrooms cannot be used by students outside lesson times.

Classrooms for theoretical and theoretical/practical lessons

The Campus has numerous classrooms of different types and sizes according to teaching needs.

All classrooms have projectors, pc stations for lectures, Wi-Fi connection, board, and power sockets.

Access to classrooms and to theoretical and theoretical and practical lessons is only open to regularly enrolled NABA students.

The classrooms cannot be used by students outside lesson times.

The correct use of rooms is necessary; in particular, it is not permitted to change the layout of furnishings or fixed equipment in the rooms; this is to prevent damage to instruments and tools, with interruptions to teaching as a result.

Laboratories

Design and Media Design laboratories are available on the NABA Campus, as are Dressmaking/Tailoring and Fabric laboratories, Textile Library, Engraving, Painting, Darkroom and Lighting Technology, 3D print and Laser cut.

Access to and use of single laboratories and their facilities are regulated autonomously and specific regulations apply for their use. (The specific regulations on the use of different laboratories are provided in the MyNABA area).

The machinery and tools made available to NABA students can only be used if a teacher, laboratory supervisor or class tutor is present or with the permission of one of these. Students must str mble tool.

The supervisor of each laboratory is available to provide advice during the design and work creations stations and for any information that you may need about the laboratory.

The opening times and the free access hours are communicated at the start of the courses and made visible to students and teachers through publication in the reserved area MyNABA.

Access to the laboratories is limited and allowed only by booking through the MyNABA reserved area.

OPENING HOURS	The opening times for lessons, free access and laboratories are provided at the start of the courses.
--------------------------	---

Design Department Laboratories

MASTER'S DEGREE DESIGN LABORATORY

Laboratory dedicated to the two-year Master's Degree courses, with the standard equipment of tools and power tools, together with a milling cutter, two lathes, a circular saw, two band saws, a spray cabin, a professional thermoforming machine, a hot wire machine and two columns drill.

CONTACT PERSON	Carmelo Zocco
CONTACT	Building K, ground floor, K0.1 carmelo.zocco@naba-da.com Tel: 02 97372181

THREE-YEAR DESIGN LABORATORY

The UG Design Laboratories are two and are located on the ground floor of building K (K0.2) and on the mezzanine floor of building L (L0.4). The Design Laboratories are equipped for the processing of polystyrene, wood and plastic and represent a support space for the three-year design courses.

In the Design Laboratories it is possible to create prototypes relating to the disciplines of industrial design and interior design. Each of the two laboratories is equipped with band saws, thermoforming machine, bending machine for plastic sheets, machines with hot wire for cutting polystyrene, circular saw, column drills, spray painting cabin.

Moreover, in the Design Laboratory L0.4 there is a professional chamber kilns for firing ceramics and a three-row for extrusion of clay.

CONTACTS	<p>designlab@naba-da.com Building K, ground floor, K0.2 Building L, mezzanine floor, K0.4</p> <p>Laboratory assistant: Michele Favale michele.favale@naba-da.com</p> <p>Laboratory assistant: Valeria Martignoni valeria.martignoni@naba-da.com</p> <p>Tel. K0.2: 02 42414062 Tel. L0.4: 02.424140193</p>
-----------------	--

DIGITAL FABRICATION LAB

Within the 3D print and laser cut laboratory, it is possible to use rapid prototyping services such as: laser cut, 3D print and Computerized Numerical Control manufacturing.

In this laboratory there are two laser plotters, 8 plastic filament printers (PLA, PETG, TPU) and a three-axis CNC milling machine.

Through these services, it is possible to create three-dimensional prototypes in a semi-automated way; cut and engrave numerous types of materials, creating three-dimensional objects with an interlocking system and create models by folding and manipulating plastic materials such as plywood, plexiglass, paper and cardboard, fabrics, leather.

Feasibility and timing of execution of the work in this area must necessarily be approved by the laboratory technician who will check the file provided by the students; if suitable in all specifications, the file will be processed by the machines.

The hours of free access and use of the Laboratory are communicated at the start of the courses and made visible to students and teachers through publication in the reserved area MyNABA.

Access to this laboratory is allowed only by booking through the MyNABA reserved area.

IMPORTANT, the laser cutting and 3D printing service can only be used to create models related to the scheduled educational activities.

CONTACT	<p>designlab@naba-da.com Building K, ground floor, K0.4</p> <p>Laboratory assistant: Silvia Fiorini silvia.fiorini@naba-da.com Tel. 02 42414011</p>
----------------	---

Media Design Department Laboratories

MEDIA DESIGN LABORATORY

The Media Design Laboratory is divided into different sections to cover the different disciplinary areas. Inside the MEDIALAB, it is possible to use the audio/video tools, professional digital camera like RED Gemini, video cameras, lenses, monitors, lighting, microphones and trestles) to draw up academic and personal projects: according to their course, the students will be able to access specific types of material.

The Laboratories are available to all students who need to develop projects, in agreement with their course teachers.

Students can also use laboratories to draw up and finalize personal projects (subject to working time), and draw up a production schedule in conjunction with a teacher, informing the laboratory manager.

As far as non-academic projects are concerned, students must inform the supervisor in advance in order to evaluate possible collaboration with the company. The student is responsible in case of damage, loss or theft of borrowed equipment. We recommend reserving the material with a good deal of advance notice so as to avoid overlaps with lessons and other reservations.

CONTACT	<p>medialab@naba-da.com</p> <p>Building M -1 right</p> <p>Laboratory Supervisor: Andrea Caiazzo</p> <p>andrea.caiazzo@naba-da.com</p> <p>Tel. 02 97372224</p>
----------------	--

LIGHTING TECHNOLOGY LABORATORY – GREEN SCREEN (2 INTERDEPARTMENTAL LABORATORIES) – G0.1

The lighting technology laboratory - Green Screen is a completely dimmed space for the purpose of setting out photo and video sets. The laboratory provides the following tools and equipment as standard: light bridge sets, different colour backdrops (white, black, grey, blue and green) various types of light and flash. Access to the laboratory is only possible with advance reservation and in the presence of a tutor. We recommend reserving space well in advance.

