

STUDENT'S HANDBOOK



Thank you for choosing RISEBA. Welcome to our community!

We wish everyone to enjoy and gain an exciting and unforgettable experience. This handbook will help you understand our university's study process and successfully organise your studies.

If you can't find an answer to your question here, ask us and we will help.
Please note that study-related information will be available in the following two systems:

ELECTRONIC LEARNING
ENVIRONMENT
e.riseba.lv



STUDENT ELECTRONIC
INFORMATION SYSTEM
my.riseba.lv

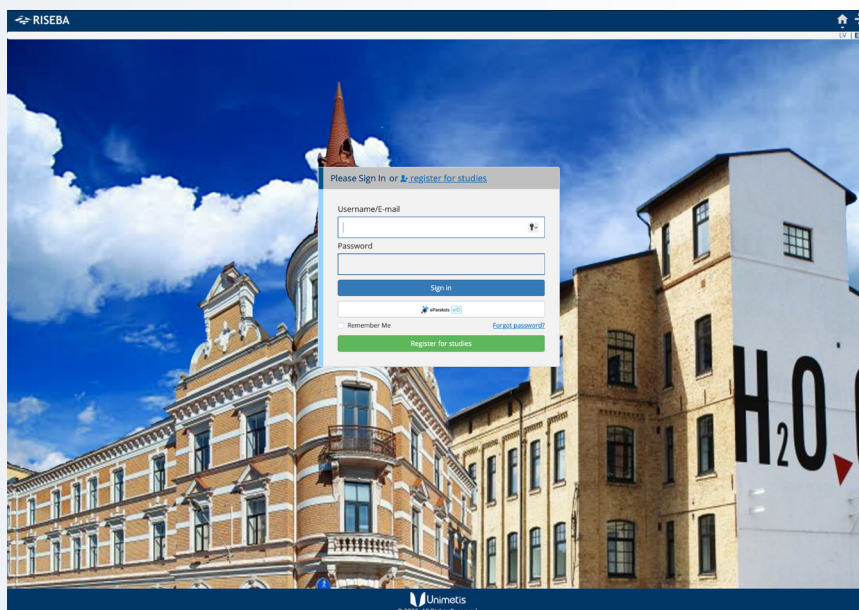


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TERMS, DEFINITIONS AND ACRONYMS

RISEBA

RISEBA University of Applied Sciences

academic record

a document signed by the RISEBA Rector or their authorised representative which includes the following information: the student's study programme title, study course title, academic staff, CPs and ECTS or academic hours, grade and its study leave down, and examination date

academic staff

a member of the RISEBA academic staff, whereas if the academic staff is elected to an academic position, the positions can be: lecturer, assistant professor, associate professor, professor, researcher

academic test

there are two types of tests at RISEBA, i.e., mandatory, and other tests.

- **Mandatory tests** must be taken: intermediate tests, exams
- **Other tests** which an academic staff member may deem necessary to conduct and/or mark (e.g., minor tests, homework, seminar activities, self-test tests, etc.)

administrator

RISEBA Study Programme Administrator

annual student survey

an electronic survey organised at my.riseba.lv at the end of every study year. It is anonymous and data are analysed by the Quality Department. The purpose of the *Annual Student Survey* is to find out what students think of our study processes, availability of facilities and resources, work of the Student Council and other matters related to the studies and the academic environment. Survey completion period: 10 days

contact hour

direct interaction between the student and academic staff for one academic hour, which is 45 minutes, to achieve the study programme goals and perform assignments in accordance with the study programme plan

course assessment survey

an electronic survey, which is an important quality assessment tool, ensuring involvement of students and academic staff in course improvement. Participation in surveys is mandatory for all RISEBA students. They are distributed on my.riseba.lv. They are anonymous and can be completed within 10 business days following the date of examination. Data are collected and analysed by the Quality Department

course comparison report and the personal study plan

a document showing a comparison of the study courses previously taken by a student in the study programme with the study courses in the current study programme. The comparison may result in course differences and/or academic arrears (in certain cases), a list of which and the deadline for completion will be specified in the report. The Study Programme Director will draw up the document and acquaint the student with its content

course description

a document which sets out the aim and expected results of a course, the content of the course required to achieve the expected course results, mandatory literature, additional literature and other sources of information, and outlines the student's independent work organisation and tasks, study result assessment criteria and course assessment structure for the final assessment. See the course website on: e.riseba.lv

course materials	materials prepared by academic staff for studying for the course
course paper	an independently performed research work within a course with the aim of carrying out the critical analysis of literature, exploring and solving a specific business problem using knowledge and skills acquired during the studies. In addition, learning how to apply research methods, including quantitative methods, in practice
CP	a credit point (CP) is a unit of measurement of the amount of work required to achieve the results defined in the study programme or a portion thereof and the associated study load
defence of the final thesis	a part of the final or state examination, a public presentation of the <i>Final Thesis</i> . Students must prepare their <i>Final Thesis</i> presentation and defence speech for the <i>Final Thesis</i> defence (with the approval of their scientific supervisor) and answer the questions of the SEC
distance learning	a part-time education format where students study for their course independently using the learning materials developed by RISEBA and various technical and electronic means of communication
e.riseba.lv	digital learning environment (platform) Moodle
ECTS	European Credit Transfer System (ECTS) created by the European Commission. It is a system based on study load and created to promote mobility, CP accumulation and transfer, and international recognition of study periods abroad
Erasmus+	the European Region Action Scheme for the Mobility of University Students (ERASMUS) is one of the most popular lifelong learning exchange programmes for students and academic staff, contributing to the development of universities within a single European Union (EU) higher education area
ex-matriculated	taken off the student list (disenrolled)
failed assessments	the final assessment of the study course has either not been received or has been failed
final assessment	assessment of the student's work throughout the course. The share of each test in the final assessment is set out in the <i>Course Description</i>
final examination	academic programmes have a final examination and professional programmes have a state examination
final thesis	a <i>Bachelor's</i> or <i>Master's thesis</i> which must be prepared and defended as a condition for an award of a Bachelor's or Master's degree and/or qualification
financial arrears	the student's overdue payments during his or her studies under the <i>Study contract</i> (tuition fees, accrued late payment interest) and for additional paid services (<i>References, Order to retakes</i> , etc.)
graduation examination	examination at the end of a Bachelor's or Master's study programme consisting of the preparation and public defence of a <i>Final Thesis</i>

higher academic education studies

provide an opportunity to acquire theoretical knowledge and research skills. Academic education studies end with graduation examinations which include preparation and defence of a *Bachelor's* or *Master's thesis*. After successfully completing our academic study programme, students attain an academic Bachelor's or Master's degree

higher professional education studies

provide an opportunity to prepare for theoretical and professional activities. Higher professional education studies end with state examinations. Students will be awarded a professional Bachelor's or professional Master's degree and the relevant professional qualification. The professional study programmes have a more practical focus and once completed confer a professional qualification

IL

interlibrary loan (IL) is a form of cooperation between libraries whereby a library can borrow prints or other documents or copies from another library or lend its prints or other documents or copies to another library to satisfy requests from library users