CONTACT	<p>medialab@naba-da.com</p> <ul style="list-style-type: none"> ■ Building M, first floor on the right ■ Lighting technology laboratory: Building M-1 right ■ Building G0.1 <p>Laboratory supervisor: Andrea Caiazzo andrea.caiazzo@naba-da.com Tel. 02 97372224</p>
----------------	---

TECHLAB

Laboratory for audio and video post-production, editing, colour correction, visual effects, sound recording and mixing. 2D – 3D animation and VR laboratory.

CONTACT	<p>medialab@naba-da.com Building M-1 right</p> <p>Laboratory Supervisor: Andrea Caiazzo andrea.caiazzo@naba-da.com Tel. 02 97372224</p>
----------------	--

Painting and Visual Arts Department Laboratories

LABORATORY FOR PAINTING (STUDIO) AND ETCHING

The studio has easels, spaces and desks equipped for individual work.

The etching and gravure laboratory is also fully equipped for printing. It is only possible to access the laboratory when a supervisor is present.

CONTACT	<p>visualartslab@naba-da.com Building Q, ground floor</p> <p>Laboratory assistant: Dario Pecoraro dario.pecoraro@naba-da.com Tel. 02 97372250</p>
----------------	--

DARKROOM

The darkroom is specifically intended for developing photographic film. Access to the room must be agreed with the supervisor.

CONTACT	<p>visualartslab@naba-da.com Building G, ground floor</p> <p>Laboratory assistant: Dario Pecoraro dario.pecoraro@naba-da.com Tel. 02 97372250</p>
----------------	--

Fashion Design Department Laboratories

SEWING ROOMS

The sewing rooms are equipped with industrial sewing machines, presses, and professional irons and standers, as well as male, female and child dummies.

These rooms are used to create models and prototypes, experimenting with and matching various materials. The machines can only be used in the presence of teaching staff or a supervisor, or with the authorisation of one of the above. Students must abide by the instructions given regarding the correct use of all machines.

The sewing room has a professional system to digitalize patterns:
Lectra System and thermowelding machine like Framis.

<p>CONTACTS</p>	<p>fashionlab@naba-da.cm Building F – Building L - Building D, ground floor / first floor / mezzanine floor</p> <p>Supervisor: Anna Paola Dos Santos Silva annapaola.dossantos@naba-da.com Tel. 02 97372203</p> <p>Laboratory assistant: Ekaterina Matantseva ekaterina.matantseva@naba-da.com Tel. 02 97372203 - 02 97372205 - 02 97372197</p> <p>Laboratory assistant: Ali Karami ali.karami@naba-da.com Tel. 02 97372203 - 02 97372205 - 02 97372197</p> <p>Laboratory assistant: Valentina Sarau valentina.sarau@naba-da.com</p> <p>Laboratory assistant: Carlo Siviero carlo.siviero@naba-da.com Tel. 02 97372203 - 02 97372205 - 02 97372197</p> <p>Laboratory assistant:: Camilla Bertoni camilla.bertoni@naba-da.com Tel. 02 97372203 - 02 97372205 - 02 97372197</p>
------------------------	---

TEXTILE LABORATORY

The Print and Dye Laboratory is equipped to dye fabrics in thermoelectric tanks, and also has induction plates and washing machines; there is also drying equipment for fabrics and equipment for silk screen printing by hand of placed designs, using the frames in the laboratory. The laboratory has domestic sewing machines, heat press for transfer onto fabric using special paper, and an oven for product polymerization. It also has smaller tools for special processes (e.g., hot glue guns).

CONTACTS	<p>fashionlab@naba-da.cm Building K, first floor</p> <p>Laboratory assistant: Salvatore Averzano salvatore.averzano@naba-da.com Tel. 02 97372408</p> <p>Laboratory assistant: Francesca Bricchi francesca.bricchi@naba-da.com Tel. 02 97372408</p> <p>Laboratory assistant: Martina Camillo martina.camillo@naba-da.com Tel. 02 97372408</p>
-----------------	---

KNITWEAR LABORATORY AND TEXTILE LIBRARY

The Knitwear Laboratory is equipped with knitting machines, a electronic knitting machine like Shima Seiki and also included domestic sewing machines and professional iron.

CONTACT PERSON KNITWEAR LABORATORY	Anna Paola Dos Santos Silva
CONTACT	<p>Building E, ground floor, E0.4 annapaola.dossantos@naba-da.com Tel. 02 97372444</p>

The Textile Library has a collection of some 4000 fabric samples, most of which have been coded and provided with data sheets. It is a place for research and in-depth information. The supervisor is available for advice and suggestions concerning research within the Textile Library.

CONTACT PERSON	Andrea Angeloni
CONTACT	Building E, ground floor, E0.2 andrea_angeloni@docenti.naba.it

Library

The Library is an important resource for students and teaching staff alike. It works in support of learning, teaching and research, providing books, films, dissertations, reports, and online resources.

The Library also has a reading room for study purposes and four iMac computers available to students.

Access to the Library and reading room is exclusively available to teaching staff and students at NABA.

CONTACT PERSON	Anna Rita Pagliaccia
CONTACTS	Building T, fourth floor library@naba-da.com Tel.: 02 97372 285 – 116
OPENING HOURS	The opening days and hours are available on the library website

Collection and resources

The Library catalogue includes:

- approx. 15000 volumes;
- more than 500 e-books;
- over 30 subscriptions to reviews;
- more than 500 Italian and international films DVDs;
- graduate and post-graduate theses;

The texts in the Library are divided into shelves according to subjects of interest of courses (art, design, graphic design, theatre, fashion, media, communication).

All the information related to the Library are available on the library website at this link:
<https://librarynaba-da.sebina.it/opac/.do>

This website allows you to search for a book by title, author and topic, to consult the digital version of thesis projects in PDF (Wi-Fi connection required) and to access to important online databases.

Borrowing

A maximum of three items can be withdrawn on loan at any one time; this includes books, DVDs and magazines for the period of one week.

The full regulations for library loans can be consulted online on the website of the Library and also affixed in the Library.

Materials Library

Inside the Library, you can find an innovative space used for our Materials Library. More than 100 material samples, selected on the basis of the needs of NABA courses. Each sample can be handled and it is accompanied by a data sheet, as well as a dedicated QR code for each one, which provides further information.

Online Database

The library makes specialist online resources available to users as part of the teaching process. By accessing the dedicated Library section in MyNABA when connecting to the campus Wi-Fi network, you will find a search box to browse the contents in our online resources:

- **JSTOR** is one of the most authoritative databases of academic journals, books and content related to art, design, music and more.
- **BOF - The Business of Fashion** is a database that provides daily news and updates on the fashion industry.
- **WGSN, Worth Global Style Network**, is an online trend and forecast platform focused on the world of design.
- **Material Connexion**: this is the largest research and consulting centre on innovative materials. Access to the contents of their database and premises in Viale Sarca is unlimited for NABA students.
- **EBSCO**: a large online research database with full texts of periodicals and e-books on art, architecture and design.
- **Vogue Archive**: a digital version of all issues of VOGUE AMERICA from 1892 to date.
- **Berg Fashion Library**: fashion and accessories research in historical, sociological, artistic, anthropological and geographical aspects.
- **Taylor & Francis**: this platform offers 40 publications on design, media, communication and videogames.
- **Domus Archive**, database with all the issue of Domus in digital versione since 1928 to the last 3 issues before the last in shops.

Library Services

RESEARCH ASSISTANCE

The Library supports students in their research and provides information about Library resources. It also provides students with the reports requested by teaching staff as integrative supports for their lessons.

NOTICEBOARDS

The Library provides additional information about exhibitions and events that may interest students, both on and off campus.

The Library service collects and provides information about calls for applications that may be of interest to students.

The applications are available for direct consultation in the Library or in the MyNABA reserved area.

MEDESRL.IT

Thanks to a collaboration with the online shop of fashion magazines and books medesrl.it, students are entitled to a discount between 10% and 20% on the entire offer of the site.

OTHER SERVICES

The Library also has a photocopier/scanner that students can use with their badges. Free press publications are available at the Library entrance.

The reserved area contains some free database sites as well as the main Libraries databases in Milan.

Photocopies/prints on campus

Print and photocopy stations in the students' computer room

The stations in the students' rooms are connected to 4 colour and black and white printers, which students can use to print and photocopy educational material.

The OneLogin area allows, through a dedicated app, to print directly from your computer.

Alternatively, prints can be made from a USB pen drive.

To print and photocopy material, it is necessary to place your badge on the machine reader.

Price of photocopies/prints:

- A4 colour: € 0.25
- A3 colour: € 0.35
- Black/white A4: € 0.05
- Black/white A3: € 0.10

Library photocopier

A photocopier is available for students to use in the library, with their personal badge and with the same prices and procedures as the study hall.

CONTACT	it.support@naba-da.com
----------------	--

ACADEMIC CAREER AND REGISTRATION SERVICES

NABA Registration Office is divided in two areas:

1. Student registration office
2. Online services registration office

1. Student registration office

The Registration Office offers support to students, specifically in three areas:

- following student career proceedings, from registration to final examinations;
- following management of the MyNABA reserved area for the relevant active online services;
- providing assistance to international students for procedures concerning tax ID code requirements and foreigner's permit to stay, registration with the City Council – Registry Office, opening a bank account and registration with the National Health Service.

CONTACT PERSONS	Manager: Sandra Mastrini Student Support Supervisor: Laura Maresca
CONTACTS	Building A, ground floor studentsupport@naba.it Tel: 02 973721 (select number 3 for Registration Office)
OPENING HOURS	NABA offices manage in-person services preferably by appointment according to the opening hours of the various offices available on MyNABA, but it is also possible to make appointments remotely (over the phone and possibly videoconferencing)

2. Online services registration office

Online services registration office:

- updates the information on MyNABA reserved area;
- follows and manages the available online services on MyNABA;
- ensures publication alerts;
- prepares exams and thesis calendars and manages appeals;
- provides calendars, hour lessons and free access to laboratories communication

CONTACT PERSONS	Manager: Sandra Mastrini Online Services Supervisor: Nicoletta Mauri
CONTACTS	Building C, second floor webservice@naba.it Tel: 02 973721 (select number 3 for Registration Office)
OPENING HOURS	NABA offices manage in-person services preferably by appointment according to the opening hours of the various offices available on MyNABA, but it is also possible to make appointments remotely (over the phone and possibly videoconferencing)

Student career procedures

The Registration Office is the reference office for all procedures concerning a student's career, from enrollment through to the final examination. Specifically, the Registration Office follows activities concerning:

- Enrollment;
- Interruption of studies, suspension of studies, rejoining a career and transfers to other institutions;
- Passages from internal courses;
- Issue of certificates (*);
- Management of student careers (registration of grades, study plan);
- Management of forms and exceptions to the obligation for attendance, forms for recognition of projects and extracurricular productions, etc.
- Issue of a final certificate and supplement diploma;
- Announcement of the activities of part-time collaboration (150 hours);
- Renewal of internal scholarships from NABA.

(*) In particular, to ask for the issue of certificates, it is possible:

- to send requests to the following address certificate@naba.it
- to use the active online service on MyNABA in the section > **Online Services**

Students can contact the Registration Office also in order to request:

- careers advice;
- check of study plans.

CONTACT	studentsupport@naba.it
----------------	--

MyNABA reserved area and other online services

The Registration Office deals with running the MyNABA reserved area and relevant active online services that can be consulted in the Online Services section in MyNABA.

For problems accessing the MyNABA reserved area and/or support requests for online services:
webservice@naba.it

CONTACT	webservice@naba.it
----------------	--

Assistance to international students

The Registration Office provides assistance to international students for procedures concerning:

- Tax ID code requests (for EU and NON-EU students);
- Requests to renew foreigner's permit to stay (for NON-EU students);
- Registration with the City Council – Registry Office (for EU and NON-EU students);
- Opening a bank account;
- Registration with the National Health Service.