ILL

international interlibrary loan (ILL) is a form of international cooperation between libraries whereby a library can borrow prints or other documents or copies from another library or lend its prints or other documents or copies to another library to requests from library users

internship

internship is a part of the study programme and is mandatory for the higher professional education studies. Internship assignments and methods of execution control are determined by the description of the study internship programme

ISIC

International Student Identity Card (ISIC) is the only internationally recognised part-time or full time student ID card. It is proof of a student's status worldwide and offers discounts on goods and services in Latvia and across the globe

IT

information technologies (IT)

matriculation

enrolling a person on the university's student roll (matricula)

my.riseba.lv

student online information system (platform)

online classes

a portion of the study process to provide the opportunity to attain the results planned in the study process: individual or group work, e.g. seminars, lectures, consultations, etc. taking place online on Zoom or another platform

order to retake

a personal marking protocol requested in my.riseba.lv system which allows students to take a study test outside the approved course plan

place of internship

a company or organisation in Latvia or abroad where internship takes place

pre-defence

the *Final Thesis* preparation stage – public defence of the *Final Thesis* during its preparation presenting the aim, tasks, research methods used, and the expected or already existing results of the research. The purpose of the pre-defence is to help the student prepare the *Final Thesis* by giving comments and/or suggestions for improvement thereof when preparing the student's *Final Thesis* for public defence. The plagiarism check is also performed at this stage. The *Final Thesis* must be at least 70% complete. Pre-defence is mandatory for all RISEBA students. Study programmes may have their own defined pre-defence aims

regulatory documents

a set of documents defining RISEBA study processes. They are available at: [e.riseba.lv/Regulatory Documents](http://e.riseba.lv/RegulatoryDocuments)

scientific supervisor

a *Course paper* or *Thesis* Supervisor will help you choose a topic, methods and structure of your *Course paper* or thesis paper, *Review* the content of your paper and point out any errors, shortcomings, necessary changes and additions, and will *Review* and sign your completed paper

SEC

a state or final examination commission (SEC) consisting of a chairperson or deputy chairperson, four members and a secretary. The SEC includes RISEBA academic staff, employer representatives and industry professionals who are competent to assess the Final Thesis and award the appropriate degree and/or qualification

state examination

graduation examination in a professional Bachelor's or Master's study programme consisting of the preparation and public defence of the *Final Thesis*

study contract

a contract for attaining education signed between the student and RISEBA

study course

a study programme component with the level and scope in accordance with the study programme and defined study results. CPs are awarded upon successful completion of the course

study forms

higher education programmes may have full-time or part-time studies and the following forms:

- **full-time** where students study visiting the university, including distance learning, in accordance with the selected study programme;
- **part-time** where students study part of the programme content independently;
- **distance learning** where students study the programme content independently

study leave

official release of a student from active studies preserving their university student status. Study leaves are granted based on the students' requests. At the time of requests, all financial obligations must be settled in accordance with the *Study contract*. Failed assessments and course differences may be taken care of during a study leave

study level

RISEBA offers bachelor, master and doctoral degree studies

study paper

Course paper, Bachelor's or Master's thesis

types of studies

- **part-time studies** with less than 60 CPs/ECTS in an study year
- **full-time studies** with 60 CPs/ECTS in an study year

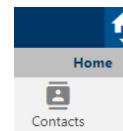
Union Catalogue

The Electronic Union Catalogue of Latvian libraries of national importance is an electronic catalogue of Latvian libraries containing the existing information resources of the libraries, i.e. books, periodicals, images, audio and video recordings, as well as electronic resources

1. COMMUNICATION WITH RISEBA

1.1. Who are my contacts at RISEBA?

The Study Programme Administrator (the administrator) handles matters related to the study process. If you have any questions, please contact your administrator first by email. Contact details are available on my.riseba.lv (top right) under 'Contacts' or on the [RISEBA website](http://riseba.lv). If you have any urgent questions, please call your administrator.



The Programme Director monitors the content of the study programme, creates the study plan/programme content and advises on the study process (for contact details, visit the [RISEBA website](http://riseba.lv)).

The IT Department is responsible for the operation of RISEBA internal and external (Internet) computer systems and networks. Please contact tech@riseba.lv, if you have any technical questions about email or access rights to RISEBA IT systems: e.riseba.lv, my.riseba.lv.

If you have an urgent question, please call +371 25620595.

The Head of Quality Assurance Reviews any suggestions and complaints related to the RISEBA study process. Contact details are available [here](#).

Accounting processes tuition fees. If you have any questions regarding any payments in connection with your studies, write to payments@riseba.lv.

The Library (bibl@riseba.lv) will answer any questions related to the library (registration, use of library services, use of catalogues, etc.).

The Customer Service Centre provides assistance in connection with the services provided by the RISEBA. Contact it by phone or electronically using the latest communication tools (Zoom, WhatsApp, MS Outlook, etc.) +371 26465351 riseba@riseba.lv.

All contact details can be found in the 'Contacts' section of the [RISEBA website](http://riseba.lv).

1.2. What can I get at the Customer Service Centre?

The Customer Service Centre will provide you with information on the following:

- RISEBA structural units and employees and their contact details;
- study programmes and admission requirements;
- RISEBA tuition fee discounts and other RISEBA benefits;
- applying for a study loan;
- various study matters: lecture and class timetables, locations and times.



Here you will also receive the statements previously requested on my.riseba.lv about your studies at the RISEBA.

1.3. Do you have any questions about the contents of the study course or how to contact academic staff?

Contact academic staff:

- each academic staff member has pre-scheduled consultations to discuss any queries or other issues related to your studies. The academic staff member will inform you about the timing of consultations during the first class and the information is also available on e.riseba.lv;

1.4. What questions may I address to academic staff?

- by contacting via the course website on e.riseba.lv:
 -  using the 'Forums' tool available in the general information section of the specific course's website. You will receive a copy of each message to your email, but please note that the message will be received by both academic staff and fellow students;
 -  using messenger in the top right corner of e.riseba.lv spreadsheet, find the academic staff member you need and send them a message in the e.riseba.lv environment. A copy of the message will also be sent to the academic staff member's email;
- via email. You will find the email addresses on the course website e.riseba.lv.

1.5. What questions will my administrator help to resolve?

- if you have any questions related to the content of the course, course materials, test assignments or exam tasks;
- if you do not understand any topic and need advice;
- if you cannot upload or complete the course tests on e.riseba.lv, because you have missed the test submission deadline/test date.

The administrator is responsible for any matters related to the administration of the study process (any matters other than the course content):

- questions about study processes;
- if you have problems or proposals;
- if you want to change anything in your study process;
- if you need any advice or assistance.

The administrator **can be contacted by email, phone or in person.**

1.6. How quickly will the administrator respond to my email?

Emails are reviewed on a first come, first served basis and usually administrators respond within two business days.

In case of urgent questions, please call. You will find the contact details at **my.riseba.lv/Contacts**.

2. PRACTICAL ASPECTS OF STUDIES

2.1. How do studies take place?

A study year is a 40-week period of studies divided into two semesters:

- autumn: September – January;
- spring: February – June.

Students master the selected study programme in both theoretical and practical classes, research work, independent studies and internships (if internship is included in the study programme).

Studies may be organised in the form of lectures, seminars, practical classes, etc., in accordance with the *Course Description*. Classes can be held individually for each group of students or jointly for several groups.

Study programmes are implemented in the following **ways**:

- full-time studies;
- part-time studies.

Study programmes are implemented in the following **forms**:

- full time;
 - part time;
 - distance learning.
-
- Lectures in Bachelor's study programmes (full-time) are scheduled on weekdays from 8:20 to 16:50
 - Lectures in Master's study programmes (full-time) are scheduled on weekday evenings from 18:00 to 21:10
 - Lectures in Bachelor's and Master's study programmes (part-time) are scheduled on weekday evenings from 18:00 to 21:10 and, if necessary, on Saturdays (or every other Saturday) from 8:20 to 21:10.
 - In distance learning, lectures are not scheduled, but Zoom contact hours may be scheduled, information about which is posted on the study course's website (e.riseba.lv).

NB! Study programmes may have different days scheduled for lectures (depending on the accreditation granted).

2.2. Where can I find my course list for the semester?

The list of courses/programme is available on:

- my.riseba.lv where a list of classes is available;
- e.riseba.lv where you can see the study courses which you have to master and complete during the semester in question. You should be able to access the course on the list on my.riseba.lv;

NB! The list of classes is subject to change, so follow the information sent to your email and changes posted on the my.riseba.lv calendar.

2.3. How will I receive my Diploma?

RISEBA invites all students to the graduation ceremony in person where the *Diploma* are conferred at degree ceremonies.

If you cannot participate in a degree ceremony, you can also receive your *Diploma* upon prior arrangement with the administrator:

- in person at RISEBA, at any convenient time, presenting an identity document;
- remotely via a courier service submitting an appropriate *Application* (see e.riseba.lv). We charge a fee for this service (in accordance with the *Additional Paid Services*).

For more information, see *PR049 Procedure for Issuing State-Recognised Higher Education Documents and their Duplicates*.

NB! The *Diploma* can only be collected by the graduate him-/herself or a notarially authorised person.

2.4. Can I change the form and type of studies?

You can change it if your study programme offers other study forms. To do this:

- submit the completed and signed *Application* for transfer to another study type to the administrator (the *Application forms* are available on e.riseba.lv);
- you will be informed of the decision once it has been approved by the Programme Director.

2.5. What should I know about participating in online classes, if such are planned?

When participating in online classes:

- your camera should be switched on;
- your microphone should be muted unless you are invited to speak;
- if you wish to speak and/or share information, use the raise hand feature and wait for the invitation.

2.6. Is there any recognition or support for good grades?

- RISEBA offers various discount programmes, including "Honours Student", "Good Grades" or even 100% RISEBA-funded budget places; see the RISEBA website for details; one of the main criteria:
 - The average grade for the previous semester cannot be lower than 9.
- RISEBA awards a *DIPLOMA OF HONOUR* if the student:
 - obtains the final grade of no lower than 8 in all courses of the study programme;
 - gets at least an 8 in the graduation examinations, including for the finalthesis.

NB! The grades obtained in the mandatory examinations on the first attempt are taken into account.

3. MISCELLANEOUS

3.1. Where can I find more information about RISEBA?

For more information about RISEBA, its governance, symbols, mission, vision and values, visit www.riseba.lv.

We encourage you to join the RISEBA WhatsApp community "RISEBA News", which aims at informing and reminding you about upcoming activities (e.g.: participation in conferences, guest lectures, competitions, etc.). Subscribe to the "RISEBA News" [here!](#)

We also encourage you to use the RISEBA social networks where we post up-to-date information:

■ Facebook	RISEBA.LV
■ Facebook International	RISEBA International
■ Instagram	@risebauniversity
■ Instagram International	@riseba_international
■ LinkedIn	RISEBA_University
■ Youtube	@risebaweb
■ Twitter	@RISEBA_LV

3.2. How can I express my opinion and get involved in quality improvement at RISEBA?

- by completing surveys on my.riseba.lv:
 - *Course Assessment Survey*;
 - *Annual Student Survey*;
 - etc. as necessary.
- by submitting a complaint or suggestion to any RISEBA employee or straight to RISEBA Head of Quality Assurance in accordance with [PR008 Reviewing Complaints and Suggestions](#):
 - informal complaint – informing a RISEBA employee about it orally or in writing, a quick and mutually acceptable solution is proposed (reviewed within 5 days);

- formal complaint – if the complaint has not been resolved informally, is complex or requires further investigation, inform the Head of Quality Assurance in writing (preferably using the **Complaints/Suggestions Form** created by RISEBA). A complaint resolution plan will be drawn up as soon as possible (reviewed within 30 days);
- suggestion – putting the essence of your suggestion orally or in writing to any RISEBA employee.

- By getting involved in the activities of Student Council and representing the interests of students in RISEBA collegiate institutions:
 - Constitutional Council;
 - Senate;
 - Academic Arbitration Court;
 - Study Programmes Councils;
 - Ethics Commission (if the question concerns a student's ethics violation).

You will find more detailed information in **NL0010 Student council regulation-sand** on the **RISEBA website**.

3.3. Do I have to complete the Course Assessment Survey?

Yes, students must complete the survey because it provides feedback on the content and quality of the courses.

Please remember that the surveys are anonymous and our academic staff will only see a summarised version and students' suggestions.

3.4. What is the Annual Student Survey?

Every May, our students complete the *Annual Student Survey* on my.riseba.lv platform. The results of the survey provide feedback about the study process obligation, available facilities and resources, Student Council activities and other matters related to studying at RISEBA.

3.5. When can I apply for and get my student ID?

- **RISEBA ISIC** will be issued to you at the University at the beginning of the study year. The Enrolment Reference is not required and your photo submitted to the Admissions Committee will be used to issue the card. The Card is free for our first year students and other students pay a fee for it. For more details, see the **ISIC Latvia website**. The card is renewed by contacting, payment for the card is made in cash.

- **ISIC digital card** – the ISIC app is the quickest and easiest way to present your ISIC card and it will help you discover the best deals. Download the ISIC app. The ISIC app is free and available for both iOS and Android devices. For more detailed information and to apply for the card, visit the ISIC website. If necessary, proof of your student status, identity document and a photo may be requested with the *Application*. The digital card is renewed electronically on the **ISIC website**.

- **Swedbank ISIC card** combines the internationally recognised student ID card and a Swedbank payment card. You can apply for the card at all Swedbank Latvia branches or **online**. Do not forget to bring your valid passport or ID card issued in Latvia. For more details and fees, see **here**. The card can be renewed at Swedbank Latvia branches.

3.6. Does RISEBA offer support to the students?

RISEBA offers its students free of charge:

- psychological support;
- supervisor consultation;
- career consultant support;
- RISEBA Alumni Mentor support;
- support in struggling with the studies.

More details on [our website](#).