The Registration Office organises specific meetings for the students who require requiring assistance for these procedures. The calendar of meetings and the office's opening times to the general public for management of these procedures are published in the MyNABA reserved area, in the section **Academic Registration Office > Assistance to International Students**

CONTACT	studentsupport@naba.it
----------------	--

Compliance with Italian regulations

All overseas students who enter Italy must comply with Italian law concerning the residence of foreign students. European students are obliged to register with the area police commission ([here](#) the Declaration to be presented), while non-EU students must apply for a residency permit, as required by Art. 5 of the Law 286/1998.

Other conditions include:

- Tax ID code (for EU and non-EU students)
- B: Foreigner's permit to stay (for non-EU students)
- C: Registration with the City Council – Registry Office (for EU and non-EU students)

For further information, it is possible to consult the dedicated MyNABA page.

Opening a bank account

NABA has completed agreements with few banks in order to guarantee students a wide range of choices

For further information, please visit MyNABA reserved area page.

Healthcare

The Registration Office can provide assistance and a guide for contacting a GP (healthcare is free for students with European Health Card), or it can support the student when registering for specialist treatments.

The Registration Office provides information to those wishing to register with the Italian National Health Service.

Support to students with learning disabilities or physical disabilities

The service for students with learning disabilities is to assist them in the educational experience, specifically using compensatory tools for examinations and/or for removal of obstacles in the learning process.

To use the service for students with learning disabilities, students are kindly asked to provide a medical certificate to the Registration Office.

Students with physical disabilities that require preparations for the correct use of spaces and equipment are kindly asked to inform the Registration Office or the course coordinator.

NABA does not offer specific tutoring or specially created learning tools, but it is committed to listening, informing and paying attention to be sure to remove any obstacles to the learning process and the use of spaces, equipment and services.

Career ALIAS

NABA is committed to guarantee to all its students a safe study environment, by safeguarding privacy as the constitutional core of human dignity and by building interpersonal relationships on mutual respect and protection of human person freedom and inviolability.

For this reason, starting from the academic year 21/22, the opportunity to access to ALIAS CAREER – a temporary digital identity alternative to the legal one – will be extended to all the transgender, non-binary and gender non-conforming students according to the gender self-determination principle.

The applicant will no longer be required to submit a gender dysphoria certificate issued by a mental health professional and an endocrinological assessment authorizing the hormonal replacement therapy: they will only have to subscribe a confidential agreement with the university.

The ALIAS profile, which entails the issue of a badge and an institutional e-mail account (@studenti.naba.it) with the ALIAS name, is valid only inside the University, it can be used neither in official documents such as enrollment certificates and graduation parchments, nor for internship or international mobility programs applications.

For students in a medical gender transition process under the law number 164/82: the ALIAS profile will automatically decay upon the submission to the Registration Office of the new identity document, obtained after the gender and name reassignment judgment is issued by the competent court.

PLEASE NOTE: For under-age students the activation of alias career must be requested by parents/exercising parental authority people/guardians by subscribing a supplementary form to the "Regulations for the activation and management of an Alias Career" (approved at the meeting of the Academic Council no. 06/2021 which took place on July 13th, 2021 and adopted by Director's Decree no. 28/2021 dated September 29th, 2021).

You can address the application request to the following e-mail addresses:

SANDRA MASTRINI – Registration Office Manager: sandra.mastrini@naba.it

TRISTAN GUIDA – Registration Office Assistant: tristan.guida@naba.it

For further information, please visit **MyNABA > Academic Registration > Career Alias**

STUDENT LIFE

NABA's Student Life Office assists students during their academic studies proposing or facilitating numerous extra-curricular activities to foster integration and socialization.

These activities, promoted together with the Student Council, the main Student Representative body of the Academy, might include parties, aperitifs, guided tours and trips to the most beautiful locations either in Italy and Europe, recreational classes, sports activities such as football, volleyball, basketball and table tennis.

In fact, NABA annually promotes and supports the establishment of Academy teams and their participation in official local university tournaments.

Auditions and subscriptions to be part of the Academy teams, take usually place at the beginning of the Academic Year and, the participation requires students a double weekly evening commitment: one training and one match.

Students can benefit from the numerous agreements signed by the Academy with cultural and commercial services, including sports centers, copy shops, theaters, medical centers and restaurants, as well as medical assistance service by appointment at a private medical practice near the campus.

NABA has set up the Buddy Project, an initiative in which a group of second and third year students volunteer additional support to international students. In addition to create a network of relationships with new students, the Buddy Project helps students to improve their language skills and their knowledge of different cultures.

Student Life office also collaborate with NABA's Academic Registration Office supporting students with their bureaucratic fulfillments.

WHERE	Building M - room 0.6
OPENING HOURS	Opening hours can be found in the MyNABA reserved area
CONTACT	<p>Alessandro Cagnetta alessandro.cagnetta@naba.it Tel: 02 97372252</p> <p>studentlife@naba.it www.instagram.com/stu_dentlife/</p>

The Student Council (Consulta degli Studenti)

The Student Council is the body that represents students within the Academy. Students elect council members, are part of the council and take part in its functions through student meetings organised during the year.

The Student Council (Consulta degli Studenti) will appoint two of its members to take part in Academic Council meetings for consultation and proposals concerning the protection of students' rights and interests.

The Student Council (Consulta degli Studenti) is strongly characterised by the independent planning of the students and decides on the running of academic activities self-managed activities in the cultural field, but also extra-academic sports and leisure activities so that they reflect the needs of the student body and evolve alongside it.

The Student Council (Consulta degli Studenti) accepts proposals from students through meetings that are open to all enrolled students.

The Student Council Regulations are published in the MyNABA reserved area in the dedicated section together with all the documents produced and the activities proposed: **Non-academic Services > Student Council**

Cultural, recreational and sporting activities

NABA organises and supports the Student Council "Consulta degli Studenti" with activities to promote integration and socialisation among students, such as: welcome and interaction projects between Italian and international students (see "Buddy Project"), sports teams and participation in official university tournaments and courses for free time.