3.7. What additional paid services are provided by RISEBA in connection with the study process?

A list of additional paid services and prices are available:

- in the [Additional Paid Services](#) section on the RISEBA website;
- in the Important Information section on [my.riseba.lv](#).

3.8. Are students eligible for discounts on public transport?

Students are eligible for public transport discounts if a service provider offers any such discounts. To apply for a discount:

- request a *Reference* on [my.riseba.lv](#) to prove your RISEBA student status;
- inquire with the public transport service provider what to do next.

All RISEBA students are eligible for discounts on [Rīgas Satiksme services](#).

3.9. Is there parking available near RISEBA?

- There is a 24/7 Mobilly Automatic paid car park in the RISEBA courtyard at 1/3 Meža Street.

To park the car:

- link your number plate to one of your Mobilly accounts (Mobilly app);
- pull into the car park;
- the barrier will open automatically and a camera will capture your number plate;
- park your car;
- the parking timer will start automatically via Mobilly Automatic;
- when you leave the car park, the camera will capture your number plate and the payment will stop automatically.

For more information, visit the [Mobilly website](#).

- You can also park your car free of charge on the nearby streets in accordance with [the Road Traffic Regulations](#).

3.10. Does RISEBA offer to use Microsoft Office?

During their studies, RISEBA offers its students free access to Microsoft Office 365 which can be used on 5 devices simultaneously (including smartphones, tablets, etc.). Microsoft Office includes modern email, 100 GB storage space where you can store and edit your Microsoft Office documents and the latest Microsoft Office *Application* software which you can install on your computer (Word, Excel, PowerPoint, Outlook, OneNote).

To learn how to connect to the Microsoft Office 365 service, see [here](#).

If you have any questions, please contact our IT Department by phone +371 25620595 or email tech@riseba.lv

3.11. Does RISEBA offer support in finding a job or internship?

- RISEBA organises Career Days twice a year, inviting representatives of companies, industry professionals and experts. During our Career Days, students can meet with representatives of companies and discuss their career development or internship options or to hear guest lecturers, attend masterclasses, seminars, etc. You can also attend some of the Career Days events remotely (Zoom).
- During the study year, RISEBA Career Development Centre regularly sends its students updates on current job or internship positions and, together with entrepreneurs/business partners, arranges meetings with business representatives to discuss career development opportunities.
- Together with the *EFMD Global Network*, we offer our students the opportunity to create their career portal to learn more about international work and internship opportunities.

For more information, please contact *RISEBA Career Development and Alumni Centre*.

3.12. Are there any extra-curricular activities?

RISEBA invites you to join:

- *The Student Council*: it actively works to support and defend interests of the students and improve our study processes. It is an opportunity to represent all RISEBA students, actively participate in organisation of various events, make new friends and gain experience which will come useful in your professional life. To apply, fill in the questionnaire;
- *The Eco Council*: if you are interested in sustainability, conservation, climate change and natural world, apply to the *Head of RISEBA Eco Council*.

We invite all RISEBA students to participate in extra-curricular activities, such as charity or social events, parties and other get-togethers, so look for updates on our website and follow us on social networks.

3.13. Does RISEBA offer any support to develop my business idea?

The RISEBA Creative Business Incubator is designed to support RISEBA students and alumni in starting and developing a new business by offering:

- monitoring;
- business coaching sessions;
- consultations and guidance on choosing a business model and developing a plan, project management issues;
- solutions for accounting and legal issues;
- valuable experience in networking events;
- guest lectures and seminars;
- infrastructure support.

For more detailed information, please visit the RISEBA website or contact the Head of the RISEBA Creative Business Incubator.

3.14. What are the options for meals?

In the RISEBA main building at 3 Meža Street, Riga:

- On the 1st floor, behind the Customer Service Centre you will find:
 - CUCUPOINT, an automated food outlet with a menu of hot dishes, soups, salads, snacks, desserts and drinks;
 - snack and hot/cold drink machines;

3.15. Is there drinking water available at RISEBA?

- On the ground floor, there is the CANTINE bistro RISEBA offering lunch and a place to relax.

RISEBA Architecture and Media Centre H₂O 6 at 4 Durbes Street, Riga:

- On the 1st floor, between Rooms 103 and 104, you will find CUCUPOINT, an automated food outlet with a menu of hot dishes, soups, salads, snacks, desserts and drinks;
- On the 1st floor, in Room 105, there is the Student Kitchen, where you can heat up your own food and drink.

NB! There are also plenty of other places to eat in the vicinity of the RISEBA main building, including a vegetarian meal within a 5-minute walk.

3.16. Does RISEBA have dormitories?

We invite to refill your water bottles/jugs free of charge:

- in the RISEBA main building, at 3 Meža Street, Riga, on the 1st floor (behind the Customer Service Centre);
- in the RISEBA Architecture and Media Centre H₂O 6, at 4 Durbes Street, Riga, in the Student Kitchen on the 1st floor.

RISEBA does not have dormitories, but we recommend using various accommodation options, such as those in the surrounding area:

- co-living, co-working spaces:
 - **SHED** offers stylish, brand new co-living and co-working spaces for students and young professionals, with the opportunity to rent single or double apartments in Riga with your preferred rental option;
 - At **"Duck Republik: Revolutionary Student Hotel"**, students have access to 4 fully equipped kitchens in the hotel building when booking a single or double room. There are also shared study rooms with high-speed Internet, a gym, a yoga room, a lounge with some entertainment options: pool table, various commission games, Sony PlayStation.
- hotels:
 - **Apart Hotel TOMO**: single and double rooms with a shared kitchen, laundry and gym;
 - **Best Hotel**: single and double rooms and a shared kitchen;
 - **Hotel Janne**: single, double rooms, apartments. To receive a quote, please indicate that you are a RISEBA student when booking;
 - **Bridge Hotel**: accommodation in a room with furniture and bed linen, equipped kitchen, laundry.

- You can also use other resources, such as real estate agencies, advertisement portals, to find the right place for you: **ARCO REAL ESTATE**; **Latvio**; **Rent Riga**; **City Real Estate**; **Airbnb**; **SS.COM**, etc.

4. WORKING WITH RISEBA IT SYSTEMS

4.1. How to use my.riseba.lv?

my.riseba.lv is an online information system (platform) for the students where they can access:



- a list of lectures;
- dates of mandatory tests;
- mandatory examination assessments;
- financial section (paid and unpaid invoices);
- contact details of their Study Programme Administrator;
- quick user guides,

or request:

- *a Reference;*
- *an Order to retake;*
- *an Internship Agreement.*

NB! The layout of our online environment can be changed.

After signing the *Study Contract* and making the first payment, you will be matriculated and receive your user's name and password assigned by our IT Department from your administrator. Should any questions arise, please contact: tech@riseba.lv. If your contact information changes, please inform your administrator. Video tutorial on how to use my.riseba.lv is [here](#) and the manual is also available on [my.riseba.lv](#).