Specifically, for some years, NABA has had its own official sports teams. The start of selection processes is usually around the first half of October.

Students involved will have weekly training sessions and an official match or game in the CUS or CUN official tournaments.

NABA has also developed agreements with sports centres. A list of these facilities can be found on MyNABA.

ENROLLMENT ASSISTANCE AND OTHER ADMINISTRATIVE SUPPORT

Administration office and enrollment assistance

The Administration Office is available for NABA students for:

- Enrollment
- Re-enrollment
- Identification of the payment band
- Payment of fees and taxes
- Loans

CONTACT PERSON	Gianna Veneri
CONTACTS	<p>Building A, ground floor</p> <ul style="list-style-type: none"> - contact for Italian students: rette@naba.it - contact for international students: tuitionfees@naba.it <p>Tel: 02 973721 (press 2 for the Administration Office)</p>
OPENING HOURS	<p>The office is available to receive students by appointment, to be booked by e-mail or telephone.</p> <p>The opening hours can be found in the MyNABA reserved area.</p> <p>All services can be supplied also remotely via telephone, email and video conference.</p>

University scholarships (DSU)

NABA students can apply for annual university scholarships (DSU) available in compliance with the Lombardy regional law no. 33 of December 2004.

This study scholarship (DSU) is an economic payment that is allocated through applications, based on merit and income. The number of scholarships is established by NABA on a yearly basis. Economic requirements for applications are identified based on the Equivalent Financial Situation Indicator (University I.S.E.E.). The scholarship amount can be increased by additional sum for students with disabilities or additional sums for international mobility. The amount of the scholarship is differentiated based on the corresponding I.S.E.E. group of the student's family, as well as on the different geographical origin of the student. Payment is made in two instalments, distributed during the Academic Year.

NABA's DSU office will coordinate direct interventions to implement study payments and to ensure publication of the annual call for applications for study scholarships, available for consultation in the MyNABA area of the NABA website.

CONTACT	Building C, second floor dsu@naba.it
OPENING HOURS	The access to the DSU Office is only allowed online. Individual appointments on site will strictly be upon reservation at dsu@naba.it

Part-time collaboration (150 hours)

For students enrolled in second or third years of undergraduate and master's degree courses

Pursuant to Art. 11 of Lgs. decree 68/2012, Art. 13 of Law 390 of 1991, of DPCM 9 April 2001, and all novations, amendments or integrations of same, NABA publishes an announcement for students enrolled in second or third years of undergraduate or master's degree courses to work part time in support of educational activities or services for the Academy.

First-year students in the academic year 2023/24 can present applications for the tutoring service from the 2nd year of their course (academic year 2024/25).

This position includes provision of a minimum number of 8 and up to a maximum of 150 hours to be completed during the academic year of reference, for an hourly rate of euro 8.00.

Applications for the service must be submitted exclusively via the online process that is accessible through the reserved area of the MyNABA website and no later than the deadline stated.

The call for applications, which is usually published mid-July, and the relevant information can be consulted in the reserved area of MyNABA inside the section **Tuition and Grants > 150 Hours Work/Study Program.**

CONTACTS	<p>REGISTRATION OFFICE</p> <p>Building A, ground floor</p> <p>studentsupport@naba.it</p> <p>Tel: 02 973721 (select number 3 for Registration Office)</p>
OPENING HOURS	<p>All services are provided remotely by e-mail.</p> <p>For emergency requirements the office is available to receive students by appointment</p>

COMPUTER AND ELECTRONICS SERVICES

Personal badge

Each student enrolled in the first year is provided with a personal badge, to be used as:

- an ID document;
- top-up card for access to the various print and photocopy services on campus;
- top-up card for use with the various vending machines on campus;
- top-up card for use with catering services at The Corner Campus Bar & Restaurant

The use of the badge is strictly personal.

The badge is provided to first-year students at the start of course. Students must provide the 2 photographs (as requested at enrollment).

Lost badges must be communicated to the Student Administration that will provide a duplicate at a cost of € 20.00.

The reception will communicate the date of delivery of the new badge.

Students are obliged to comply with the regulations covering the use of personal badges, which can be consulted in the reserved area of the website in the section: **Education > Regulations and standards**

The badge has separate credit channels and therefore, credit topped up through a top-up device (vending machines/cash desks and totems at The Corner/photocopier) cannot be spent on other circuits.

Wi-Fi and computer access service

The NABA campus is covered by a Wi-Fi network that can be accessed by all students enrolled at the Academy.

To access the Wi-Fi service, students must connect to the campus network and enter their username and password, as sent to them by email during enrolment.

These credentials can also be used to access the computers in the mac laboratories on campus and the students' computer room, as well as to access the NABA internet network. Each student has their own 40-Gigabyte virtual Intranet archive space on the NABA network and this can be accessed from the computers in the laboratories and students' room.

This system makes it possible for students to organise their own documents in a single virtual archive and to work on them from different stations.

Student data on the Intranet is archived for an academic year until the end of the lessons.

We recommend always creating a backup of all files on own networks or hardware support.

OneLogin

The platform used by the Academy has centralized access via the OneLogin portal.

After logging in with the link <https://gge-ita.OneLogin.com/login>, in the "Company" area, the available platforms are shown (e.g. email management platform, access to MyNABA, etc.).

To access the portal, students must connect to the campus network and enter their username and password, as sent to them by email during enrolment.

NABA email account

NABA gives all students a personal email account: [name_surname@studenti.naba.it](mailto:nome_cognome@studenti.naba.it).

Academy communications will be sent to the NABA account. Movements and cancellations of lectures will be promptly sent via email.

It is therefore advisable for students to check their NABA email account daily for the latest communications.

The webmail is accessible from the “OneLogin” portal: <https://gge-ita.OneLogin.com>

Access credentials will be sent to the personal email address communicated by the student during enrolment and a copy will be sent to the NABA email address.

Students are also required to read and comply with the Rules for the use of the @students.naba.it e-mail account and the badge (available in the MyNABA Reserved Area) and in general to respect the ethical rules for the us.