4.2. How to use e.riseba.lv?

e.riseba.lv is online learning environment (platform) Moodle where you will find your current semester course sites with:



- the *Course Description*;
- course materials;
- the deadlines, times and calendar for the tests;
- links to distance learning activities (times, dates), if they are included in the study plan;
- study test submission locations;
- test sitting place (e.g. online tests);
- test grades and feedback, if provided;
- a forum where you contact the academic staff and fellow students;
- contact details of the academic staff member;
- a messenger function to contact academic staff.

After signing the *Study Contract* and making the first payment, you will be matriculated and receive your user's name and password assigned by our IT Department from your administrator. Should any questions arise, please contact: tech@riseba.lv. To learn more, watch the [video tutorial](#) on how to use e.riseba.lv.

4.3. Who can give advice on how to use the information systems provided by RISEBA?

If:

- you have any questions about the use of [e.riseba.lv](#) and [my.riseba.lv](#), contact your administrator by email or phone;
- your username or password does not work or you cannot upload your test paper to e.riseba.lv, email tech@riseba.lv for support;
- you need any IT support and/or advice on hardware and/or software, email our IT Department at tech@riseba.lv or call +371 25620595. The IT support service is also available on weekdays evenings and Saturdays..

To learn how to use e.riseba.lv and my.riseba.lv, watch the following video tutorial:

Tips how to use the e-RISEBA platform.

Tips how to use the MyRISEBA platform

4.4. Does e.riseba.lv have an app?

[e.riseba.lv](#) also has the mobile app Moodle.



5. INTERNSHIP, COURSE PAPER

5.1. Do I have to get an internship?

Internship is a mandatory part of professional study programmes. If you are studying an academic programme, no internship is required unless it is a part of your study programme.

5.2. How can get internship?

You can have your internship in a company or state institution, including a foreign one, in any sector relevant to your study programme in accordance with the study programme internship requirements. It is desirable that the place of your internship is the one you will research in your *Final Thesis*.

In the academic Bachelor's study programme "Architecture", the internship is implemented as a joint trip abroad, after which an internship report has to be submitted.

NB! Make sure there is no conflict of interest, e.g. the employer may not undergo an internship with his/her employee/subordinate.

5.3. What are the internship stages?

Internship stages:

- getting your internship assignments approved by RISEBA and your employer's internship supervisor;
- signing an *Internship agreement* (applied on my.riseba.lv in the section 'Internship');
- internship;
- completing internship assignments;
- completing and handing in the internship diary;
- submitting the internship report;
- assessment of the intern by the company;
- internship defence presentation to RISEBA commission.

For more details, see: [MN0007 Methodological Guidelines for Organisation of Internship](#) or in the internship programme/description of the specific study programme.

5.4. Does RISEBA offer internship positions?

If you cannot find an internship option by yourself, apply to the RISEBA *Career Development and Alumni Centre*. Please note that first you must read the internship requirements on e.riseba.lv, as internship conditions may vary from programme to programme.

5.5. What is the aim of *Course paper*?

The aim of the *Course paper* is to carry out an independent research work based on critical analysis of literature exploring and solving a specific business problem using the knowledge and skills acquired during the studies. In addition, learning how to apply research methods, including quantitative methods, in practice.

5.6. How do I choose a topic and supervisor for my *Course paper*?

You should choose one from the provided list of topics, fill in and submit a topic and scientific supervisor *Application* on my.riseba.lv. *Course paper* supervisors are approved by RISEBA Study Programme Directors.

NB! *Application* forms are available on e.riseba.lv

5.7. What do I do to get my *Course paper* assessment?

- Prepare and submit your *Course paper* in accordance with the set requirements and deadlines; for more details see:
 - *NL0094 Thesis Preparation Regulation for academic fields ECONOMICS, MANAGEMENT, ADMINISTRATION AND REAL ESTATE MANAGEMENT;*
 - *NL0100 Study Paper Layout Regulation;*
 - on the respective *Course paper* page on e.riseba.lv.
- Prepare your *Course paper* defence presentation.
- Defend it publicly.
- Answer questions of the commission. *Course paper* is assessed by the academic staff of the respective faculty (commission) using a 10-point system.

6. FINAL THESIS (BACHELOR'S AND MASTER'S THESIS)

6.1. Can I choose a topic and scientific supervisor for my *Final Thesis* myself?

Your Programme Director will give you a list of *Final Thesis* fields and potential scientific supervisors, but the topic will be chosen separately after discussing together with your scientific supervisor. You can also choose both the topic and scientific supervisor by obtaining an approval of the Programme Director.

NB! A single scientific supervisor may have a limited number of supervised *Final Thesis* so we recommend to choose your scientific supervisor timely.

6.2. What are the *Final Thesis* preparation requirements?

Before the *Final Thesis* is developed, each Programme Director organises a meeting on the preparation of the *Final Thesis*. For each study programme, e.riseba.lv has a *Final Thesis* page where you can find all the information you need.

The *Final Thesis* preparation and process are governed by the following regulations available at e.riseba.lv/Regulatory Documents/Regulations:

- *NL0090 Bachelor Thesis Preparation Regulation. For academic fields: Economics, Management, Administration and Real Estate Management;*

6.3. Is the pre-defence of the *Final Thesis* mandatory?

- *NL0091 Master Thesis Preparation Regulation. For academic fields: Economics, Management, Administration and Real Estate Management;*
- *NL0092 Bachelor Thesis Preparation Regulation. Academic field ART;*
- *NL0093 Master Thesis Preparation Regulation. Academic field ART;*
- *NL0095 Bachelor Thesis Preparation Regulation. Academic field ARCHITECTURE;*
- *NL0096 Master Thesis Preparation Regulation. Academic field ARCHITECTURE.*

Pre-defence is mandatory for all students and only students who have no financial debts or failed assessments will qualify for pre-defence.

Students who have missed pre-defence are not allowed to defend their *Final Thesis*.

Pre-defence is organised in person or remotely, as determined by the Programme Director. More detailed information is published by the Programme Director on the course website on e.riseba.lv.

6.4. Under what circumstances are students allowed to defend their *Final Thesis*?

For any student to be allowed to defend their *Final Thesis*, the following prerequisites must be satisfied:

- no failed assessments;
- no financial debts;
- positive assessment obtained in pre-defence;
- the *Final Thesis* is complete;
- all obligations towards RISEBA have been fulfilled (e.g.: books returned to the library, leased equipment returned, etc.);
- the scientific supervisor's report and the Programme Director's permission to defend the Thesis are attached;
- a positive *Review* has been received.

7. STUDY TEST SUBMISSION, ASSESSMENT SYSTEM, PLAGIARISM

7.1. What do I do if I cannot take any test by the deadline?

The study tests must be taken by the set deadlines. If any mandatory test deadline has been missed, you should obtain an *Order to retake*. If a paper has not been completed by the set deadline:

- contact the academic staff member to agree on test time and options;
- request an *Order to retake* on my.riseba.lv to take the test.

For more information about tests within a specific course, see the course website on e.riseba.lv.

All mandatory tests within the respective study course must be successfully passed for the final course assessment.

7.2. Where can I see my study test deadlines?

The dates and times of tests for the study course are communicated by the academic staff member, but can also be seen by the student:

- on my.riseba.lv (exams);
- on the course website on e.riseba.lv.