MyNABA: the academy online

MyNABA is a specific section of the NABA website, managed by the Registration Office, where students and teaching staff can find information and clarifications concerning their academic career, teaching activities and services and laboratories on campus.

The reserved area is also used for direct access to the student's NABA email (name_surname@studenti.naba.it - name_surname@docenti.naba.it), consult the Noticeboard, and use the following services online:

- study plans, including marks for examinations and relevant credits, and teaching syllabuses;
- course attendance (presences/absences);
- changes to personal data;
- request for certificates;
- completion of study plans (service active only in specific periods);
- EOS examination noticeboard: view of exam dates and enrolment for examinations (service active only in specific periods);
- Registration for the final academic diploma examination (service active only in specific periods);
- completion of questionnaires (service active only in specific periods);
- noticeboard and news;
- competition and calls for application;
- Laboratory reservation (service available for Design and Fashion Design laboratories);
- submission of applications for "Part-time collaboration -150 hours", from second year of course (service active only in specific periods);
- Submission of "application for DSU scholarship" (service active only in specific periods)

MyNABA can be accessed through the homepage of www.naba.it and/or at my.naba.it entering the username and password sent to the student's personal email address, as provided during enrolment, and in copy, to name_surname@studenti.naba.it

CONTACT	For problems accessing the service: webservice@naba.it
----------------	--

MyNABA App

“MyNABA” is a free app that NABA has developed to improve communication between the Academy and its students. Using the app, which is integrated with the MyNABA platform, students can receive real-time updates on events, lecture rooms, changes to classroom.

The app is used to:

- View study curricula and marks
- Check timetables and rooms
- Check attendance
- Receive news and academic notices
- View opening times for offices and laboratories
- Receive communications for events, with browse and calendar functions
- Receive live push notifications for all communications sent out by NABA

The MyNABA app can be downloaded from the official app stores for Apple, Android and Windows devices.

TECHNICAL ASSISTANCE	it.support@naba-da.com
-----------------------------	--

INDUSTRY RELATIONS & CAREER SERVICE

The NABA Industry Relations & Career Service Office offers its students and alumni a range of opportunities to facilitate their entry into the world of work, favoring the transition from the Academy to the working context.

It does this through two types of initiatives, those of Industry Relations and those of Career Service. These initiatives aim to provide useful tools for professional self-promotion and real and concrete opportunities to get in touch with leading companies within their sector. The formats for these experiences are: workshops, Design Marathon, Recruiting Day, Talent Harbor and internships.

CONTACT PERSONS	Industry Relations: Sofia Arendarczyk Career Service: Simona Castagna Ferria Contin
CONTACTS	Building C, second floor careerservices@naba.it Tel: 02 9737176
OPENING HOURS	All services are provided remotely. For emergencies and specific requests we receive by appointment.

Preparing for the world of work

Talent Harbour

The Career Service organises career orientation meetings for students, helping them to map out their skills and define their professional aims.

Every year, the Office promotes, within the NABA Campus, an event dedicated to students and Alumni: Talent Harbour week.

The purpose of these events are to encourage and advise students and Alumni towards a more conscious career path.

Important companies and opinion leaders share their experiences providing students/Alumni with advice about the different professional figures and roles and offering the opportunity to attend recruiting sessions in Campus.

Face-to-face with a company: projects and recruiting

The Career Service Office contacts companies to arrange internship agreements, to launch training programmes for students and graduates, and to organise recruiting sessions.

Job Corner

In the Career Service office, we provide a Job Corner service dedicated to alumni, with the aim of making it easier for students to enter the world of employment, by setting up extra-curricular internships or professional opportunities.

All Alumni are able to access the Job Corner, to request personalised appointments.

To use this service, it is necessary to schedule an appointment through the NABASYMPLICITY platform (<https://naba-csm.symplicity.com>).

Finding an internship

The Career Service collects and sorts the requests and wishes of students/alumni and sorts them according to company offers:

- It is in contact with a wide range of partner-companies and professional firms offering employment/internships.
- It organises initial contact with companies, supporting students in their interview preparation.
- It offers consulting services for bureaucratic procedures when activating an internship.
- It also offers support and coaching during internship periods.

The Career Service offers the NABASYMPLICITY platform, a web platform dedicated to the self-promotion of students and alumni at professional level. Students/alumni can consult and apply for internship/employment opportunities on the platform.

Students can access NABASYMPLICITY using the login procedure (One Login).

Go to <https://naba-csm.symlicity.com>, click on student and enter name surname and PW used to access Wi-Fi on Campus.

Through this platform, students can:

- Publish their curriculum vitae
- Publish their portfolios, personal projects and degree thesis
- Contact companies
- Submit their candidacy for internship and placement offers
- Take part in competitions and special projects
- Be selected to receive work opportunities
- Be informed on important events being held outside the NABA campus.

NABA Alumni community

40 years after its foundation, NABA presents NABA ALUMNI.

The first community launched by NABA with the aim of sharing, connecting and reuniting Alumni around the world, ambassadors of creativity, design and value.

Being part of NABA ALUMNI means getting in touch with a network of people who share the values of the Academy, keeping up with the world of creativity, sharing skills, projects and professional experiences in a constant exchange with former students , academia and business sector.

SERVICES

NABA offers initiatives and services for its Alumni aimed at bringing the academic world closer to the working environment, updating and increasing professional and cultural knowledge, thus creating opportunities for Career Networking.

NABA Alumni can benefit from personal guidance and dedicated placement services.

- on www.naba.it there is a dedicated section for alumni, where different projects are communicated.
- NABASYMPLICITY website *

*Alumni platform access:

Go to <https://naba-csm.symlicity.com>, click on alumni and enter name surname and the PW used to access Wi-Fi on campus. In case of a forgotten PW, write to helpdesk@naba.it.

- **Career Development:** Alumni can publish and apply for internship and placement offers and ask for counseling and orientation meetings in the labor market.
- **Lifelong Learning:** NABA organizes, in collaboration with other partner institutions, courses dedicated to the development of soft skills, the entrepreneurial development and the continuous development for the various professional profiles
- **On line library:** Alumni have free access to prestigious online databases.
- **NABA Corporate benefits**

CONTACTS	alumni@naba.it Tel: 02 97372221
-----------------	--

OTHER SERVICES

Housing service

The Housing service helps students with accommodation in Milan, either in private apartments and/or accommodation managed by selected providers.