7.3. What are conditions for advancing to next year?

Advancing to the next study year takes place automatically if:

- you have no financial debts and
- you have maximum 3 failed assessments.

If the aforementioned criteria are not met, the possible solutions are as follows:

- if you have no financial debts and have **maximum** 5 failed assessments, you may submit an *Application* to the Programme Director to consider advancing you to the next study year;
- if you have no financial debts and **more** than 5 failed assessments, you will be offered a study leave and an individual study plan to settle your failed assessments.

NB! Each faculty may set additional requirements for advancing to the next study course.


7.4. What to do if I fail a mandatory test?

The test must be retaken and the grade corrected. As long as the test remains failed, this course has a failed assessment and the final assessment cannot be made. To retake the test:

- for the tests of the current semester, please contact the administrator who will issue you an invoice and an *Order to retake* on my.riseba.lv;
- for the previous semesters, request a paid *Order to retake* on my.riseba.lv to retake the specific test;
- contact academic staff.

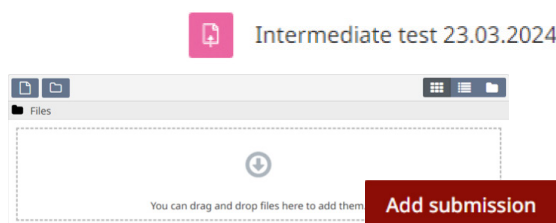
7.5. How to upload test or exam papers to e.riseba.lv?



If a study course provides for submitting a test to e.riseba.lv, most commonly, 2 test submission methods are used, which academic staff members include on their course website on e.riseba.lv

 **Assignment module/Activity** which allows you to submit any digital content (files), such as text processing documents, Word documents, Excel spreadsheets, images, small audio and video files, etc. Assignment Module/Activity is a convenient and effective tool to get more personalised and detailed response. Academic staff will assess each paper individually.

- Open the specific test assignment module/activity;

- click on:
Add submission;



- upload  or drag and drop  the file you want;
- save changes;
- submit the test (after this action, you will no longer be able to make any changes to the study test).


Save changes

Submit assignment

NB! Make sure the test is submitted in full, otherwise it may appear as a draft, which is not considered final and will not be corrected!



Test Module/Activity is a test created in the Moodle environment, various questions to test knowledge. It may contain questions with multiple or single choice, numeric questions, free response/essay type questions, etc. Academic staff can determine the number of attempts with the varied question sequence or random selection from the question bank, and set a time limit. Therefore, before starting the test, check your tutor's requirements. Each attempt is assessed automatically, except essay questions or individual assignment solutions.

- Check the test conditions on the course website on e.riseba.lv;
- open the specific test module/activity;  **Test -Simulation 12.09.2024 10.00-12.00**
- start the test answering all questions/tasks;
- complete and submit it for checking.

Attempt quiz

Submit all and finish

You can also find information in this [video](#).

7.6. How quickly will academic staff check my test or exam?

Academic staff will assess the mandatory tests within 5 to 10 days (if there are up to 50 students in the group) after the test date; assessments will be visible on my.riseba.lv.

7.7. What if I am not satisfied with my assessment? Can I retake to improve?

Yes. To do that, you should:

- agree in advance with an academic staff member;
- submit and pay for a paid *Order to retake* on my.riseba.lv.

NB! The grades obtained on the first attempt are taken into account in awarding a *Diploma of honour*.

7.8. What grade do I need to pass a study test?

You must get at least 4 (almost satisfactory) for the paper to pass. For the study test requirements for each course, see the *Course Description* document on e. riseba.lv.

7.9. Do I have to pass all tests within the course to qualify for the final assessment?

To receive the final assessment, students must pass all mandatory tests and exams and submit all papers set out in the *Course Description*.

If at least one mandatory paper or exam has not been submitted or has been failed (lower than 4 (almost satisfactory)), the final assessment will not be given.

A study course may also include other tests, e.g. self-tests, homework, which are not mandatory and may not affect the final assessment. For the requirements for successful completion of each course, see the *Course Description* document on e.riseba.lv.

7.10. What is considered plagiarism?

Plagiarism is the use of work (published or unpublished) or ideas of other authors without a proper reference to the author, namely: use of 6 or more consecutive words or ideas without a permission or reference. All papers submitted by students are verified by comparing them with other papers, including papers by students from other universities. If a paper submitted by a student is recognised as plagiarism, sanctions are imposed in accordance with *NL0050 Regulation on the control and prevention of plagiarism*.

7.11. How are exams sat?

The exam within the course takes place in accordance with the study year plan, which will be communicated by academic staff. The scheduled exam date and time are published on my.riseba.lv and the course website on e.riseba.lv.

7.12. Are there any prerequisites to qualify for the exam?

You qualify for the exam if you have met all the course requirements in accordance with the *Course Description*. If you have not passed all the mandatory tests within the course and other tests, academic staff is authorised to decide whether to allow you to sit the exam, but the final assessment may be given only after all the mandatory tests have been successfully passed.

7.13. Where can I see my assessments?

All assessments are available on my.riseba.lv in the section: Study Plans / Assessments

7.14. What is the knowledge assessment system at RISEBA?

Competence level	Assessment %	10-point scale	Explanation
very high	95–100	10	With distinction
	85–94	9	Excellent
high	75–84	8	Very good
	65–74	7	Good
average	55–64	6	Almost good
	45–54	5	Satisfactory
	35–44	4	Almost satisfactory
low	25–34	3	Poor
	15–24	2	Very poor
	1–14	1	Extremely poor

For more information on the RISEBA assessment system, see *NL005 Study Regulations (Appendix 1)*

8. STUDY LEAVES

8.1. How can I take a study leave?

You may suspend your studies and take a study leave from the university if you have no financial arrears. If you wish to take a study leave from university mid-semester, the tuition fee shall be paid for the full current semester.

You must submit your electronically signed *Application* for a study leave to your administrator by email (contact details are available at my.riseba.lv/Contacts). The *Application form* is available on e.riseba.lv.

When studies are resumed, course assessments received before the study leave will be aligned with the current year study programme in accordance with *NL0074 Regulation on preparing a statement on comparison of study courses and an individual learning plan*.

8.2. How can I retake my failed assessments during my study leave?

- Contact:
 - your administrator by email (contacts details are available at my.riseba.lv/Contacts);
 - academic staff (contacts details are available on the study course website on e.riseba.lv).
- Request an *Order to retake* on my.riseba.lv.
- Pay the invoice (see the 'Finances' section on my.riseba.lv), in accordance with the *Additional Paid Services*.

NB! In July and August, academic staff members are on vacation.

8.3. How can I return from / end my study leave?

When returning after the end of the study leave or cutting your study leave short, submit your *Application* to your administrator at by email (contact details are available at my.riseba.lv/Contacts). The *Application* form is available on e.riseba.lv.

NB! If the number of failed assignments is substantial when you return from your study leave, the Study Programme Director may decide that you have to resume your studies from the previous semester.

8.4. What is important when returning from a study leave?

When resuming your studies after a study leave, based on your *Application*, the Programme Director will draw up a *Course Comparison Report and the Personal Study Plan* which will reflect your failed assessments and new courses included in the study programme (differences between courses).

NB! Any failed assessments or courses which have emerged as a result of the difference, shall be studied and assessed together with the current semester courses.

8.5. How should I deal with any failed assessments or course differences after a study leave?

In accordance with the *Course Comparison Report and the Personal Study Plan*:

- any course differences which have occurred while on a study leave may be attained and assessed free of charge by getting the *Order to retake* on my.riseba.lv;
- any failed assessments require a paid *Order to retake*:
 - for previous semesters, request an *Order to retake* on my.riseba.lv;
 - for the current semester, contact your administrator;
 - pay the invoice (see the 'Finances' section on my.riseba.lv), in accordance with the *Additional Paid Services*;
 - contact academic staff.

NB! In July and August, academic staff members are on vacation.

8.6. Can I extend my study leave from the university?

You can extend your study leave by submitting a relevant *Application* to your administrator by email (contact details are available at my.riseba.lv/Contacts). The *Application* form is available on e.riseba.lv.

NB! However, your total study leave cannot exceed two years.

9. REFERENCES, ORDER TO RETAKES, APPLICATIONS

9.1. How can I receive a proof of my student status?

Request a *Reference* on my.riseba.lv



Request path: My Activities / Requests and *References*/ Type/ Reference in English/ Submit a Request

Your *Reference* will be drawn up and you will receive an email notification.

Receiving your *Reference*:

- in electronic format by email, or
- at the RISEBA Customer Service Centre.

9.2. How can I get an *Academic Records* with all my assessments?

In this situation, request the *Academic record* on my.riseba.lv.



Request path: My Activities / Requests and *References*/ Type/ *Academic Records* in English / Submit a Request

The issue of the *Academic record* is a paid service in accordance with the **Additional Paid Services**. You will find the invoice for the issue of the statement in the 'Finances' section on my.riseba.lv.

Once your payment has been received and processed (within 5 business days), your statement will be drawn up and you will receive an email notification.

Receiving your *Academic record*:

- in electronic format by email, or
- at the RISEBA Customer Service Centre.

9.3. How can I receive an *Order to retake*?

You can request an *Order to retake* in the 'Requests' section on my.riseba.lv.

Instructions are available in the 'Important Information' section on my.riseba.lv.

9.4. What should I know about *Order to retakes*?

Order to retakes may be:

- **free** if you have not taken a test due to mitigating circumstances (submitting a *Application* and providing evidence of such circumstances prior to the test):
 - due to a health condition evidenced by a sick-leave *Reference*;
 - due to work circumstances evidenced by a letter from the employer **before the test**;
 - exceptional cases based on a permission from the Programme Director.

NB! You can request your free *Order to retake* within the current study year.

■ **paid**, if:

- the mandatory test has not been passed by the required deadline in the absence of mitigating circumstances;
- the mandatory test has been failed;
- you want to improve your result by previously agreeing with the academic staff member.

The fee is provided in our price-list in the For Students/Payments/Additional Paid Services section on the RISEBA website.

9.5. How can I submit Applications?

NB!

- *Order to retakes* have a limited validity period. Once it has expired, you will have to request a new *Order to retake* for a fee.
- The *Order to retake* is valid for the current and the next semesters.
- Please note that the fee for the *Order to retake* for a test from a preceding study year is higher.

Applications related to the study process:

- complete the appropriate *Application* (the *Application forms* is available on e.riseba.lv) and sign it with a secure electronic signature;
- send an email to your administrator (contacts details are available at my.riseba.lv/Contacts).

NB! Submit your *Applications* related to the *Final Thesis* or *Course paper* topics and/or the supervisor on my.riseba.lv.

9.6. Where can I find the Application forms?

You will find all the *Application forms* you will find at e.riseba.lv/Regulatory documents/Application Forms.

10. STUDIES ABROAD

10.1. What are the opportunities to study abroad?

- We recommend applying for Erasmus+. The programme not only facilitates the study process and the understanding of the chosen country, but also fosters a sense of community between students from different countries. Each study programme has cooperation agreements signed with relevant partner universities specializing in the field.
- We offer Double Degree programmes, which give students the opportunity to study for two *Diplomas*: RISEBA *Diploma* and the *Diploma* of the partner university.
- We encourage to use the internship opportunities offered by Erasmus+ abroad. Erasmus+ supports internship abroad for students already enrolled in a Bachelor's, Master's or doctoral programme at a national higher education institution.

10.2. What are the requirements to join the Erasmus+ programme?

Apply for the Erasmus+ programme if:

- you are studying full-time or part-time (including distance learning);
- you have completed at least one year of studies at RISEBA in Bachelor's study programmes or one semester in Master's study programmes;
- you have met all your academic and financial obligations;
- your average grade is at least 7;
- you have a command of English that meets the requirements of your chosen partner university (minimum B1).

Find out more about the programme on the [Erasmus+ website](#) and/or by contacting the [RISEBA External Relations Department](#).

10.3. When and where do I apply for the Erasmus+ programme

Applications for the Erasmus+ study exchange programme take place twice a year:

- in autumn — for spring semester studies;
- in spring — for autumn semester studies.

To apply for Erasmus+, complete the *Application form*.

You can choose any foreign university participating in the Erasmus+ programme (a partnership agreement is signed with RISEBA). Find a list of these partner universities *here*.

10.4. How long can I study within the framework of the Erasmus+ programme?

You can participate several times during your studies, not exceeding 12 months at each study level (Bachelor's, Master's and Doctoral). The minimum duration of study mobility under the Erasmus+ programme is three months.

10.5. What is an Erasmus buddy?

An Erasmus buddy is the RISEBA contact person for new Erasmus+ students who:

- helps you to get into RISEBA;
- explores Latvia, Riga (also recommends the best places for entertainment, recreation, etc.);
- shares experiences on practical and everyday issues.

For more detailed information, please contact the *External Relations Department*.

10.6. What are the benefits of becoming an Erasmus buddy?

You will:

- get support and benefits from Erasmus+ mobility;
- enhance your intercultural experience;
- improve your language skills;
- expand your circle of friends, etc.

10.7. Which programmes offer the Double Degree Programme?

Bachelor's programmes:

- European Business Studies;
- Business Management;

Master's programme:

- International Business;
- International Finance.

10.8. What do I have to note to join the Double Degree Programme?

To apply for the Double Degree Programme, you must meet the following conditions:

- you are studying and have completed at least one year of study in a programme offering a Double Degree Exchange;
- it has been agreed with the respective programme director;
- all academic and financial obligations have been met;
- your average grade is at least 7;
- your English language skills meet the requirements of the partner university.

For more detailed information, please visit the *RISEBA website* or contact the *RISEBA External Relations Department*.

10.9. Are there any restrictions to the duration of Erasmus+ internship abroad?

Your internship abroad must be at least 2 months and no more than 12 months.