CONTACT PERSON	Brunello Morelli
WHERE	Building A, ground floor
OPENING HOURS	Monday to Friday, from 10.00 am to 2.00 pm
CONTACTS	<p>Website: www.milanhousing.it</p> <p>E-mail:</p> <ul style="list-style-type: none"> - general information and “long stay” accommodation (three-year degree courses, and two-year specialist and master's degrees): info@milanhousing.it - housing for six-month and summer courses, as well as Erasmus programmes: short@milanhousing.it <p>Tel: 02 36517943</p>

The Corner – campus bar & restaurant

The Corner, Campus Bar & Restaurant is on three floors: a large central dining room, a mezzanine floor and a panoramic summer terrace. There is also an al fresco area in the summer.

At The Corner, there is a handy payment system using the student's personal badge, providing a 20% discount on list prices.

To top up the badge, it is sufficient to place the card on the reader in The Corner and insert a banknote (accepted denominations: €5.00/€10.00/€20.00/€50.00) or hand it to an operator and ask to top up by the required amount (to be paid in cash or by credit/debit card). The reader (totem) accepts coins and also gives change.

After topping up the badge, it is necessary to inform the operator of purchasing choices and then to place the badge on the special readers near the cashier (at the bar, the badge needs to be handed to the operator).

The operator will issue a receipt with the foods chosen and the available total.

Please remember that badges are personal and have two separate credit channels: one for the Bar & Restaurant area and the other for vending machines on campus. Therefore, it is not possible to store or use credit from vending machines inside the Bar & Restaurant area and vice versa (except for unverifiable fraudulent spending).

Credit for food consumption at The Corner is associated with your personal data and not your badge; therefore, in case of loss, you will not lose your credit and you can charge any remainder to your new badge.

To keep up to date on the daily menu, offers and initiatives, there is an app for The Corner called MySodexo. You can use this to look at information about the products in the bar and restaurant, such as nutritional content, calories, allergens, and therefore, personalise your food diary.

You can also consult news on activities and events in The Corner.

WHERE	Building R
OPENING HOURS	The opening hours are available at the entrance to the venue and are then reported in the MyNABA reserved area
CONTACT	Ristorante.Thecorner.FMS.IT@sodexo.com

Agreements with stores and services

NABA has various agreements with businesses and service providers which provide discounts and offers for NABA students.

The list, which is regularly updated with new agreements, is available at reception and can be downloaded from MyNABA in the section > **Non-academic Services > Other Services > Agreements with stores and services.**

There are offers ongoing with colour shops, copy services, bookshops, fabric stores, driving schools, costume hire services and retailers of various types, cosmetic stores and hair salons, numerous theatres and cultural centres, but also health services, opticians, dentists and private therapists.

Using the MyNABA account, it is also possible to access an online store that offers Apple products at convenient prices (register with school email at <https://naba.juice.it/>).

STUDENT WELLBEING

Starting from the 2023-2024 Academic Year, NABA has launched a Psychological Desk to the existing Counselling service.

The two services are aimed at facilitating students in dealing with specific moments in their personal lives and thus leading to a more serene experience at the Academy.

Both are free services that can take place in person on campus or remotely. They both offer a series of meetings and a possible induction to an external therapeutic path.

For timetables and contacts, please check the relevant MyNABA page:

<https://my.naba.it/en/Pages/Didattica/Student-Care.aspx>

Individual Counselling

In details, the **INDIVIDUAL COUNSELLING** is a confidential space, managed by a professional Counselor, where the student can deal with the difficulties that might emerge in various areas of life, such as those arising in the course of study, in interpersonal relationships and in one's own maturation path, communication difficulties, low self-esteem, difficulties in one's relational and emotional life, being away from home, cultural settling-in, anxiety about exams or the completion of studies, making decisions and solving problems.

Psychological Desk

The **PSYCHOLOGICAL DESK** is managed by a team of psychologists and psychotherapists. It is a meeting place for people who are going through a complicated moment in their lives and who need a different point of view to deal with it. The team includes experts with different specializations able to provide support in facing different forms of psychological discomfort and suffering (negative and/or repetitive thoughts; forms of deep sadness; permanent sense of distrust in oneself and/or in others; difficulty in sleeping or eating; fatigue in coping with everyday life; situations of conflict; moments of great confusion about oneself; paralyzing fears).

Access to the psychological desk can occur both spontaneously at the very moment in which the student perceives the difficulty (even in an emergency situation) and by appointment agreed via email between the student and the psychologist/psychotherapist.

QUALITY MONITORING

Thanks to the quality of the courses and services offered, NABA has had UNI EN ISO conformity certification since 2000.

Quality certifications concern the processes that ensure the development and provision of higher education courses in compliance with the principles of the ISO 9011: 2015 standard (Quality management system); and environmental management processes in accordance with the ISO 14001: 2015 standard (Environmental management system), which certify NABA as a green-oriented institution that has environmental protection among its core values.

These certifications represent a guarantee of quality for all parties involved in the Academy: Students, Teachers and Staff.

To monitor student satisfaction and collect suggestions that can be used to improve the education and services offered, NABA uses the following tools: assessment questionnaires, dedicated meeting with student groups (Student Council and Student Forum), spontaneous meetings in various offices working in contact with the public.

To eventually report any problems found and/or suggestions for improvements of the services offered, a specific form is available at the Library. The form can be filled in and submitted at the Library; also, it is possible to contact the e-mail address qa@naba.it

Student Council e Student Forum

As part of Service Quality monitoring, NABA also collects student feedback in a structured manner, using the formats of the Student Forum and Student Council, feedback meetings between Students and School, and with each class and class representative. Students can use these occasions to share their observations and remarks, as individuals or groups as well as make suggestions.

Satisfaction questionnaires

NABA regularly collects feedback from students on their educational experience at the Academy, also using Student Questionnaires. The results are carefully processed in order to guarantee listening and continued improvement of educational quality.