10.10. What are the conditions to apply for an Erasmus+ internship abroad?

- Internships are open to all RISEBA students, including recent alumni, provided that you take up your internship no later than within one year after obtaining your *Diploma*.
- Internship corresponds to your study programme.
- The internship placement can be with any national organization of the Erasmus+ programme (except institutions, agencies of the institutional structure of the European Union).
- You can do an internship abroad at any time, but without interfering with your studies (e.g. summer internship, after studies).

NB! You will not be able to use this option during your study leave.

10.11. When do I have to apply for an Erasmus+ internship abroad?

Applications are open all year round.
To apply, please complete the **Application form**. For more detailed information, please visit the **RISEBA website** or contact the **RISEBA External Relations Department**.

10.11. Do I have to pay tuition fees while studying in the Erasmus+ or Double Degree exchange programme?

There is no tuition fee for studying at a partner university. However, students are obliged to continue to pay RISEBA tuition fees.

All Erasmus+ students receive a grant from the European Union and co-financing from the Latvian budget to cover part of their living expenses.

11. FINANCES

11.1. What if I cannot pay by the deadline?

In this case, please contact RISEBA Accounting: payments@riseba.lv, tel.: +371 25618276.

11.2. What if the tuition fee is not paid by the deadline?

Pursuant to the *Study Contract*, if a student misses any of tuition fee payment deadlines, RISEBA is entitled to charge and the student must pay late payment interest of 0.2% of the overdue amount for each calendar day of the delay. Payment of the late payment interest will not relieve the student from the obligation to fulfil their obligations under the *Study Contract*.

RISEBA has the right to expel a student for any default on their financial obligations.
If you cannot pay by the deadline, please contact RISEBA Accounting (payments@riseba.lv, tel.: +371 25618276).

11.3. What is the deadline for my tuition fees?

The first payment when you begin your studies must be made within 7 calendar days of signing of the *Study Contract* (after signing by both parties). Every subsequent tuition fee invoice will be issued once a semester (before the beginning of the semester) and will be available on my.riseba.lv in the 'Financial Data' section.

You choose your payment method in your enrolment *Application*:

- if paying by semester, tuition fees must be paid by 15 August and 15 January of each year;
- if paying monthly, tuition fees must be paid by the 15th day of each month. Upon beginning your studies, the first payment must cover the first two months. In this case, the tuition fee is increased by 5%.

NB! Regardless of the selected payment method, payment for the semester is binding.

11.4. How do I pay for the services?

We only accept payments via bank transfer. For RISEBA bank details, see [here](#). Please provide information in the payment order as follows: the student's name, surname, personal ID number, invoice No. (available in the 'Financial Data' section on my.riseba.lv). For more information, visit the [RISEBA website](#).

11.5. Can I get a tuition fee discount?

- RISEBA offers tuition fee discounts for which you may be eligible if you have satisfied all the financial and academic requirements. To apply for a tuition fee discount:
- *Review* the eligibility criteria and conditions. For more information, see the RISEBA website;
 - complete and send the *Application* (the *Application* forms are available on [e.riseba.lv](#)) to your administrator by email (contact details are available at my.riseba.lv/ Contacts):
 - for the 1st semester, by 5 September;
 - for the 2nd semester, by 5 February;
 - the discount commission will send you their decision via email.

NB! You must have paid for the previous semester to apply for the discount. If the discount is granted, a recalculation will be made.

11.6. Can I get a loan guaranteed by the government to cover my tuition fee?

After signing the *Study Contract* and matriculation, you can apply for a government guaranteed bank loan to cover your tuition fee. The bank will verify the information provided by the university in the State Education Information System (VIIS) and *Review* your (applicant's) credit history. The bank will transfer the loan to the university's account to cover the tuition fee. The loan for the first semester will be made available within 5 days after signing the loan agreement. For the subsequent semesters, the loan is made available twice a year (in September and March). In addition, you can apply for a government guaranteed student loan to cover your daily needs, and the loan is transferred to the student's account.

For more information, see [www.swedbank.lv](#) and [www.altum.lv](#).

12. RISEBA LIBRARY RESOURCES

12.1. What does RISEBA library offer?

RISEBA library provides the following for students and staff:

- information resources necessary for the study process;
- access to necessary information resources in the catalogues and electronic databases;
- a possibility of obtaining information resources necessary for the studies;
- free Internet access, WiFi;
- qualification, *Bachelor's* and *Master's Thesis* binding services (paid service);
- the IL service which allows receiving information resources from other Latvian libraries, including the National Library of Latvia;
- the ILL service which allows receiving information resources from foreign libraries covering postal expenses (if any);
- independent access the library's open collection;
- access to *Bachelor's* and *Master's Thesis* and dissertations from previous years, and beginning with 2020 they are available in electronic format in the Thesis Database. For information on how to use it, see [here](#).

Watch the video and learn more about *RISEBA library in the digital environment*.

12.2. How can I register with RISEBA library?

By registering at the RISEBA main building (3 Meža Street, Riga):

- producing a valid student ID/card;
- providing your contact details;
- reading *NT003 Library Terms and Conditions* and certifying with your signature the readiness to comply with them.

12.3. How can I contact RISEBA library?

To get information about library related matters, including the use of IL and ILL or catalogues and databases, call

- +371 25618632 or
- email bibl@riseba.lv.

12.4. What should I know before borrowing a book from RISEBA library?

Books or documents can be borrowed by registered RISEBA library users only and by RISEBA students and academic and other staff only.

Every book has its borrowing period. Library users are responsible for the timely return of the borrowed books.

The borrowing period may be extended in person at the library or by email: bibl@riseba.lv.

If a user fails to return any borrowed books on time, a late book fine will be charged in accordance with the *Additional Paid Services*.

Outside business hours, you can return books to the Information Centre at 3 Meža Street (ground floor) signing a return book, specifying your name, surname and study programme.

If there is only one copy of the necessary information resource, you can only use it in the library.

For more information, see *NT003 Library Terms and Conditions*.

12.5. What does the Union Catalogue offer?

The Electronic Union Catalogue of Latvian libraries of national significance is formed by multiple libraries and represent the collections of these libraries. The Union Catalogue allows searching for information resources from these libraries that came into the collections after 1990. RISEBA library also joined the Union Catalogue in 2011. Here you will also find the catalogues from:

- the National Library of Latvia;
- the Library of the University of Latvia;
- the Scientific Library of Riga Technical University;
- and other library catalogues.

12.6. How can I get access to electronic databases?

RISEBA students and staff can receive personal access codes by emailing their request to bibl@riseba.lv specifying: Access data to the subscribed databases in the subject, and providing their name, surname, study programme and course in the message body.

For more information on using the databases, please contact the RISEBA library and watch the [video](#).

12.7. What electronic databases are available?

RISEBA library offers multiple database subscriptions in various fields of science. You can also access several trial database versions and free [public resources](#).

Available database subscriptions:

- Web of Science;
- Scopus;
- Emerald;
- Ebsco;
- ScienceDirect;
- Leta.lv (news and archive);
- Nozare.lv;
- Passport, etc. (more information is available at the library).

You can also enjoy free electronic resources for reference, e-magazines and e-books databases. A video and information on how to use these resources are available [here](#).