USEFUL INFORMATION

Emergency numbers

Single emergency number 112

Using the single emergency number 112, calls are directly switched to the emergency service required **Police, Emergency Medical Services, Fire Services** or **Carabinieri**.

It also has a multi-language service for simultaneous translation of calls using an interpreter.

Police station

NEAR THE ACADEMY:

- Porta Ticinese - Via Tabacchi 6 - Tel: 02 8330181
- Porta Genova - Piazza Venino 6 - Tel: 02 4380071

CENTRAL POLICE STATION:

- Via Montebello 26 - Tel: 02 62261

Healthcare assistance

Italian students who live in Milan can choose a GP for their period of study in Milan, contacting their area health authority.

Health Authorities nearest to NABA: Via Gola, 22 – <http://www.asst-nordmilano.it/gola>

European students can use the blue card for European health services and be examined by a GP from the National Health Service, without any extra charge.

Non-EU citizens are not required to register with the local health authority, but this allows them to use healthcare services, including in hospitals, in the same way as an Italian citizen for a cost of €150.00 per year (from January to December).

To apply for this, it is necessary to have a valid foreigner's permit to stay (a receipt for this is not enough).

The Registration Office can assist students in this process.

Codice verde

NABA has a special agreement in place with Codice Verde, a private healthcare service that provides first aid services and offers the possibility to book same-day specialist examination services. NABA students can use a 10% discount for services offered.

NABA also has various agreements in place for healthcare, which can be viewed in the section on MyNABA.

Via Crivelli 15/1, Milan - <https://www.codiceverde.com/c/it/>

Family planning

The Family Counseling is a multi-professional service that takes care of individuals, couples and families in different moments of their life cycle, offering answers to situations of crisis, difficulty and questions on how to deal with changes in their life paths and relationship:

<https://www.serviziterritoriali-asstmilano.it/servizi/consultori-familiari/>

Pharmacies

Free phone Farmacie Milano 800 801185

PHARMACIES CLOSE TO CAMPUS:

- Farmacia Alzaia Pavese - Via Pichi, 9
- Farmacia Bianchini - Via Pavia, 1
- Farmacia Conte - Via Lagrange, 2
- Farmacia Meda - Via Meda, 37

PHARMACIES OPEN 24/7:

- Farmacia Stazione Centrale
- Farmacia Boccaccio - Via Boccaccio, 26
- Farmacia Carlo Erba - Piazza Duomo, 21
- Farmacia Reale - Via Larga, 16

Hospitals

Emergency: 112 (single emergency number)

MILANO HOSPITALS AND EMERGENCIES:

- Ospedale Fatebenefratelli - Corso Porta Nuova, 23 - Tel: 02 63631/ www.fbf.milano.it
- Ospedale Luigi Sacco – Via G. B. Grassi, 74 - Tel: 02 39041/ www.hsacco.it
- Ospedale Maggiore (“Policlinico”) - Via F. Sforza, 35 - Tel: 02 55031/ www.policlinico.mi.it
- Ospedale Niguarda - Piazza Ospedale Maggiore, 3 - Tel: 02 64441/ www.ospedaleniguarda.it
- Ospedale San Carlo - Via Pio Secondo, 3 - Tel: 02 40221/ www.sancarlo.mi.it
- Ospedale San Giuseppe - Via San Vittore, 12 - Tel: 02 8599 - www.fatebenefratelli.it/s.giuseppe
- Ospedale San Raffaele - Via Olgettina, 60 - Tel: 02 26431/ www.sanraffaele.org
- Ospedale San Paolo - Via Di Rudinì, 8 - Tel: 02 81841/ www.hspsanpaolo.mi.it

Postal services

Free phone POSTE ITALIANE: 803 160

<https://www.poste.it/>

POST OFFICES NEAR TO THE ACADEMY:

- Via R. Bonghi, 3
- Via Rimini, 2
- Via Tosi Franco, 2
- Corso di Porta Ticinese corner with Via G. Giacomo Mora

Private courier services

- UPS: <https://www.ups.com/it/it/Home.page>
- TNT: <https://www.tnt.it/>
- DHL: <https://www.dhl.com/it-it/home.html>
- BARTOLINI: <https://www.brt.it/it/home>

Credit cards

In case of credit card loss or theft, this must be reported to the police station and to your credit card provider.

- American Express: 06 72 90 03 47
- Diners: 800 864 064
- Cartasì: 800 151616

- MasterCard: 800 870 866
- Visa: 800 819 014

Milan: Open WIFI

Open WIFI is the free wireless network for the municipality of Milan.
This service allows free web browsing in all areas of the city that are covered.

<https://www.comune.milano.it/servizi/wifi-gratuito-del-comune-di-milano>

Public transport “ATM” Milan

Azienda Trasporti Pubblici Milano: www.atm-mi.it

ATM manages the whole public transport network in Milan: metro, bus and tram. The GiroMilano section of the website allows you to calculate the best route to your destination.

ATM POINTS FOR INFORMATION AND TO PURCHASE PASSES:

- Romolo MM2 (closest to NABA)
- Duomo MM1-MM3
- Centrale MM2-MM3
- Cadorna MM1-MM2
- Garibaldi MM2
- Loreto MM1-MM2

To activate a pass, you need to visit an ATM point with the following documents:

- Tax ID code
- 2 passport-size photographs
- Copy of an ID document
- Application form (available from ATM)
- Self certification of student status

Railways

- TRENORD (Regional Services): <https://www.trenord.it/>
- TRENITALIA: <https://www.trenitalia.com/it.html>
- ITALO: <https://www.italotreno.it/it>
- MALPENSA EXPRESS: <https://www.malpensaexpress.it/>

Airports

- Linate: <https://www.milanoline-airport.com/it/>
- Malpensa: <https://www.milanomalpensa-airport.com/it/>
- Orio al Serio: <https://www.milanbergamoairport.it/it/>

Milan taxis

General number to call a taxi: 02 7777

- 02 6969
- 02 8585
- 02 4040
- 02 5353
- 02 6363